

## PRIVACY POLICY

MOHI LIFESTYLE SOLUTIONS PVT. LTD. values your privacy and the protection of your personal data. This privacy policy describes what information we collect from you, how we collect it, how we use it, how we obtain your consent, how long we keep it in our databases and, if necessary, with whom we share it.

By visiting the website and purchasing the products, you are accepting the practices described in this privacy policy. Your use of the website and purchase of the products are also subject to our terms and conditions. In this privacy policy, the words "website" refers to the wellnessz.in website, "we", "us", "our" and "MOHI LIFESTYLE SOLUTIONS PVT. LTD." refers to MOHI LIFESTYLE SOLUTIONS PVT. LTD. and "user", "customer", "you" and "your" refers to you, the user and customer of MOHI LIFESTYLE SOLUTIONS PVT. LTD..

This privacy policy may change from time to time. Your continued use of the website after we make changes is deemed to be acceptance of those changes, so please check the policy periodically for updates. This Privacy Policy has been prepared and is maintained in accordance with all applicable federal and international laws and regulations and specifically with the (INDIAN LAWS, if any).

This Privacy & Data Protection Policy (the "Privacy Policy") explains how we collect, use, disclose or process your personal data through your interactions with our services, websites, platforms, devices, applications, programmes, servers, software including the following properties which are owned and operated by us:

1. The Platform;
2. Websites owned and operated by us, including (website id) and the associated applications and services (the "Website");
3. Mobile applications ("Apps") on the Android, iOS and other operating systems; and
4. All other properties which reference this Privacy Policy in a link or otherwise, (collectively, the "Services").

We know that you as a user ('You,' 'Your', 'User(s)') care about how your personal information is used and shared, and we take your privacy seriously. Please read the following to learn more about our privacy policy. By visiting or using our Platform or Services in any manner, you acknowledge that you accept the practices and policies outlined in this privacy policy, and you hereby consent that we will collect, use, and share your information in the following ways.

This privacy policy covers our treatment of personally identifiable information ('personal information') that we gather when you are accessing or using our Platform and Services. This policy does not apply to the practices of companies that we do not own or control, or to individuals that we do not employ or manage.

We do not knowingly collect or solicit personal information from anyone under the age of 18 or knowingly allow such persons to register for the Services. If you are under 18, please do not attempt to register for the Services or send any information about yourself to us, including your name, address, telephone number, email address or provide your biometric information. No one under age 18 may provide any personal information to us or through the Services. In the event that we learn that we have collected personal information from a child under age 18 without verification of parental consent, we will delete that information as quickly as possible. If you believe that we might have any information from or about a child under 18, please contact us by writing to our Data Protection Officer (contact details below).

**Please read this Privacy Policy carefully and should you have any queries about how we may manage, protect or process your personal data, please do not hesitate to contact our Data**

**Protection Officer at (if any). By continuing to use our Services, you are deemed to have consented to the terms of this Privacy Policy. Please note that certain features of the Platform, Website and Apps require the provision of your personal data, and where you do not provide such requested information, we may not be able to provide you with the Services. Please notify us and stop using our Services immediately if you do not consent to this Privacy Policy. Further, if you do not consent to us using your personal data as described above, please do not provide us with your personal data and terminate your WellnessZ account immediately. Please also write to us at [support@wellnessz.in](mailto:support@wellnessz.in) with subject heading: "Personal Data – Withdrawal of consent" and we will terminate your access to the WellnessZ Platform and remove your personal data from our database as soon as possible, unless the same is required to be retained under applicable law. You will not be able to access WellnessZ's content, products and services if you do not consent to the above.**

The information we collect from our users and customers helps us to provide our products effectively and to personalize and continually improve the user experience on the website. These are the types of information we collect:

## Information You Give Us:

You provide information when you search, read and view content, purchase products, register as a user, subscribe to our newsletter and/or communicate with us through our contact information. As a result of those actions, you might supply us with the following information:

- First and last name
- Email address
- Age
- Phone number
- Address (shipping purposes)
- Payment Information
- Any additional information relating to you that you provide to us directly or indirectly through our website or online presence such as 'cookies'.

MOHI LIFESTYLE SOLUTIONS PVT. LTD. will not collect any personally identifiable information about you, unless you provide it.

## Information Collected Automatically:

By accessing and using the website you automatically provide us with the following information:

- The device and usage information you use to access the website
- Your IP address
- Browser and device characteristics
- Operating system
- Referring URLs

If you access the website through a mobile phone, we will collect the following information:

- Mobile device ID
- Model and manufacturer
- Operating system

- Version information
- IP address

We gather various types of personal information from our users, as explained more fully below. We may use this personal information to personalize and improve our services, to allow our users to set up a user account and profile, to contact users, to fulfill your requests for certain products and services, to analyze how users utilize the Platform and Services, and as otherwise set forth in this Privacy Policy. We may also share certain types of personal information with third parties. We collect the following types of information:

### **Information you provide to us:**

We receive and store any information you knowingly provide to us. For example, we collect personal information such as your name, username, email address, gender, birth date, weight, height, location, nutrition data, workouts, physical activity, photographs, biometric information, and sleep habits and we may collect other sleep, activity, or health-related information as our services and products are further developed. You can choose not to provide us with certain information, but then you may not be able to register with us or to take advantage of some of our features or Services. We may anonymize your personal information so that you cannot be individually identified, and provide that information to our partners.

**Payment Information:** Payment Information: Your payment data will be processed by the payment processors available on this website/app (will be specified later), which will process and store your data securely and for the sole purpose of processing the purchase of products. MOHI LIFESTYLE SOLUTIONS PVT. LTD. reserves the right to contract any payment platform available on the market, which processes your data for the sole purpose of processing the purchase of products.

See (payment apps) privacy policy here:

- **GOOGLE Analytics.** We use Google Analytics provided by Google, Inc., USA ("Google"). These tool and technologies collect and analyze certain types of information, including IP addresses, device and software identifiers, referring and exit URLs, feature use metrics and statistics, usage and purchase history, media access control address (MAC Address), mobile unique device identifiers, and other similar information via the use of cookies. The information generated by Google Analytics (including your IP address) may be transmitted to and stored by Google on servers in the United States. We use the GOOGLE Analytics collection of data to enhance the website and improve our service.

Please consult Google's privacy policy here:

- <https://policies.google.com/privacy>

**Social Media:** On our website/app, you will find links and functions linked to different social networks, in which you can share your information. It is advisable to consult the privacy policy and data protection of each social network used on our website.

- Facebook: <https://www.facebook.com/privacy/explanation>
- Instagram: <http://instagram.com/about/legal/privacy/>
- Snapchat: <https://values.snap.com/en-GB/privacy/privacy-center>
- YouTube: <https://policies.google.com/privacy>
- Twitter: <https://twitter.com/privacy>

## How long we keep your data:

Personal data provided by users and customers through the website will be kept for the time necessary to deliver the products and/or until the user decides to close the user account or until the user unsubscribes from our newsletter. MOHI LIFESTYLE SOLUTIONS PVT. LTD. may be allowed to retain personal data for a longer period whenever the user has given consent to such processing, as long as such consent is not withdrawn. Furthermore, MOHI LIFESTYLE SOLUTIONS PVT. LTD. may be obliged to retain personal data for a longer period whenever required to do so for the performance of a legal obligation or upon order of an authority. Once the retention period expires, personal data shall be deleted. Therefore, the right to access, the right to erasure, the right to rectification and the right to data portability cannot be enforced after expiration of the retention period.

## How we use your information:

In general, we use the information we collect primarily to provide, maintain, protect and improve our current website and products. We use personal information collected through our website as described below:

- Identify you as a user in our system.
- User registration.
- Process payments.
- Manage returns and refunds.
- Improve our products, website, and how we operate our business.
- Understand and enhance your experience using our website and products.
- Respond to your comments or questions through our support team.
- Send you related information, including confirmations, invoices, technical notices, updates, security alerts and support and administrative messages.
- Communicate with you about upcoming events, offers and news about products and services offered by MOHI LIFESTYLE SOLUTIONS PVT. LTD. and our selected partners.
- Marketing purposes of MOHI LIFESTYLE SOLUTIONS PVT. LTD..
- Link or combine your information with other information we get from third parties to help understand your needs and provide you with better service.
- Protect, investigate and deter against fraudulent, unauthorized or illegal activity.

## Purposes for collection, use, disclosure & processing of personal data:

We use your personal data to provide you with relevant Services and to operate our business. We may also use the data collected to communicate with you, for instance, to inform you about new features of the Services, security updates, or to inform you about your account. Your personal data may also be used to show you more relevant information, content, advertisements, whether through the Services or third-party applications and in combination with information from other sources.

Some examples of how we use your personal data include:

1. To process, record, monitor and fulfill your transactions or your requests;
2. Facilitating our provision of the Services, including but not limited to the provision of content, goods and services over or via the Platform;
3. Communicating with you for research, marketing, advertising and promotional purposes;

4. Administrative matters on your instructions, purchases and/or subscriptions to the Services, managing your accounts, processing your preferences, sign-ups or registrations for mailing lists, etc.;
5. Diagnosis and maintenance of the Services;
6. Maintaining the security of the Services;
7. To protect you and other users;
8. Enforcement of our policies and procedures;
9. To permit you to submit questions, feedback or complaints; and/or
10. Such other purposes are notified to you from time to time. When we notify you on these purposes separately, we will also provide you with the legal basis for processing of your personal data and, if necessary, will obtain your consent for such processing.

We process your personal data for these purposes listed above on the following legal basis:

1. To comply with our legal and regulatory obligations;
2. To protect our legitimate interest in: (i) responding to your queries; (ii) providing services and / or information to you.

You can indicate your objection to our processing, based on our legitimate interests, at any time by writing to our Data Protection Officer. Please also refer to paragraph 5.9 below, for more details.

The way your personal data is used will depend on the circumstances at hand, and it will be used in compliance with applicable laws and regulations.

We may process and use your personal information to facilitate a change of control or sale of the Company or to facilitate a restructuring or other corporate rearrangement.

## Third parties:

Except as otherwise expressly included in this privacy policy, this document addresses only the use and disclosure of information MOHI LIFESTYLE SOLUTIONS PVT. LTD. collects from you. If you disclose your information to others, whether other users or suppliers on MOHI LIFESTYLE SOLUTIONS PVT. LTD., different rules may apply to their use or disclosure of the information you disclose to them. MOHI LIFESTYLE SOLUTIONS PVT. LTD. does not control the privacy policies of third parties, and you are subject to the privacy policies of those third parties where applicable. MOHI LIFESTYLE SOLUTIONS PVT. LTD. is not responsible for the privacy or security practices of other websites on the Internet, even those linked to or from our website. MOHI LIFESTYLE SOLUTIONS PVT. LTD. encourages you to ask questions before you disclose your personal information to others.

## How we share information:

The personal information of our customers and users is an important and fundamental part of our business. Under no circumstances will we sell or share information with third parties that has not been previously authorized by the user, customer or owner of the personal data. We share user and customer information only and exclusively as described below.

**Third-Party Service Providers.** We use the services of third parties to perform certain functions on our behalf and through our website and services. Examples include processing payments (will specify later), building and hosting the website, delivering products, sending emails, sending SMS messages, analyzing data (Google Analytics), creating ads (Facebook, Google), providing marketing assistance, and delivering search results and links.

These third-party services and tools may have access to personal information needed to perform their functions, but may not use that information for other purposes. Information shared with these third-party services will be treated and stored in accordance with their respective privacy policies and our privacy policy.

**Email Marketing:** We use the information provided by users to conduct marketing campaigns and send relevant information to our users and subscribers. By registering as users and subscribing to our newsletter, the user authorizes us to use their information for email marketing. We will use third party services to perform email marketing, so we may share certain information with some of these third parties for the sole and exclusive purpose of sending emails through email marketing and in accordance with our privacy policy.

**SMS text messages.** We use SMS text messaging, to send different types of messages such as notifications about your order or special content such as offers on our products. By placing an order and opting to receive our SMS messages, you agree to these terms and conditions.

By entering your phone number on the checkout form and subscribing through our subscription form, you consent to our sending you SMS text notifications (order notifications, including abandoned cart reminders) and offers for our products. Please note that your consent to opt-in or opt-out of receiving these messages is not a condition of any purchase on our website. Your phone number, name and purchase information will be shared with the SMS marketing platform we use. This data will be used to send you targeted marketing messages and notifications. When sending text messages, your phone number will be shared with our applicable text messaging carrier for the purpose of fulfilling the sending and delivery of messages.

If you wish to unsubscribe from receiving marketing text messages and notifications, please reply with STOP to any SMS message sent by us. You understand and agree that alternative methods of unsubscribing, such as the use of alternative words or requests, will not be considered a reasonable means of unsubscribing. Message and data usage fees may apply.

If you have any questions, you may contact us for more information.

**Business Transfers.** In the event that MOHI LIFESTYLE SOLUTIONS PVT. LTD. creates, merges with, or is acquired by another entity, your information will most likely be transferred. MOHI LIFESTYLE SOLUTIONS PVT. LTD. will email you or place a prominent notice on our website before your information becomes subject to another privacy policy.

## Children's online privacy policy:

We are in compliance with the requirements of the (indian laws), regarding the protection of the personal data of minors. Although the website and products are available to all ages, we do not collect any information from children under the age of 13 without the respective permission of their parents or legal guardians. If you become aware that a child under the age of 13 has provided us with personal information without the permission of a parent or legal guardian, please contact us. If we become aware that a minor has provided us with personal information without parental or legal guardian permission, we will take steps to delete that information, terminate that person's account, and restrict access to that person's account.

## Rights:

Users who provide information through our website, as data subjects and data owners, have the right to access, rectify, download or delete their information, as well as to restrict and object to certain processing of their information. While some of these rights apply generally, others apply only in certain limited circumstances.

## Is personal information about me secure?

Your account is protected by a password for your privacy and security. You need to prevent unauthorized access to your account and personal information by selecting and protecting your password appropriately and limiting access to your computer or device and browser by signing off after you have finished accessing your account.

We endeavor to protect the privacy of your account and other personal information we hold in our records, but we cannot guarantee complete security. Unauthorized entry or use, hardware or software failure, and other factors, may compromise the security of user information at any time.

The Platform may contain links to other sites. We are not responsible for the privacy policies and/or practices on other sites. When following a link to another site you should read that site's privacy policy.

However, as effective as encryption technology is, no security system is impenetrable. We cannot guarantee the security of our database, nor can we guarantee that information you supply will not be intercepted while being transmitted to us over the Internet. Any transmission of information by you to our Platform or otherwise is at your own risk.

## Will WellnessZ share any of the personal information it receives?

We neither rent nor sell your personal information in personally identifiable form to anyone. We share your personal information in personally identifiable form with third parties only as described below. In terms of the Services, the Company shall share the information collected from You with only such third parties in relation to whom you provide express consent.

Affiliated businesses and third-party websites we do not control: In certain situations, businesses or third-party websites we're affiliated with may sell items or provide services to you through the Platform (either alone or jointly with us). You can recognize when an affiliated business is associated with such a transaction or service, and we will share your personal information with that affiliated business only to the extent that it is related to such transaction or service.

Agents: We employ other companies and people to perform tasks on our behalf and need to share your information with them to provide the Services to you. Unless we tell you differently, our agents do not have any right to use the personal information we share with them beyond what is necessary to assist us.

User submissions: Any content or personal information that you voluntarily disclose online in a manner other users can view (on discussion boards, in messages and chat areas, etc.) becomes publicly available, and can be collected and used by others.

**Business transfers:** We may choose to buy or sell assets. In these types of transactions, customer information is typically one of the business assets that is transferred. Also, if we (or substantially all of our assets) are acquired, or if we go out of business or enter bankruptcy, personal information would be one of the assets transferred to or acquired by a third party.

**Protection of WellnessZ and others:** We may release personal information when we believe in good faith that release is necessary to comply with laws; enforce or apply our conditions of use and other agreements; or protect the rights, property, or safety of WellnessZ, our employees, our users, or others. This includes exchanging information with other companies and organizations for fraud protection and credit risk reduction.

**With your consent:** Except as set forth above, you will be notified when your personal information may be shared with third parties, and you will be able to prevent the sharing of this information.

## Cookie Policy

We may collect information from you (or others on your behalf) de-identified information to help us in our business and provide you with the relevant Services. Such anonymised and de-identified information does not constitute personal information and may be transferred, disclosed, assigned, leased, licensed, sold and otherwise shared with and by our partners, service providers, advertisers and/or other third parties for purposes permitted under law.

Cookies (small text files placed on your device that record information about your preferences and enable log-ins, provide interest-based advertising, analyze how our Services are performing) are an example of such anonymised data which we collect. While compiling information about your browsing habits, cookies can also enhance your user experience. There may also be third party cookies on our Websites. For more information on cookies, please refer to [allaboutcookies.org/manage-cookies/](http://allaboutcookies.org/manage-cookies/).

You can control cookies through your web browser settings. This allows you to determine which cookies to allow and which to refuse. If you disallow the use of cookies on our Website, please note that you may not be able to access the full range of functions that our Platform offers.

Our advertising partners may also transmit cookies to your browser or device, when you click on advertisements that appear on the Services. Further, if you click on a link to a third-party website or service, a third party may also transmit cookies to you. For the avoidance of doubt, this Privacy Policy does not cover the use of cookies by any third parties, and we are not responsible for their privacy policies and practices. Please be aware that cookies placed by third parties may continue to track your activities online even after you have left our Services, and those third parties may not honour 'Do Not Track' requests that you have set using your browser or device.

If you do not consent to our use of cookies, you should adjust your browser settings accordingly or not use any of the Services.

Your interest profile can be removed by deleting your browser's cookies.

The cookie information stored on the User's hard drive is: (i) User segment hits or information on a specific product, service, brand or model in which the User has shown interest during its visit to a certain website and (ii) time and date stamp of the latest update of the User profile.

If the cookie is deleted by the User, all profile data is removed. For the sake of clarity, no segments relating to information which WellnessZ considers sensitive have been or will be created, such as segments relating to political opinions, religious beliefs, physical or mental health conditions or sexual life. Further, WellnessZ is very sensitive to the issue of children's privacy and marketing directed to children. No segments are intended to be established for the profiling of children.



## Contact us:

If you have questions or concerns about these privacy policy and the handling and security of your data, please contact us through our contact page or via the contact information below:

### **MOHI LIFESTYLE SOLUTIONS PVT. LTD.**

Address: B689-690 B Block New Amritsar, Amritsar

Email: [support@wellnessz.in](mailto:support@wellnessz.in)

## Note:

**By using the Services, you are representing that you agree to the terms and conditions contained in this Privacy Policy and our Terms of Use, and this agreement supersedes any other agreement that we might have with you concerning the use of your personal data. If you do not agree to any of these terms and conditions, you must stop using/accessing the Services.**