

# PRIVACY POLICY

## 1. Who is Addverb Technologies Limited?

Addverb Technologies Limited is a company incorporated under the laws of India, having its registered office at Addverb Bot-Valley, Plot No.5, Sector-156, Noida, Uttar Pradesh-201310, India. Addverb Technologies Limited and its subsidiaries (hereinafter collectively the "**Company**") is engaged in the business of providing robotics and warehouse automation solutions to various customers worldwide.

## 2. What is this Privacy Policy and Scope?

2.1 This Privacy Policy (the "**Privacy Policy**"), together with the Terms of Use, describes the Company's policies and procedures on the collection, use and disclosure of the Information provided by Users. "**User**" for the purpose of this Privacy Policy means and includes any natural or legal person/person, who may use or access the Website. The Company shall not use the User's information in any manner except as provided under this Privacy Policy. For the purposes of this Privacy Policy, "**Platform**"/" **Website**" shall mean our webpage located at <https://addverb.com/>. All references to you/your/yourself under this Privacy Policy shall mean and refer to the User(s). All references to us/we under this Privacy Policy shall mean and refer to the Company.

2.2 The usage and access to this Platform is governed by the Terms of Use and this Privacy Policy. In case you do not agree to the Terms of Use or this Privacy Policy, you are advised not to use or access the Platform.

## 3. Why this Privacy Policy?

**3.1** This Privacy Policy is published pursuant to the applicable laws.

**3.2** This Privacy Policy describes the Company policies and procedures on the type of Information collected from the Users, the purpose, means, modes of usage and disclosure of such Information.

**3.3** This Privacy Policy is an electronic record. This electronic record is generated by a computer system and does not require any physical or digital signatures to make the terms herein binding.

## 4. What information shall the Company collect?

While using or accessing the Platform, there will be a number of instances where the Company may be collecting, and you will be providing the Company with certain Information. The Privacy Policy applies to Information collected and processed by the Company, consisting of the following:

**4.1 “Personal Information”**, which refers to information related to a User, or a combination of pieces of information that could reasonably allow the User to be identified. Personal Information that we collect may consist of without limitation, name, personal contact numbers, residential address, email address, gender, or date of birth.

**4.2. “Non-Personal Information”**, which refers to information that could not be allowed the User to be identified. Non-Personal Information that we may collect consist of without limitation, name of the organization, designation, project timelines, and budget for the project.

**4.3 “Information”** shall mean and include both Personal Information and Non-Personal Information.

## **5. How does the Company use your information?**

**5.1.** While browsing the Platform, a User is not required to provide Information as set out under clause 4 until and unless such User voluntarily provides such Information to the Company for availing any services, newsletters, and other promotional materials from the Company, or engaging in any business transactions/discussions with the Company. All the Information provided to the Company by a User, is voluntary and the Company relies on the User with respect to the accuracy of the Information shared. The User shall ensure that the Information provided at all times be correct, accurate and authentic. The User hereby represents and warrants that you have the necessary rights, title and interest in disclosing the Information to us and you shall indemnify the Company in case of breach of such representation and warranty. The User has the right to request the withdrawal of his/her/its consent at any time, in accordance with the terms of this Privacy Policy and the Terms of Use, by applying to the Company in writing. Within a reasonable period from the date of withdrawal, the Company will not use or process your Information, except if such usage or Information is required to comply with legal obligations. It is the User's duty to ensure strict caution while giving out any Information about himself/herself or his/her family members and the organization, in use of any of the features of the Platform. The Company does not endorse the content, messages or information found in the Platform and therefore, the Company specifically disclaims any liability with regard to the same and any actions resulting from the User's participation in any part of the Platform. As a condition to use the features of the Platform and providing the Information while accessing and using the Platform, you as a User agree to waive any claims against the Company relating to the same, and to the extent such waiver may be ineffective, you agree to release any claims against the Company relating to the same.

**5.2.** Users can at any time access, review, modify, correct and eliminate the Information provided by him which has been collected pursuant to his/her/its decision to become a User and accessing the Platform, by applying in writing to the Company. Any grievances in relation to the Information shared by the User with the Company may be brought to the attention of grievance officer in accordance with clause 7 of this Privacy Policy.

**5.3.** Information collected can be used/processed by the Company on an ongoing basis, for the following reasons:

**5.3.1.** To identify the User, to understand the needs and resolve disputes, if any;

**5.3.2.** To set up, manage and offer products and to enhance the services to meet the User's requirements;

**5.3.3.** To provide ongoing service;

**5.3.4.** To meet legal and regulatory requirements;

**5.3.5.** To resolve technical issues and troubleshoot problems;

**5.3.6.** To keep Users apprised of the Company's (or third parties') promotions and offers;

**5.3.7.** To customize User experience;

**5.3.8.** To detect and protect the Company from error, fraud and other criminal activities;

**5.3.9.** To enforce the Terms of Use;

**5.3.10.** Other reasons which, shall be communicated to the Users through an update carried out to this Privacy Policy;

**5.3.11** To manage the User's business account with the Company;

**5.3.12** To provide products and services procured from a third party;

**5.3.13** To send emails, newsletter, and other promotional materials; and

**5.3.14** To market the User as a client of the Company (if applicable).

**5.4.** While the Company shall make reasonable endeavours to ensure that the User's Information is duly protected by undertaking security measures prescribed under applicable laws, the User is strongly advised to exercise discretion while providing Information while using the Platform given that the internet is susceptible to security breaches.

**5.5.** Due to the communications standards on the Internet, when a User visits the Platform, the Company automatically receives the uniform resource locator of the site from which such User visits the Platform, details of the website such User is visiting on leaving the Platform, the internet protocol ("IP") address of each User's computer operating system, type of web browser the User is using, email patterns, and the name of the User's internet service provider. This information is used solely to analyse overall User trends and to help the Company in improving its Platform, products, services, and other offerings. Please note that the link between the User's

IP address and the User's Information is not shared with third parties without such User's permission or except when required by law. Notwithstanding the above, the User acknowledges the Company's right to share some of the aggregate findings, including the Information provided by the Users in an unidentifiable form, and not the specific data with advertisers, sponsors, investors, strategic partners, and others in order to help grow the business. The amount of Information sent to the Company depends on the settings of the web browser used by the User to access the Platforms. The User may refer to the browser used, if the User wishes to learn what information is provided to the Company.

**5.6.** The Platform uses temporary cookies to store certain data. The Company does not store Personal Information in the cookies. Information collected by the Company, by any means whatsoever, that does not personally identify the User as an individual (such as patterns of utilization described above) is exclusively owned by the Company and may be used by the Company and its third-party service providers for technical administration of the Platform, user administration, research, development, and other purposes.

**5.7.** A User may set or amend his/her/its web browsers to delete or disable cookies. If a User chooses to disable cookies on his/her/its computer or mobile telecommunication device, it may impair, degrade, or restrict access to certain areas of the Platform.

**5.8.** The Company does not exercise control over the websites displayed or links from within the Platform. These other sites may place their own cookies or other files on the Users' computer, collect data or solicit personal information or financial information from the Users, for which the Company shall not be held responsible or liable. The Company does not make any representations or warranty concerning the privacy practices or policies of such third parties or terms of use of such websites, nor does the Company guarantee the accuracy, integrity, or quality of the information, data, text, software, sound, photographs, graphics, videos, messages or other materials available on such websites. The inclusion or exclusion does not imply any endorsement by the Company of such websites, the websites' provider, or the information on the website.

**5.9.** The Company does not knowingly collect personal data from children (only persons who have attained the age of majority, shall be permitted to use the Platform). In an event where a person below the age of majority uses the Platform, the Company shall not be held liable or responsible for any damage or injury suffered by such person in logging into the Platforms and making use of its features.

**5.10.** The Company has implemented security policies, rules, and technical measures, as required under applicable law including firewalls,

transport layer security and other physical and electronic security measures to protect the Information that it has under its control from unauthorized access, improper use or disclosure, unauthorized modification and unlawful destruction or accidental loss. It is expressly stated that the Company shall not be responsible for any breach of security or for any action of any third parties that receive Users' Information or events that are beyond the reasonable control of the Company including, acts of government, computer hacking, unauthorized access to computer data and storage device, computer crashes, breach of security and encryption, etc. Please note that no method of transmission over the internet can be 100% secure and hence the Company cannot guarantee the absolute security of your Information. The Company cannot ensure or warranty the security of any Information you shared with the Company and you acknowledge and agree that any Information provided by you has been done at your own risk.

**5.11.** The Company may be required to disclose Information to governmental institutions or authorities when such disclosure is requisitioned under any law or judicial decree or when the Company, in its sole discretion, deems it necessary in order to protect its rights or the rights of others, to prevent harm to persons or property, to fight fraud and credit risk, or to enforce or apply the Terms of Use.

**5.12.** The Company may share/use Information provided by Users with its parent company, group companies, subsidiaries, associates, affiliates, suppliers, vendors, sister concerns, service providers and service partners and other third parties ("**Other Parties**") for the purposes of:

**5.12.1.** enabling Users to evaluate, avail and enjoy the enjoy the Platform, products, services and other offerings of the Company and Other Parties;

**5.12.2.** detecting and preventing identity theft, fraud or any other potentially illegal acts; and

**5.12.3.** monitoring and enhancing User interest and engagement, including through promotional activity, personal messages to Users using Information provided by Users, etc.

To the extent that Other Parties have access to the Information, the Company shall make its best efforts to ensure that the Other Parties treat such Information at least as protectively as they treat Information obtained from their users or members.

**5.13.** The Company or the Other Parties may merge with or be acquired by another business entity. In such an event, the Company and the Other Parties may be required to transfer the Information to such merging or

acquiring party, as the case may be. While sharing such Information with the acquiring or merging entity, as the case may be, the Company and the Other Parties shall make reasonable endeavours to ensure that the User's Information is duly protected by the acquiring or merging entity, as the case may be, by undertaking security measures prescribed under applicable laws.

**5.14.** The Company may also disclose or transfer the Information provided by Users, to any third party as a part of reorganization or a sale of the assets, division or transfer of a part or whole of the company. Any third party to which the Company transfers or sells its assets will have the right to continue to use the Information that Users provide to the Company.

**5.15.** All the Company employees and data processors, who have access to and are associated with the processing of Information provided by Users are obliged to respect the confidentiality of every User's Information.

**5.16.** The User's visit and access to and/or use of the Platform and any dispute over privacy is subject to this Privacy Policy and the Terms of Use. In addition to the foregoing, any disputes arising under this Privacy Policy shall be governed by the laws of India and shall be subject to the exclusive jurisdiction of the courts at New Delhi. The Company may update this Privacy Policy at any time, with or without advance notice, at its sole discretion. The Company shall not be required to notify the Users of any changes made to this Privacy Policy. It is your responsibility, in such cases, to review the terms of this Privacy Policy from time to time. Changes to this Privacy Policy are effective when they are posted on the Platform.

**5.17.** All Information collected from the Users by the Company is maintained in electronic form on servers and/or cloud systems and shall be accessible by certain employees of the Company. The User Information may also be converted to physical form from time to time. Regardless of the manner of storage, the Company shall make commercially reasonable endeavours to ensure that the User Information is rendered confidential, and will disclose User Information only in accordance with the terms of this Privacy Policy.

**5.18.** The User consents to the Company reproducing/publishing all testimonials and reviews given by the User (whether on the Website, social media platforms, or in any other manner whatsoever) in relation to the Company or any of the products and services of the Company, together with the User's name, designation, and location, on the Website, on such page and in such position as the Company may determine in its sole discretion. The User agrees that the Company may edit the testimonials and reviews provided by the User and reproduce/publish such edited or paraphrased versions of the testimonials and reviews on the Website. If the User has any concerns with the reproduction/publication of any

testimonial or review provided by the User on the Website, the User may contact the Company at [compliance@addverb.com](mailto:compliance@addverb.com).

**5.19.** The Company will retain your Information, only for as long as it is necessary for the purposes as set out in this Privacy Policy. The Company shall also retain and use your Information as may be required to comply with legal obligations or requests.

## **6. Opt-Out Policy**

**6.1.** If a User wishes to remove his/her/its contact information from all the Company's lists and newsletters, the User can click on the "unsubscribe" link or follow the instructions in each e-mail message. Alternatively, the User can contact the Company at [compliance@addverb.com](mailto:compliance@addverb.com). All Users will be notified by email prior to any actions taken.

**6.2** You can opt out of receiving our marketing/promotional emails. To stop receiving our promotional messages, please email at [automate@addverb.com](mailto:automate@addverb.com).

## **7. Feedback or Concern/ Grievance or Data Protection Officer**

If you choose to visit the Website, your visit and any dispute over privacy arising from such visit or access to the Platform, is subject to this Privacy Policy and the Website's Terms of Use. In case you have any questions, discrepancies, or grievances with regard to this Privacy Policy, you may contact the Grievance Officer as identified below:

### **Grievance Officer:**

**Name:** Arockia Arulnathan

**Designation:** Chief Security Officer

**Address:** Addverb BotValley, Plot No. 5, Phase II, Sector 156, Noida – 201310, Uttar Pradesh, India

**Email Address:** [arockia.arulnathan@addverb.com](mailto:arockia.arulnathan@addverb.com)