

*Please read the Terms of Use (“**Terms**”) and the Privacy policy of the DoubtConnect (“**Privacy Policy**”) with respect to registration with DoubtConnect and the use of the Application, Website (“**Website**”), and Services carefully before using said Application, Website or Services. In the event of any discrepancy between the Terms and any other policies with respect to the Application or Website or Services, the provisions of the Terms shall prevail.*

PRIVACY POLICY

DoubtConnect Edtech Pvt. Ltd., incorporated in India is an Edtech real time doubt solving and learning platform. DoubtConnect Edtech Pvt. Ltd. (“**DoubtConnect**”) and its affiliates (collectively “we” or “us” or “our”) are committed to protecting privacy of the Website User (collectively “you” or “your”).

This Privacy Policy describes our practices regarding the personal information that may be collected from users of the DoubtConnect website to deliver our services (the “**Services**”).

By submitting personal information through our Services, you expressly consent to the processing of your personal information globally in accordance with this Privacy Policy. The information will not be used for anything except as described in this Privacy Policy. The terms used in this Privacy Policy have the same meanings as in our Terms and Conditions, which is accessible at the Portal unless otherwise defined in this Privacy Policy.

Additionally, this Privacy Policy also sets forth the steps that users of the DoubtConnect website can take to access this information and to request its correction or deletion to the extent required by applicable law.

1. HOW DO WE USE YOUR INFORMATION?

- i. respond to doubts or requests submitted by you;
- ii. administer or otherwise carry out our obligations in relation to any agreement with our business partners;
- iii. anticipate and resolve problems with any Services supplied to you;

- iv. while placing an order only to provide service to that order. Information is not shared with outside parties except to the extent necessary to provide the Service;
- v. to send you information about special promotions or offers. We might also tell you about new features or Services. These might include offers or Services from our business partners (such as colleges, universities etc.) or third parties (such as business associates, marketing partners and other service providers etc.), with whom Doubtconnect has an ongoing business relationship;
- vi. to improve DoubtConnect's website and offered Services by combining the information provided by you along with the information provided by the affiliated business partners;
- vii. to send notices, communications, offer alerts relevant to the use of the Services offered on DoubtConnect;
- viii. to observe website trends and customer interests. To analyse trends, to conduct research, to administer the Application/Services, to learn about each user's learning patterns and movements around the Application/ Services and to gather demographic information and usage behaviour about the user base as a whole. Aggregated and individual, anonymized and non-anonymized data may periodically be transmitted to external service providers to help us improve the Application and Services;
- ix. the DoubtConnect may use the individual data and behaviour patterns combined with personal information to provide you with personalized content, and better your learning objectives/experience. Third parties provide certain services which we may use to analyse the data and information you provide to personalize, drive insights and help it better your experience or reach out to you with more value-added applications, information and services;
- x. as otherwise provided in this Privacy Policy.

2. HOW WE PROTECT YOUR INFORMATION

DoubtConnect adopts appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or

destruction of your personal information, username, password, transaction information and data stored on its Site.

Doubtconnect values your trust in providing it your Personal Information, and thus striving to use commercially acceptable means of protecting it. But remember that no method of transmission over the internet, or method of electronic storage is 100% secure and reliable, and cannot guarantee its absolute security.

3. USER PROVIDED INFORMATION

The Website or Services obtains the information you provide when you download and register for the Application or Services. The said information collected from the users could be categorized as “Personal Information”, “Sensitive Personal Information” and “Associated Information”. Personal Information, Sensitive Personal Information and Associated Information (each as individually defined under the Information Technology (Reasonable security practices and procedures and sensitive personal data or information) Rules, 2011 (the “Data Protection Rules”) shall collectively be referred to as 'Information' in this Policy. When you register with us, you generally provide:

- i. your name, age, email address, location, phone number, password and user’s educational interests;
- ii. transaction-related information, such as when you make purchases, respond to any offers, or download or use applications from us;
- iii. information you provide us when you contact us for help;
- iv. information you enter into our system when using the Application/Services, such as while taking doubt sessions.

4. HOW LONG DOES DOUBTCONNECT RETAIN USER DATA?

Currently, DoubtConnect retains user data while an account is active and for at least 5 years afterwards. It may alter this practice according to legal and business requirements. For example, it may lengthen the retention period for some data if needed to comply with law or voluntary codes of conduct. Unless otherwise prohibited, it may shorten the retention period for some types of data if needed to free up storage space.

5. THIRD-PARTY SERVICES/WEBSITES

Users may find advertising or other content on our Website that links to the websites and services of our partners, suppliers, advertisers, sponsors, licensors and other third parties. We do not control the content or links that appear on these websites and are not responsible for the practices employed by websites linked to or from our Website. In addition, these websites or services, including their content and links, may be constantly changing. These sites and services may have their own privacy policies and customer service policies. Browsing and interaction on any other website, including websites which have a link to our Website, is subject to that website's own terms and policies.

6. DATA COLLECTED VIA TECHNOLOGY

Doubtconnect's Website may include cookies, pixel tags, web beacons, and other technologies. These technologies help to provide, improve and protect the Website, such as by personalizing content, tailoring and measuring advertising campaigns, and providing a safer experience. We may use these technologies to recognize you as a visitor, verify your account, store your preferences and settings, customize content and advertising, measure promotional and advertising effectiveness, assess and analyze which areas of the Doubtconnect's Website you visit and use, and gather statistics on the number of visitors and their usage patterns. We may also use these technologies to display Doubtconnect advertisements when you visit third party websites with which we have marketing relationships.

Cookies or other technologies may be placed on DoubtConnect's Website by third party service providers who perform some of these functions for us. Your web browser may allow you to block certain cookies and technologies, or to indicate when a cookie is being set by a website. Consult the help or support section of your web browser to learn more about your options. Please note that if you disable or block cookies or other technologies, the Website may not function properly. Some web browsers have a "Do Not Track" feature. This feature lets you inform websites you visit that you do not want to have your online activity tracked.

7. **LOG INFORMATION**

DoubtConnect may also automatically gather server log file information, including your Internet Protocol address, browser type, referring/exit pages and operating system. In addition to the other uses described in this Privacy Policy.

8. **AGE OF CONSENT**

These Services do not address anyone under the age of 13. DoubtConnect does not knowingly collect personally identifiable information from children under 13. In the case it's discovered that a child under 13 has provided his/her personal information, we immediately delete this from DoubtConnect's servers. If you are a parent or guardian and you are aware that your child has provided DoubtConnect with the personal information, please contact DoubtConnect so that necessary actions can be taken.

9. **DISCLOSURE**

DoubtConnect may share any of the information described in this Privacy Policy (including the personal data you submit, the data collected by DoubtConnect when you use its Services, the information received from third parties, and the information gathered through cookies, web beacons, flash cookies or other technologies) :

- i. with service providers who host DoubtConnect's Websites or provide email Services on DoubtConnect's behalf and do not have an independent use of the information disclose to them, and have agreed to adhere to the rules set forth in this Policy;
- ii. in connection with any lawsuit or proceeding, or in response to legally valid requests or demands from courts, law enforcement, regulators and other government agencies. Furthermore, DoubtConnect may disclose any of the aforementioned information, if it believes in good faith that disclosure is necessary to protect your rights, protect your safety or the safety of others, or investigate fraudulent activities;

- iii. to protect against imminent harm to the rights, property or safety of the Website or its users or the public as required or permitted by law;
- iv. with third parties in relation with a planned or actual merger, acquisition, or any form of sale of some or all of Doubtconnect's assets;
- v. with third party service providers in order to personalize the Website and Services for a better user experience and to perform behavioural analysis; However, these third parties do not have any independent right to share this information. The DoubtConnect does not sell, trade or rent your Information to any third party unless, we have been expressly authorized by you either in writing or electronically to do so. The DoubtConnect may at times provide aggregate statistics about its customers, traffic patterns, and related website information to reputable third parties, however this information when disclosed will be in an aggregate form and does not contain any of your Personally Identifiable Information.

10. CHANGES TO THIS PRIVACY POLICY

DoubtConnect may update its Privacy Policy from time to time. Thus, you are advised to review this page periodically for any changes. DoubtConnect will notify you of any changes by posting the new Privacy Policy on this page. These changes are effective immediately after they are posted on this page.

Contacting Us

If there are any questions regarding this privacy policy, you may contact us using the information below.

CIBA, 6th Floor, Agnel Technical Complex,
Sector 9A, Navi Mumbai, Maharashtra 400703