**PRIVACY POLICY**

In line with recognized International Practice and for the information of customers and others who visit the website of e-Mitra, it is necessary to post a privacy statement. The information shared with e-Mitra will be treated as private. e-Mitra also desires to say explicitly that adequate precautions have been taken to protect information relating to customers and their dealings with e-Mitra from the mischievous and the fraudsters.   
  
Customer confidentiality and privacy are of utmost concern to e-Mitra Platform. The employees of the RISL and e-Mitra treat the information in respect of the User's accounts in the same responsible and confidential way that the RISL and e-Mitra want its own financial affairs are treated. 

**Recognition of User's expectation of privacy**   
RISL recognizes that its customers expect privacy and security for their personal and financial affairs. RISL understands that, by selecting RISL for any services , the Users have entrusted on RISL to safeguard the User's personal information. RISL wants the users to be informed of RISL's commitment to protect the privacy of User's personal information with the following privacy principles and practices.   
  
**What personally identifiable information is collected from the Users?**  
RISL collects information from the Users regarding name, addresses, email addresses, passport number, Income, PAN, details of nominees, etc.   
**Cookies**   
A cookie is a data file that certain Web sites write to User's computer hard drive when the User visits such sites. A cookie file can contain information such as a user identification code that the site uses to track the pages the Users have visited and use the information commercially.   
  
**How RISL uses, collects and retains customer information**   
On RISL's e-Mitra site we collect, retain, and use information about the User only when we reasonably believe that it will help administer RISL business or provide products, services, and other opportunities to the Users. RISL collects and retains information about the User only for specific business purposes.

Citizen agree to give all data as per requirement of department and whatever services he is opting. User have to enter all required data which is necessary to avail the service, in absence of data which is marked as mandatory on input form of respective service, system may decline to accept the request from user. Once user enter the data and the same has been submitted, there is no way available to delete the data from user end.

**e-Mitra uses information to:**

* Open and administer User's accounts and to protect User's records and funds.
* Comply with all applicable laws and regulations
* Help e-Mitra design or improve its products and services for the benefit of Users.
* Understand the User's financial needs so that e-Mitra can provide the User with quality products and superior services.
* To comply with laws, guidelines and regulations related to cyber.

**How e-Mitra keeps customer information accurate**   
It is in the User's interest, and it is objective, for us to have accurate, current, and complete information concerning the User and his/its accounts. e-Mitra has strict procedures that our employees abide by to meet this objective. While some procedures are required by Central, State laws or RBI regulations, e-Mitra has implemented additional procedures to maintain accurate, current, and complete information, including processes to update information and remove outdated information. If you believe that e-Mitra has incorrect information about you, please email us through the feedback mechanism provided on the website or modify the profile information on the site as permissible. e-Mitra will correct any erroneous information as quickly as possible.   
  
**How e-Mitra limits access to customer information**  
e-Mitra has procedures that limit access to personally identifiable information to those employees with a business reason for knowing such information about the User. e-Mitra educates its employees on their responsibility to protect the confidentiality of customer information, and hold them accountable if they violate this privacy policy. e-Mitra's security procedures to protect customer information, e-Mitra follows best security practices to prevent unauthorized access to confidential information about the Users.   
  
**Application Access Policy**  
This System is for the use of authorized users for authorized purpose only. All the activities on this system are recorded and monitored by RISL. Individuals, using this computer system without authority or in excess of their authority shall be treated as having violated the IT and IS Security Policy of the e-Mitra and, are subjected to legal / disciplinary action as per the Policy of the e-Mitra.   
  
**How e-Mitra restricts the disclosure of customer information**  
e-Mitra does not release customer information except as directed by law or as per the user's mandate. e-Mitra does not share personally identifiable data with non affiliated third parties for their independent use unless:

* The information is provided to help complete a transaction initiated by the User;
* User requests or authorizes it;
* The disclosure is required by/or directed by law; or
* The User has been informed about the possibility of such disclosure for marketing or similar purposes through a prior communication and has been given the opportunity to decline.

**By formulating and disclosing e-Mitra's privacy policy to Users, e-Mitra wants the Users to understand e-Mitra's commitment to personal privacy.**

* A potential customer who inquires about e-Mitra's products and services or who would like a copy of our privacy policy
* A customer who has established a relationship with e-Mitra or the RISL
* A visitor to e-Mitra's web site

If you have any questions or concerns about privacy policy or privacy policy breaches, please send an e-mail to us at support.emitra@rajasthan.gov.in or write to us at 1st Floor, C-Block, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur-302005 (Raj),INDIA .

Grievance officer will redress the concerns within one month from the date of receipt.  
**Other information about e-Mitra web site**

* Customers using e-Mitra's Service: For customers using our e-Mitra web site, all visitor information is collected along with any information that you volunteer as a customer while using e-Mitra's web site
* Links to, or from, e-Mitra's web site: e-Mitra is not responsible for information practices employed by web sites linked with our web site. Generally, links to non-e-Mitra web sites are provided solely as pointers to information on topics that may be useful to users of e-Mitra's web site
* Encrypted information: Information provided by you on e-Mitra's web site is encrypted or scrambled in order to secure information.

**Applicability of Rules and Guidelines of e-Mitra Website.**  
e-Mitra is a Service provided by the RISL (RajCOMP Info Services Ltd., Government of Rajasthan). As such, in addition to the Rules and guidelines mentioned herein, all the Rules and guidelines stated in the website of RISL. The extent applicable to the services products/ activities herein are also applicable to the Users visiting or using this website. Further any reference to e-Mitra herein need to be considered as the aggregator facilities offered by the RISL. 

**Period of storage of your personal data (Data retention period**)

We will keep the personal data we collect about you on our systems or with third parties for as long as required for the purposes set out above or even beyond the expiry of transactional or account based relationship with you: (a) as required to comply with any legal and regulatory obligations to which we are subject or (b) for establishment, exercise or defence of legal claims.

**RISL(RajCOMP Info Services Ltd.)**

Address:***Raj*COMP Info Services Ltd. (RISL)**  
1st Floor, C-Block, Yojana Bhawan  
Tilak Marg, C-Scheme  
Jaipur-302005 (Raj)  
INDIA  
**Privacy policy is subject to change periodically**