

## Privacy Policy

(Effective and Last Updated as on: 14<sup>th</sup> August, 2024)

### I. Introduction

1. **Welcome to One7Sports Tech Private Limited:** (“Us” or “Our” or “We” or “One7Sports”) website - <https://www.one7sport.com/> (“Website”), including any website which is owned and developed by Us for Our specific partner to give such partner an exclusive platform for its listing of its events/sport sessions etc. (“Brand Page”) and mobile application (“Mobile Application”) (hereinafter collectively referred to as “Platform”). We operate under the brand name One7Sports and are engaged in organizing sports and other recreational events as well as providing an internet-based booking platform for and in connection with Our as well as third-party sports and other recreational events and sports facilities and venues through Our Platform either by Ourselves or through Our subsidiaries, affiliates, or third-party service providers (“Primary Services”). On our mobile application, we may also provide ways for you to communicate with other One7Sports users including through messages, [voice and video calls, sending images and video, showing your status, sharing your location with others when you choose and hosting games] (“Secondary Services”). For the purposes of this policy, Primary Services and Secondary Services shall collectively be referred to as Services.
2. **Privacy Commitment:** We care about the privacy of the users of Our Platform (“Users”) such as yourself. We respect the information that you provide to Us and want to be sure you fully understand exactly how We use that information. By accepting the Terms of Service provided at <https://One7Sports.in/terms-and-conditions.php> (“Terms of Service”), you are also agreeing to this privacy policy (“Privacy Policy”).
3. **User Consent:** You understand that by using the Services via any Platform you consent to the collection, use, and disclosure of your personal information and aggregate data as set forth in Our Privacy Policy, and to have your personal information collected, used, transferred to, and processed in accordance with this policy. If you do not wish to agree with the terms of Our Privacy Policy, we kindly request you not to use Our Platform.
4. **Scope:** This Privacy Policy does not apply to the practices of companies or entities that We do not own or control, or to individuals that We do not employ or manage.

### II. Security

1. **Safeguards:** One7Sports employs commercially reasonable physical, managerial, and technical safeguards to preserve the integrity and security of your personal information and to implement your privacy settings. However, we cannot guarantee that unauthorized third parties will never be able to bypass our security measures or misuse your personal information. If you believe your privacy has been compromised, please contact us immediately.
2. **Limitations:** While we strive to minimize loss, theft, misuse, unauthorized access, disclosure, alteration, destruction, harassment, and abuse related to our Platform, we cannot guarantee complete protection. If clear evidence of any of these issues arises, we

will respond promptly. You acknowledge that you provide your personal information at your own risk.

3. **Data Transfer:** We may transfer the information described in this Privacy Policy to, and process and store it in, India and other countries, some of which may have fewer protective data protection laws compared to your region. When this occurs, we will take appropriate measures to protect your personal information in accordance with this Privacy Policy. We will ensure that the receiving jurisdiction has a standard of protection for personal data comparable to that under India's data protection laws. We may subcontract processing activities to third parties, including record-keeping, data analysis, marketing assistance, payment processing, and customer service.
4. **Confidentiality:** You are responsible for keeping your password and other confidential information related to the use of our Platforms and Services secure. We disclaim any liability arising from your failure to maintain this confidentiality.
5. **Compliance:** The collection, storage, usage, and sharing of your data by One7Sports will comply with the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011 and other applicable laws.
6. **Limitations of Liability:** Despite our efforts to secure and protect our digital platforms, including internal applications, we are not responsible for breaches of security or the disclosure of personal data due to factors outside our control, such as hacking, social engineering, cyber terrorism, or espionage by third parties.

### III. Platform Permission

Most mobile platforms, such as iOS and Android ("Mobile Platform"), have specific permission systems in place for accessing device data. Here's how these permissions generally work:

- **iOS:** When you first use the Mobile Application on an iOS device, you will be alerted if the app requests permission to access certain types of data. You will have the option to consent or deny the request at that time.
- **Android:** On Android devices, you will be notified of the permissions that the Mobile Application requests before you install or use the app. By installing or using the app, you consent to these permissions.

### IV. Collection of Information

One7Sports collects information about you when you use our Services and through other interactions and communications with us. We gather information you provide directly, such as when you:

- Create or modify your account
- Request on-demand services
- Contact customer support
- Participate in contests and surveys
- Complete contact forms or request newsletters
- Communicate with us via email or other means

This information may include:

- Name
- Email
- Phone number
- Postal address
- Profile picture
- Items and quantities requested
- Delivery notes
- Other information you choose to provide

When using our Primary Services, we collect information in these general categories:

**1. Personal Information:**

- Information provided when setting up an account, including email address, name, username, mobile phone number, location, date of birth, and gender identity.
- Additional profile details, such as interests in sports and venues, corporate profile, and content like photos.
- Use of social media logins (e.g., Facebook or Google) to create and access your account.
- Information gathered from activities such as placing an order or participating in events.
- Photos and Videos taken during sessions or events, which may be clicked or created by venue managers or authorized personnel.

**2. Financial Information:**

- Information related to transactions, such as billing address, credit/debit card number, and expiration date, collected directly or through partners providing financial services.

**3. Location Information:**

- Precise location data collected through device permissions, including location services and IP address.

**4. Transaction Information:**

- Details related to your use of our services, including service type, date, time, amount charged, and other transaction details.

**5. Device Information:**

- Information about your mobile device, including hardware model, operating system, software versions, unique identifiers, and mobile network information.

**6. Call and SMS Data:**

- Data related to communications facilitated through our services, including call and SMS details.

**7. Log Information:**

- Server logs including IP address, access times, pages viewed, and system activity.

**8. Information Collected by Cookies and Tracking Technologies:**

- Cookies and web beacons used to collect data for improving services, tracking usage, and understanding campaign effectiveness.

**9. Other Information:**

- Insights from surveys, focus groups, promotions, contests, customer care interactions, and content you publish.
- Information collected from processing content you publish and from community participation.

**10. Information We Receive from Others:**

- Data from other users, social media logins, and partners where One7Sports ads are displayed.

#### **11. Secondary Services:**

- **Undelivered Messages:** Stored encrypted on our servers for up to 30 days if not delivered immediately.
- **Media Forwarding:** Temporarily stored in encrypted form for efficient delivery.
- **End-to-End Encryption:** Ensures messages are encrypted to protect against unauthorized access.

### **V. Use of Information**

We may use the information we collect about you from our Primary Services for the following purposes:

#### **1. Service Provision and Improvement:**

- Facilitate payments and send receipts.
- Provide and enhance products and services you request.
- Develop new features and safety enhancements.
- Authenticate users and send product updates, security alerts, and administrative messages.

#### **2. Internal Operations:**

- Prevent fraud and abuse of our Services.
- Troubleshoot software bugs and operational issues.
- Conduct data analysis, testing, and research.
- Monitor and analyse usage and activity trends.

#### **3. Communications:**

- Facilitate communication between you and support staff.

#### **4. Marketing and Promotions:**

- Send you information about products, services, promotions, news, and events related to One7Sports and other companies.
- Process entries for contests, sweepstakes, or other promotions and fulfil related awards.

#### **5. Personalization:**

- Personalize and enhance your experience by recommending features, content, social connections, referrals, and advertisements.

#### **6. Customer Service:**

- Respond to your comments, questions, and requests.
- Provide customer service to users.

## **7. Public Display:**

- Publicly display Photos and Videos on the Platform or public forums, including social media (e.g., Facebook, Instagram), at our sole discretion. Photos and Videos are considered public domain as promotional materials or publicity photos unless otherwise stated.

## **8. Enforcement and Protection:**

- Enforce applicable user agreements or policies, including the Terms of Service.
- Protect us, our users, or the public from harm or illegal activities.

## **9. Content Monitoring:**

- Monitor user content posted on our Platforms at our discretion. We reserve the right to remove any content or material that violates applicable laws or our business policies and practices, or to protect our rights or those of third parties. We may also remove content upon third-party requests.

## **10. Anonymized Data:**

- Anonymize and aggregate data for analysis, diagnosing service or technical issues, maintaining security, and personalizing advertisements and promotions. This anonymized data can be used freely, subject to applicable laws.

## **VI. Third-Party Links and Information**

### **1. Third-Party Links:**

- Our Primary Services may include links to third-party materials that are not owned or controlled by One7Sports, provided solely for your convenience. We do not endorse or assume responsibility for any third-party sites, information, videos, materials, products, or services.
- If you access a third-party website or service from our Service (e.g., attending a session through a third-party application) or share content on or through any third-party website or service, you do so at your own risk. This Privacy Policy does not apply to your use of such third-party sites.
- You relieve One7Sports from any liability arising from your use of any third-party website, service, or content, including content submitted by other users.
- Your dealings with or participation in promotions of advertisers found on the Service, including payment and delivery of goods, are solely between you and the advertiser. One7Sports is not responsible for any loss or damage related to such dealings.
- We may receive data when you visit third-party links through our Platforms, including the date and time of your visit, the URL, technical information about your IP address, browser, and operating system, and, if logged into One7Sports, your username.

### **2. Information from Other Sources:**

- We may receive and combine information from other sources with the data we collect through our Primary Services. For example, if you link, create, or log in to your One7Sports account with a payment provider (e.g., Paytm) or social media service (e.g., Facebook), or if you engage with an app or website using our API (or whose API we use), we may receive information about you or your connections from that site or app.

### **3. Employer Information:**

- If your employer uses one of our enterprise solutions, we may receive information about you from your employer.

## **VII. Sharing of Information**

### **1. General Sharing:**

- We may share the information we collect about you through our Primary Services as described in this Privacy Policy or at the time of collection, including:
  - With Support Staff to facilitate the Services you request.
  - With third parties for services, you requested through partnerships or promotional offerings made by us or third parties.
  - With the general public or an audience selected by you if you submit content in public forums, such as blog comments or social media posts.
  - With third parties you choose to share information with, such as other apps or websites integrating with our API or Services.
  - With your employer and any necessary third parties engaged by us or your employer, if you use our enterprise solutions.

### **2. Additional Sharing:**

- We may also share your information:
  - With our subsidiaries and affiliated entities that provide services or conduct data processing on our behalf, or for data centralization and logistics purposes.
  - With vendors, consultants, marketing partners, and other service providers who need access to such information to work on our behalf.
  - In response to requests for information by competent authorities if required by law, regulation, or legal process.
  - With law enforcement or other third parties if we believe your actions are inconsistent with our Terms of Use or policies, or to protect the rights, property, or safety of One7Sports or others.
  - In connection with any merger, sale of assets, consolidation, restructuring, financing, or acquisition of our business by another company.
  - If we notify you and you consent to the sharing.
  - In an aggregated and/or anonymized form that cannot reasonably be used to identify you.

### **3. Social Sharing Features:**

- Our Primary Services may integrate with social sharing features that let you share actions on our platform with other apps, sites, or media. Your use of these features allows sharing with your friends or the public, based on the settings you establish with the social sharing

service. Refer to the privacy policies of these services for information on their data handling practices.

#### **4. Analytics and Advertising Services:**

- We may allow others to provide audience measurement and analytics services, serve advertisements on our behalf, and track and report on advertisement performance. These entities may use cookies, web beacons, SDKs, and other technologies to identify your device and collect data on your visits to our site and other sites. This information helps us and third parties analyse data, determine content popularity, and understand your online activity. Our Privacy Policy does not apply to third-party tracking technologies; check the privacy policies of these third parties for their practices.

#### **5. Public Areas and Community Content:**

- Any content you post in public sections of our platform (e.g., success stories, comments, blogs) becomes public. Anyone may use that information. Be cautious about disclosing personal information you wish to keep private. We may publish such content on our platforms with your consent. You may request the removal of published content, but we are not responsible for third-party actions regarding that content.

#### **6. Transaction Facilitation:**

- As an intermediary, we may need to share your data with event or fitness session organizers/partners to facilitate bookings or reservations. This helps verify the accuracy of your information, issue valid booking IDs or reservations, provide services, and conduct their analysis.

### **VIII. Your Data**

#### **1. Account Information:**

- You can correct your account information at any time by logging into your account. If you wish to cancel your account, please email us at [info@One7Sports.com](mailto:info@One7Sports.com).
- Note that we may retain certain information as required by law or for legitimate business purposes, such as resolving issues related to your account, fraud, or violations of our Terms of Service.

#### **2. Access, Correction, and Deletion Rights:**

- One7Sports will comply with requests regarding access, correction, and deletion of personal data in accordance with applicable law.
- To request access, correction, or deletion of your data, contact [info@One7Sports.com](mailto:info@One7Sports.com). Deleting certain data or withdrawing consent may lead to cancellation of your registration or access to our Services.
- We will provide access to your personal and sensitive data based on technical feasibility and after performing verification.

- You can opt out of marketing emails by clicking the 'opt-out' link in the emails. However, non-marketing emails about your account or transactions may still be sent.

### **3. Location Information:**

- We request permission to collect precise location data from your device. If you initially permit this, you can later disable it through your device's location settings. However, this may limit your ability to use certain features of our Services.

### **4. Promotional Communications:**

- You may opt out of receiving promotional messages by following the instructions in those messages. Opting out will not affect non-promotional communications about your account, requested Services, or our business relations.

### **5. Geo-Location Terms:**

- Our Services use third-party functionality for maps, geocoding, and places (e.g., Google Maps). Your use of these Geo-Location Services is subject to Google's terms of use [here](#), and by using them, you agree to those terms.

### **6. International Visitors and Users:**

- Our Services are currently available only in India. If you access our Services from other regions, your personal information may be transferred, stored, and processed outside those regions. By using our Services, you consent to such transfers and processing.

### **7. Retention and Storage:**

- We retain your data only as long as necessary to provide requested services and for legitimate legal or business purposes, such as compliance with legal obligations or maintaining business records.
- Your data will primarily be stored electronically. We may use third parties for data collection, storage, and processing, in compliance with applicable laws.
- Even if you seek deletion of your data, we may retain it to comply with legal obligations, resolve disputes, or enforce agreements. After terminating usage of a Service, we may delete your data from our servers unless legally prohibited.

## **IX. Changes to the Privacy Policy**

### **1. Modification of Privacy Policy:**

- We reserve the right to change this Privacy Policy at any time. Please review this Privacy Policy periodically for any updates or changes.
- Any modifications to the Privacy Policy will become effective upon publication on our Website. If material changes are made, we will attempt to provide reasonable notice before these changes take effect.
- By continuing to use the Services after any changes, you agree to be bound by the updated Privacy Policy. If you do not agree with the changes, you must cease using the Services immediately.



- Disputes arising under this Privacy Policy will be governed by the version in effect at the time the dispute occurred.

## **2. Review and Staying Informed:**

- We encourage you to review the Privacy Policy regularly whenever you access our Services to stay informed about our information practices and ways to protect your privacy.

## **X. Contact Us**

If you have any questions regarding this Privacy Policy or One7Sports's information collection, use, and disclosure practices, please contact our customer support. Here are the details:

### **Support:**

- **Email:** info@One7Sports.com
- **Address:** N-1404, Emaar-The Palm Drive, Sector 66, Gurgaon - 122018

Please ensure that any communication related to this Privacy Policy is directed to the designated individual mentioned above. Communications not marked to this individual may not be considered valid or binding under this Privacy Policy.