

## **Privacy Policy**

Welcome to Click2Go ("we," "us," or "our"). This privacy policy describes how we collect, use, and protect your personal data when you access and use our platform located at [click2go.ai](https://click2go.ai), which provides WhatsApp, SMS, and voice campaign services. By using our services, you agree to the collection and use of information in accordance with this Policy. If you do not agree with this Policy, please do not use our services.

### **About Us**

Click2Go provides businesses with a unified platform to communicate with customers through WhatsApp, SMS, and voice campaigns. We are committed to protecting your privacy and ensuring that your personal information is handled with care and in compliance with applicable laws.

### **Definitions**

- **Personal Data:** Any information relating to an identified or identifiable person. This may include but is not limited to, your name, email address, phone number, business name, or any other information that can be used to identify you or your organization.
- **Usage Data:** Data that is automatically collected when you use our platform, such as your device type, IP address, browsing history, and usage patterns on our platform.
- **Cookies:** Small files placed on your device to track your use of our platform, remember your preferences, and help us analyze our services.
- **Data Controller:** AgnoIntel Private Ltd. is the entity responsible for determining the purposes and means of processing your personal data.
- **Data Processor:** Third-party services that process data on our behalf, such as payment processors, email service providers, and cloud hosting services.
- **User:** An individual or entity using our services.

### **What Information Do We Collect?**

We collect the following types of information to provide and improve our services:

#### **1. Personal Data**

When you use our services, we may ask you to provide us with certain personally identifiable information, such as:

- **Contact Information:** Name, email address, phone number, and company details.
- **Account Information:** Username, password, company name, and any other relevant details.

- **Payment Information:** Payment card details for transactions (processed by trusted third-party services like Phonepay).

## 2. Usage Data

We may automatically collect information on how you interact with our platform, including:

- IP address, device type, and browser information
- Pages visited and the duration of your visits
- Interaction with our services (e.g., campaign creation, sending messages)

## 3. Cookies and Tracking Technologies

We use cookies and other tracking technologies (such as beacons and scripts) to enhance your user experience, remember your preferences, and help us analyze usage patterns on our platform. You can adjust your browser settings to refuse cookies, but some features may not work properly without them.

## How We Use Your Information

We may use the information we collect in the following ways:

- **To Provide and Improve Services:** To deliver our communication services to you and ensure the platform runs smoothly.
- **To Personalize Your Experience:** Your data helps us tailor the services to your needs and preferences.
- **For Customer Support:** To respond to your inquiries, offer assistance, and improve our customer service.
- **To Process Transactions:** To manage payments and fulfill orders or requests made through our platform.
- **To Send Communications:** We may send promotional emails or updates regarding our services. You can opt out of these emails at any time.

## How Do We Protect Your Information?

We implement a variety of security measures to protect your personal data, including:

- **Encryption:** We use SSL (Secure Socket Layer) encryption to safeguard sensitive information.
- **Payment Security:** We do not store your payment information; it is processed securely by trusted third-party services like Stripe or Razorpay.
- **Access Controls:** Access to your data is limited to authorized personnel only. However, no method of electronic transmission or storage is completely secure. While we strive to protect your personal data, we cannot guarantee its absolute security.

## Your Rights and Choices

You have the following rights regarding your personal data:

- Right to Access: You can request access to the personal data we hold about you.
- Right to Correction: You can request corrections to any inaccurate or incomplete data.
- Right to Deletion: You can request the deletion of your personal data under certain circumstances.
- Right to Withdraw Consent: If we are processing your data based on consent, you can withdraw your consent at any time.
- Right to Object: You can object to the processing of your personal data for direct marketing purposes.
- Right to Portability: You can request a copy of your personal data in a structured, machine-readable format.

How Long Do We Retain Your Information?

We will retain your personal data for as long as your account is active or as needed to provide you with our services. We may also retain your information to comply with legal obligations, resolve disputes, or enforce our agreements.

Data Sharing and Disclosure

We may disclose your personal information under the following circumstances:

- To Service Providers: We may share your data with third-party vendors who assist in delivering our services, such as payment processors, email marketing platforms, and cloud hosting providers.
- For Legal Compliance: We may disclose your data to comply with legal obligations, enforce our agreements, or respond to lawful requests from authorities.
- Business Transactions: In the event of a merger, acquisition, or sale of assets, your data may be transferred. We will notify you of any such changes before your personal data becomes subject to a new privacy policy.

International Data Transfers

Your personal data may be stored and processed in countries outside of India. By using our services, you consent to the transfer of your data to countries with different privacy laws.

Third-Party Links

Our platform may contain links to third-party websites or services that are not operated by us. We have no control over and assume no responsibility for the content, privacy policies, or practices of third-party sites.

## **Payment Policy**

### **Teams & conditions**

1.This document is an electronic record in terms of Information Technology Act, 2000 and rules there under as applicable and the amended provisions pertaining to electronic records in various statutes as amended by the Information Technology Act, 2000. This electronic record is generated by a computer system and does not require any physical or digital signatures.

2.This document is published in accordance with the provisions of Rule 3 (1) of the Information Technology (Intermediaries guidelines) Rules, 2011 that require publishing the rules and regulations, privacy policy and Terms of Use for access or usage of domain name <http://click2go.ai/> , including the related mobile site and mobile application (hereinafter referred to as 'Platform').

3.The Platform is owned by AgnoIntel Private Ltd., a company incorporated under the Companies Act, 1956 with its registered office at Manasarovar, #1, 9C/10A, First Floor, Second Street, Ayodhya Colony, Velachery, Chennai, Tamil Nadu, India- 600042 (hereinafter referred to as 'Platform Owner', 'we', 'us', 'our').

4.Your use of the Platform and services and tools are governed by the following terms and conditions ("Terms of Use") as applicable to the Platform including the applicable policies which are incorporated herein by way of reference. If You transact on the Platform, You shall be subject to the policies that are applicable to the Platform for such transaction. By mere use of the Platform, You shall be contracting with the Platform Owner and these terms and conditions including the policies constitute Your binding obligations, with Platform Owner. These Terms of Use relate to your use of our website, goods (as applicable) or services (as applicable) (collectively, 'Services'). Any terms and conditions proposed by You which are in addition to or which conflict with these Terms of Use are expressly rejected by the Platform Owner and shall be of no force or effect. These Terms of Use can be modified at any time without assigning any reason. It is your responsibility to periodically review these Terms of Use to stay informed of updates.

5. For the purpose of these Terms of Use, wherever the context so requires 'you', 'your' or 'user' shall mean any natural or legal person who has agreed to become a user/buyer on the Platform.

6. ACCESSING, BROWSING OR OTHERWISE USING THE PLATFORM INDICATES YOUR AGREEMENT TO ALL THE TERMS AND CONDITIONS UNDER THESE TERMS OF USE, SO PLEASE READ THE TERMS OF USE CAREFULLY BEFORE PROCEEDING.

7. The use of Platform and/or availing of our Services is subject to the following Terms of Use:

To access and use the Services, you agree to provide true, accurate and complete information to us during and after registration, and you shall be responsible for all acts done through the use of your registered account on the Platform.

Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials offered on this website or through the Services, for any specific purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.

Your use of our Services and the Platform is solely and entirely at your own risk and discretion for which we shall not be liable to you in any manner. You are required to independently assess and ensure that the Services meet your requirements.

The contents of the Platform and the Services are proprietary to us and are licensed to us. You will not have any authority to claim any intellectual property rights, title, or interest in its contents. The contents includes and is not limited to the design, layout, look and graphics.

You acknowledge that unauthorized use of the Platform and/or the Services may lead to action against you as per these Terms of Use and/or applicable laws.

You agree to pay us the charges associated with availing the Services.

You agree not to use the Platform and/ or Services for any purpose that is unlawful, illegal or forbidden by these Terms, or Indian or local laws that might apply to you.

You agree and acknowledge that website and the Services may contain links to other third party websites. On accessing these links, you will be governed by the terms of use, privacy policy and such other policies of such third party

websites. These links are provided for your convenience for provide further information.

You understand that upon initiating a transaction for availing the Services you are entering into a legally binding and enforceable contract with the Platform Owner for the Services.

You shall indemnify and hold harmless Platform Owner, its affiliates, group companies (as applicable) and their respective officers, directors, agents, and employees, from any claim or demand, or actions including reasonable attorney's fees, made by any third party or penalty imposed due to or arising out of Your breach of this Terms of Use, privacy Policy and other Policies, or Your violation of any law, rules or regulations or the rights (including infringement of intellectual property rights) of a third party.

Notwithstanding anything contained in these Terms of Use, the parties shall not be liable for any failure to perform an obligation under these Terms if performance is prevented or delayed by a force majeure event.

These Terms and any dispute or claim relating to it, or its enforceability, shall be governed by and construed in accordance with the laws of India.

All disputes arising out of or in connection with these Terms shall be subject to the exclusive jurisdiction of the courts in Tamil Nadu and Chennai.

All concerns or communications relating to these Terms must be communicated to us using the contact information provided on this website.

#### Refund Policy

Approved refunds will be processed and credited to the original payment mode within 7-14 days.

#### Grievance Officer

Insert Name of the Office: Manikandan Kangamuthu

Designation: Director

Insert Name and Address of the Company: 3. Manasarovar, #1, 9C/10A, First Floor, Second Street, Ayodhya Colony, Velachery, Chennai, Tamil Nadu, India- 600042

Contact us: 97319 31319

Phone: Time: Monday - Friday(9:00 - 18:00)