

Privacy Policy

Introduction

We respect your privacy and are committed to protecting your personal data. This privacy policy will inform you about how we collect, use, and safeguard your personal data when you visit our website or use our services. It will also tell you about your privacy rights and how the law protects you.

Please read this privacy policy carefully before using our website or services. By using our website or services, you agree to the collection and use of your personal data in accordance with this privacy policy. If you do not agree with this privacy policy, please do not use our website or services.

What data do we collect?

We collect different types of data from you depending on how you interact with our website or services. Some data is provided by you directly, such as when you register an account, fill out a form, or make a purchase. Some data is automatically collected by us or our third-party partners, such as when you browse our website or use our services. Some data is obtained from other sources, such as when you link your social media account, or when we receive feedback from other users or third parties.

The table below summarizes the main types of data we collect and how we use them. For more details, please see the sections below.

Type of data	How we use it
Identity data	To verify your identity, to provide you with our services, to communicate with you, to prevent fraud and abuse, and to comply with legal obligations.
Contact data	To provide you with our services, to communicate with you, to send you marketing and promotional messages, to prevent fraud and abuse, and to comply with legal obligations.
Financial data	To process your payments, to provide you with our services, to prevent fraud and abuse, and to comply with legal obligations.
Transaction data	To provide you with our services, to manage your orders, to prevent fraud and abuse, and to comply with legal obligations.
Technical data	To provide you with our services, to improve and optimize our website and services, to measure and analyse the performance and usage of our website and services, to deliver relevant and personalized content and ads, to prevent fraud and abuse, and to comply with legal obligations.
Usage data	To provide you with our services, to improve and optimize our website and services, to measure and analyse the performance and usage of our website and services, to deliver relevant and personalized content, to prevent fraud and abuse, and to comply with legal obligations.
Profile data	To provide you with our services, to improve and optimize our website and services, to deliver

	relevant and personalized content, to enable you to interact with other users and third parties, and to prevent fraud and abuse.
Content data	To provide you with our services, to enable you to evaluate your data against the industry and to analyse it give you assessment report
Feedback data	To provide you with our services, to improve and optimize our website and services, to measure and analyse the satisfaction and quality of our website and services, to respond to your feedback, and to prevent fraud and abuse.
Cookie data	To provide you with our services, to improve and optimize our website and services, to measure and analyse the performance and usage of our website and services, to deliver relevant and personalized content and ads, to remember your preferences and settings, and to prevent fraud and abuse.

How do we collect your data?

We use different methods to collect your data, depending on how you interact with our website or services. These methods include:

- Direct interactions: You may provide us with your data by filling out forms, creating an account, making a purchase, contacting us, or otherwise communicating with us through our website or services.
- Automated technologies: We may automatically collect your data when you use our website or services, such as your IP address, device type, browser type, operating system, location, referral source, pages visited, time spent, actions taken, and other technical and usage data. We may use cookies, pixels, web beacons, and other similar technologies to collect this data. For more information about cookies, please see our cookie policy.
- Third-party sources: We may receive your data from third-party sources, such as social media platforms, advertising networks, analytics providers, payment processors, data brokers, and other service providers. We may also receive your data from other users or third parties who interact with you or us through our website or services.

How do we use your data?

We use your data for various purposes, depending on the type of data and the legal basis for processing it. These purposes include:

- To provide you with our website and services: We use your data to register your account, to process your orders, to deliver our products or services, to manage your subscriptions, to communicate with you, to respond to your requests, to support your use of our website or services, and to fulfil our contractual obligations to you.
- To improve and optimize our website and services: We use your data to monitor and analyse the performance and usage of our website and services, to identify and resolve issues, to test and implement new features and functionalities, to enhance the quality and user experience of our website and services, and to develop new products or services.
- To prevent fraud and abuse: We use your data to verify your identity, to protect the security and integrity of our website and services, to detect and prevent fraud, abuse, illegal activities, or violations of our terms and conditions, to enforce our rights and remedies, and to comply with our legal obligations.
- To send you marketing and promotional messages: We use your data to send you newsletters, offers, promotions, or other marketing communications that may interest you, based on your

preferences and consent. You can opt out of receiving these messages at any time by following the unsubscribe link in our emails or contacting us at sustainableplus@cii.in

- To comply with legal obligations: We use your data to comply with applicable laws, regulations, court orders, subpoenas, warrants, or other legal requirements, to cooperate with law enforcement or regulatory authorities, to defend or pursue legal claims, or to exercise our legal rights.

How do we share your data?

We may share your data with third parties for various purposes, depending on the type of data and the legal basis for sharing it. These purposes include:

- To provide you with our website and services: We may share your data with our affiliates, subsidiaries, partners, contractors, service providers, or agents who help us provide our website and services, such as hosting, storage, delivery, payment, analytics, marketing, or customer support. These third parties are contractually obligated to use your data only for the purposes of providing their services to us and to protect your data in accordance with this privacy policy and applicable laws.
- To enable you to interact with other users and third parties: We may share your data with other users or third parties who you choose to interact with through our website or services, such as when you share your content, link your social media account, access your social media contacts, invite your friends, participate in our interactive features, or connect with other users or third parties who may offer you products or services that may interest you. These other users or third parties may use your data for their own purposes, which are not under our control. You should review their privacy policies before interacting with them.
- To deliver relevant and personalized content and ads: We may share your data with our advertising partners, networks, or platforms who help us deliver content and ads that are tailored to your needs and expectations, based on your preferences and consent. These third parties may use cookies, pixels, web beacons, and other similar technologies to collect and process your data for their own purposes, which are not under our control. You should review their privacy policies and settings before engaging with their content and ads.
- To prevent fraud and abuse: We may share your data with law enforcement or regulatory authorities, courts, or other third parties when we believe it is necessary or appropriate to prevent, detect, or prosecute fraud, abuse, illegal activities, or violations of our terms and conditions, to protect our rights and remedies, or to comply with our legal obligations.
- To comply with legal obligations: We may share your data with law enforcement or regulatory authorities, courts, or other third parties when we are required or permitted to do so by applicable laws, regulations, court orders, subpoenas, warrants, or other legal requirements, to cooperate with law enforcement or regulatory authorities, to defend or pursue legal claims, or to exercise our legal rights.
- To facilitate a merger, acquisition, or sale: We may share your data with a potential or actual buyer, seller, or partner in the event of a merger, acquisition, or sale of all or part of our business or assets, or a joint venture, partnership, or other business arrangement. In such cases, we will ensure that the third parties will use your data in accordance with this privacy policy and applicable laws.

How do we protect your data?

We take appropriate technical and organizational measures to protect your data from unauthorized access, use, disclosure, alteration, or destruction. These measures include:

- Using encryption, firewalls, and other security technologies to safeguard your data in transit and at rest.
- Limiting access to your data to our employees, contractors, service providers, or agents who need to know it for the purposes of providing our website and services, and who are bound by confidentiality obligations.
- Implementing policies and procedures to ensure that your data is collected, used, and shared in accordance with this privacy policy and applicable laws.

- Conducting regular audits and reviews to monitor and verify the effectiveness of our security measures and compliance with this privacy policy and applicable laws.
- Training and educating our staff on data protection and privacy best practices and requirements.

However, no method of transmission or storage of data is 100% secure, and we cannot guarantee the absolute security of your data. You are responsible for maintaining the confidentiality of your account password and any other access credentials, and for any activities that occur under your account. You should notify us immediately if you suspect any unauthorized access or use of your account or data.

How long do we keep your data?

We retain your data for as long as necessary to fulfil the purposes for which we collected it, or for as long as required or permitted by applicable laws. The retention period of your data depends on various factors, such as the type of data, the nature and duration of our relationship with you, the legal obligations we are subject to, and the operational and business needs we have. When we no longer need your data, we will delete it or anonymize it in a manner that prevents its identification or re-identification.

What are your rights and choices regarding your data?

You have certain rights and choices regarding your data, depending on the applicable laws and regulations in your jurisdiction. These rights and choices may include:

- The right to access your data: You may request a copy of the data we hold about you, and information about how we collect, use, and share your data.
- The right to rectify your data: You may request that we correct or update any inaccurate or incomplete data we hold about you.
- The right to erase your data: You may request that we delete or remove any data we hold about you, when there is no longer a legal or legitimate reason for us to keep it, or when you withdraw your consent or object to our processing of your data.
- The right to restrict your data: You may request that we limit or suspend the processing of your data, when you contest the accuracy or legality of our processing of your data, or when you need us to retain your data for the establishment, exercise, or defense of legal claims.
- The right to port your data: You may request that we provide you or a third party of your choice with a copy of your data in a structured, commonly used, and machine-readable format, when our processing of your data is based on your consent or a contract, and when our processing of your data is carried out by automated means.
- The right to object to your data: You may object to our processing of your data, when our processing of your data is based on our legitimate interests or the public interest, or when our processing of your data is for direct marketing purposes.
- The right to withdraw your consent: You may withdraw your consent to our processing of your data at any time, when our processing of your data is based on your consent. The withdrawal of your consent will not affect the lawfulness of our processing of your data before the withdrawal.
- The right to complain to a supervisory authority: You may lodge a complaint with a data protection authority in your jurisdiction, if you are not satisfied with our response to your requests or concerns, or if you believe that our processing of your data violates your rights or applicable laws.

To exercise your rights and choices regarding your data, you may contact us at sustainableplus@cii.in []. We will respond to your requests within a reasonable time frame, or as required or permitted by applicable laws. We may ask you to provide us with proof of your identity, or other information, to verify and fulfil your requests. We may also charge you a reasonable fee, or refuse to act on your requests, if they are manifestly unfounded, excessive, or repetitive, as allowed or required by applicable laws.

How do we use cookies and similar technologies?

We use cookies and similar technologies, such as pixels, web beacons, and local storage, to collect and process your data when you use our website or services. Cookies are small files that are stored on

your device by your web browser when you visit a website. Pixels and web beacons are small images or codes that are embedded in a website or an email, and that communicate with a server when they are viewed or clicked. Local storage is a technology that allows a website to store data on your device, such as your preferences and settings.

We use cookies and similar technologies for various purposes, such as to provide you with our website and services, to improve and optimize our website and services, to measure and analyse the performance and usage of our website and services, to deliver relevant and personalized content and ads, to remember your preferences and settings, and to prevent fraud and abuse.

We use different types of cookies and similar technologies, such as session cookies, persistent cookies, first-party cookies, and third-party cookies. Session cookies are temporary cookies that expire when you close your browser or device. Persistent cookies are cookies that remain on your device until you delete them, or they expire. First-party cookies are cookies that are set by us or our website. Third-party cookies are cookies that are set by other parties or websites that we partner with or that you visit through our website.

You can manage your cookie preferences and settings through your web browser or device. You can choose to accept or reject all or some cookies, or to receive a notification when a cookie is set. You can also delete the cookies that are already stored on your device. However, please note that if you disable or reject cookies, some features and functionalities of our website or services may not work properly or may become unavailable to you.

For more information about cookies and how to manage them, please visit www.allaboutcookies.org or www.youronlinechoices.eu. For more information about how we use cookies and similar technologies, please see our cookie policy.

How do we update this privacy policy?

We may update this privacy policy from time to time to reflect changes in our data practices, our website or services, or applicable laws. We will notify you of any material changes by posting the updated version of this privacy policy on our website, and by indicating the date of the last update at the top of this privacy policy. We encourage you to review this privacy policy periodically to stay informed about how we collect, use, and share your data. Your continued use of our website or services after we update this privacy policy constitutes your acceptance of the updated version of this privacy policy.

How do we contact you?

If you have any questions, comments, or concerns about this privacy policy or our data practices, or if you want to exercise your rights and choices regarding your data, please contact us by email at sustainableplus@cii.in or by mail at [postal address]. We will do our best to address your requests and concerns as soon as possible.