

## **PRIVACY POLICY**

THIS PRIVACY POLICY IS AN ELECTRONIC RECORD IN THE FORM OF AN ELECTRONIC CONTRACT FORMED UNDER THE INFORMATION TECHNOLOGY ACT, 2000 AND THE RULES MADE THEREUNDER AND THE AMENDED PROVISIONS PERTAINING TO ELECTRONIC DOCUMENTS / RECORDS IN VARIOUS STATUTES AS AMENDED BY THE INFORMATION TECHNOLOGY ACT, 2000. THIS PRIVACY POLICY DOES NOT REQUIRE ANY PHYSICAL, ELECTRONIC OR DIGITAL SIGNATURE. THIS DOCUMENT IS PUBLISHED AND SHALL BE CONSTRUED IN ACCORDANCE WITH THE PROVISIONS OF THE INFORMATION TECHNOLOGY (REASONABLE SECURITY PRACTICES AND PROCEDURES AND SENSITIVE PERSONAL DATA OF INFORMATION) RULES, 2011 UNDER INFORMATION TECHNOLOGY ACT, 2000; THAT REQUIRE PUBLISHING OF THE PRIVACY POLICY FOR COLLECTION, USE, STORAGE AND TRANSFER OF SENSITIVE PERSONAL DATA OR INFORMATION. THIS PRIVACY POLICY IS A LEGALLY BINDING DOCUMENT BETWEEN YOU ("USER") AND M/S M/s YOGANAND LEARNING SOLUTIONS PRIVATE LIMITED HAVING ITS REGISTERED OFFICE AT KAKINADA, ANDHRA PRADESH, INDIA ("THE COMPANY").

THE TERMS OF THIS PRIVACY POLICY WILL BE EFFECTIVE UPON YOUR ACCEPTANCE OF THE SAME (DIRECTLY OR INDIRECTLY IN ELECTRONIC FORM, BY CLICKING ON THE "I ACCEPT" TAB OR BY USE OF THE WEBSITE/APP OR BY OTHER MEANS) AND WILL GOVERN THE RELATIONSHIP BETWEEN YOU AND COMPANY FOR YOUR USE OF THE WEBSITE/APP (DEFINED BELOW). PLEASE READ THIS PRIVACY POLICY CAREFULLY. BY USING THE WEBSITE/APP, YOU INDICATE THAT YOU UNDERSTAND, AGREE AND CONSENT TO THIS PRIVACY POLICY. IF YOU DO NOT AGREE WITH THE TERMS OF THIS PRIVACY POLICY, PLEASE DO NOT USE THIS WEBSITE/APP. YOU HEREBY PROVIDE YOUR UNCONDITIONAL CONSENT OR AGREEMENT TO COMPANY AS PROVIDED UNDER SECTION 43A AND SECTION 72A OF INFORMATION TECHNOLOGY ACT, 2000.

### **1. Introduction:**

User's privacy matters a lot to us. This Privacy Policy explains how we collect, process, use, share and protect information about Users. It also tells Users how they can access and update their information and make certain choices about how their information is used.

This Privacy Policy also applies to their use of interactive features or downloads that we own or control, that are available through the Services or that interact with the Services and post or incorporate this Privacy Policy.

By accepting our terms and conditions, they agree to the terms of this privacy policy. Please review the following carefully so that they understand our privacy practices. If they do not agree to this Privacy Policy, do not accept our Terms and Conditions or use our Services. This Privacy Policy is incorporated by reference to our [Terms and Conditions](#).

### **2. Sources of information collected:**

We may ask Users to provide us with certain Protected Information. We may collect this information through various means and in various places through the Services, including:-

- account registration forms;
- contact us forms;
- or when they otherwise interact with us.

When they sign up to use the Services, they create a User Account. We shall ask them to provide only such Protected Information which is for lawful purpose connected with our Services and necessary to be collected by us for such purpose including:-

- their name, address, date of birth, location, educational information and interests;
- their e-mail address and a password;
- a mobile phone number;
- a record of any correspondence between them and us;
- their replies to any surveys or questionnaires that we may use for research purposes.
- details of accounting or financial transactions including transactions carried out through the Website or otherwise. This may include information such as their credit card, debit card or bank account details, details of subscriptions (as described in our Terms & Conditions) they have booked or offered through the website and payment details which are stored with the relevant payment gateway providers;
- details of their visits to the website and the resources that they access;
- information we may require from them when they report a problem with the Website.

We only collect the information that is to be provided by Users and Users may not provide any personal information but with that they may not be able to enjoy complete access to our Services.

Information is also gathered without them actively providing it, through the use of various technologies and methods such as I.P. addresses and cookies. These methods do not collect or store personal information. We use User's I.P. address to diagnose the issues arising to them while operating on our website, report the information gathered and determine the fastest way of resolving those issues.

**Login Information:** When you access our website, our servers automatically record information that your browser sends whenever you visit a website. These server logs may include information such as your web request, internet protocol (IP) address, browser type, browser language, the date and time of your request and one or more cookies that may uniquely identify your browser.

### **3. Use of collected information:**

Company may use this information to assist in making general improvements to the website, to carry out and administer any obligations arising from any agreements entered into between the Users and us, to contact and notify them about changes to the Site or the services Company offers, to ensure that the content of the Website is presented in the most effective manner for their computer and customise the Website according to their preferences, to collect payments from them, to allow them to participate in features of the Website and other services, to analyse how they are making use of the Website and for internal marketing and research purposes.

Company will not resell their information to any third party nor use it for any third party marketing.

#### **4. Disclosure of information:**

In case of any payment through our Website, credit and debit card payments are processed by the payment gateway and in order for payments to be processed, the User must have to share some necessary details with the payment gateway providers.

Company will not disclose any User's information via the website to any third party except:-

- We may share information with our partner websites where Users have made a booking or enter into any transaction through the Website with the user of the partner website.
- If we are under a duty to share User's information in order to comply with legal obligations.
- We may share User's details in case of sale of our business to the third party but we will provide a prior intimation before sharing such details.
- In order to enforce any terms of use that apply to any of the Website, or to enforce any other terms and conditions or agreements for our Services that may apply.
- Exchanging User's information with other companies and organizations for the purpose of fraud protection and credit risk reduction in order to protect the rights, property and safety of Company.
- With our consultants, attorneys, etc. who shall also be bound by similar or stringent policies of non-disclosure and confidentiality.
- With third party service providers in order to personalize the Application / Website / Services / Products for a better user experience and to perform behavioural analysis.

For any purpose other than those mentioned above, we will not share any information unless written consent of User is taken.

#### **5. Third party contents and links to third party services:**

The Services may contain content that is supplied by a third party, and those third parties may collect website usage information and User's device identifier when web pages from any online or mobile Services are served to their browser.

In addition, when Users are using the Services, they may be directed to other websites or applications that are operated and controlled by third parties that we do not control.

Company is not responsible for the privacy practices employed by any of these third parties. For example, if Users click on a banner advertisement, the click may take you away from one of our websites onto a different website. These other websites may send their own cookies to you, independently collect data or solicit Protected Information and may or may not have their own published privacy policies.

Company encourage Users to note when they leave our Services and to read the privacy statements of all third party web sites or applications before submitting any Protected Information to third parties.

#### **6. Cookies:**

Cookies are small text file created by a website that is stored in the User's computer either temporarily for that session only or permanently on the hard disk. Cookies provide a way for the website to recognize you and keep track of your preferences.

We use cookies to track User's progress on our website in order to provide them with improved services so that they can access our website without facing any issues.

If User's log in to our services, cookies enable them to remain logged in to that services.

In order to use cookies, we need User's approval and if they continue to use our services having seen the notice then it is considered to be their deemed approval.

In case User does not allow us to use cookies then this will not affect the User's access to majority of our services, however they will not be able to have full access to our website.

Further, certain tracking technologies may record information such as Internet domain and host names; Internet protocol (IP) addresses; browser software and operating system types; clickstream patterns; and dates and times that our site is accessed. Our use of cookies and other tracking technologies allows us to improve our Web site and your Web experience. We may also analyse information that does not contain Personal Information for trends and statistics

#### **7. Amending of information:**

Users are responsible for maintaining their own information such as contact information or information related to the registration.

If the User wants to amend his personal information then he/she can do it by visiting his/her own account on our website or by simply contacting us through email. Our

executives will make possible efforts to make requested changes in our active databases.

Users may also cancel or modify their communications that they have elected to receive from the Services by following the instructions contained within an e-mail or by logging into their user account and changing their communication preferences.

If after amending the information provided to us, we find it difficult to permit User's access to our Website, then we reserve the right to suspend User's account or revoke User's access to our website by providing them with a written notice to this effect on their registered email id/mobile no.

#### **8. Closure of account:**

If Users wish to close their account or they request that we are not providing them the services we supposed to provide then they can contact us through email id mentioned on our Website.

Company will retain User's Protected Information and Usage Information (including geo-location) for as long as their account with the Services is active and as needed to provide services to them.

Even after the account is suspended, we will retain protected information and usage information of the User to comply with our legal and regulatory obligations, resolve disputes, conclude any activities related to cancellation of an account, investigate or prevent fraud and other inappropriate activity, to enforce our agreements, and for other business reason. After a period of time, suspended User's data may be anonymised and such data will solely be used for analytical purposes.

#### **9. Changes in Privacy Policy:**

Company reserves the right to amend our Privacy Policy without any notice being served to the Users. However, material changes might be communicated through registered emails, messages or by publishing on the website. Any changes will be effective immediately upon the posting of the revised Privacy Policy. Users will be deemed to have accepted all amendments in the event of using any services on the Website following the publication of amendment.

We encourage Users to periodically review this page for the latest information on our privacy practices. Changes will not apply to any bookings or transactions made prior to such amendments.

#### **10. Security:**

The Protected Information and Usage Information we collect is securely stored within our databases, and we use standard, industry-wide, commercially reasonable security practices such as encryption, firewalls and SSL (Secure Socket Layers) for protecting User's information.

Please note that, although we ensure utmost care to provide the reasonable security for the information we process, no security system can prevent all potential security breaches and thus we cannot guarantee the security of our databases, nor can we

guarantee that information User supply won't be intercepted while being transmitted to us over the Internet or wireless communication.  
We recommend Users not to disclose their password to anyone.

**11. Grievance redressal:**

Company has also appointed a grievance officer for the purposes of the rules drafted under the Information Technology Act, 2000, who may be contacted support@yolearn.com

Users may address any grievances they may have in respect of this privacy policy or usage of their Protected Information or other data to him / her.