

## **Privacy Statement**

Last Updated on 31<sup>th</sup> August 2021

### **Introduction**

We value the trust you place in us. That's why we insist upon the highest standards for secure transactions and customer information privacy. Please read the following statement to learn about our information gathering and dissemination practices.

Diaz Cartel Private Limited, a Private Limited Company Incorporated under the Companies Act, 2013 and/or its affiliates ("Diaz Cartel," the "Company," "we," "us," and "our,") respect your privacy and is committed to protecting it through its compliance with its privacy policies. This policy describes:

This policy applies only to the information OGGY collects through its Services, in email, text, and other electronic communications sent through or in connection with its Services.

This policy DOES NOT apply to information that you provide to, or that is collected by, any third-party, such as restaurants at which you make reservations and/or pay through Diaz Cartel's Services and social networks that you use in connection with its Services. Diaz Cartel encourages you to consult directly with such third parties about their privacy practices.

**Note:** Our privacy policy is subject to change at any time without notice. To make sure you are aware of any changes, please review this policy periodically.

By visiting this Website or mobile application you agree to be bound by the terms and conditions of this Privacy Policy. If you do not agree please do not use or access our Website.

By mere use of the Website, you expressly consent to our use and disclosure of your personal information under this Privacy Policy. This Privacy Policy is incorporated into and subject to the Terms of Use.

First things first – your privacy is important to us. That might be the kind of thing all these notices say, but we mean it. You place your trust in us by using Oggy.co.in services and we value that trust. That means we're committed to protecting and safeguarding any personal data you give us. We act in our customers' best interest and we are transparent about the processing of your personal data.

This document describes how we use and process your personal data, provided in a readable and transparent manner. It also tells you what rights you can exercise in relation to your personal data (such as the right to object) and how you can contact us.

If you've used us before, you know that OGGY provides online ordering of services and offers the best prices related to food services through our websites and mobile apps, as well as other online platforms such as partners' websites and social media. We'd like to point out that all the information you

are about to read, generally applies to not one, not two, but all of these platforms.

OGGY provides a single platform to compare aggregator offers through its Mobile Applications or its website (<https://oggy.co.in/>), Further, OGGY has a right to use the publicly available data from the third party Sites for the purpose of listing their menu items or the Products for online ordering by the Customers on third-party sites.

The Customers can access the menu items or Products listed on the OGGY Platform and place online orders against the Restaurant Partner(s)/Store(s) through the aggregator.

Delivery of an order placed by you through the OGGY Platform may either be undertaken directly by the Restaurant Partner or the Store against whom you have placed an order or facilitated by OGGY through a third party who may be available to provide delivery services to you ("**Delivery Partners**"). In both these cases, OGGY is merely acting as an intermediary between you and the Delivery Partners, or you and the Restaurant Partner or the Store, as the case may be.

Customers may be charged a delivery fee for delivery of your order by the Delivery Partner or the Restaurant Partner or the Store, as the Delivery Partner or the Restaurant Partner or the Store may determine ("**Delivery Charges**"). The Delivery Partner is authorized to collect, on behalf of the Restaurant Partner to charge the Delivery Charges for the delivery of the food service provided by the Restaurant Partner or the Store as the case may be. The Delivery Charges may vary from order to order, which may be determined on multiple factors which shall include but not be limited to

**Restaurant Partner / Store, order value, distance, time of the day.** In fact, this single privacy statement applies to any kind of customer information we collect through all of the above platforms or by any other means connected to these platforms (such as when you contact our customer service team by email).

If you are one of our business partners, make sure to also check out our Privacy Statement for Business Partners to understand how personal data is further processed as part of the business relationship.

We might amend the Privacy Statement from time to time, so we recommend you visit this page occasionally to make sure you know where you stand. If we make any changes to the Privacy Statement that will have an impact on you (for example, if we intend to process your personal data for other purposes than previously communicated), we'll notify you of these changes before the new activities begin.

And now, the sad but necessary bit: If you disagree with this Privacy Statement, you should discontinue using our services. If you agree with our Privacy Statement, then you're all set to Order next time through us.

### **Terms used in the Privacy Note.**

#### **Restaurant Partners(s)**

"Restaurant" means the restaurants listed on the OGGY Platform.

#### **Merchant(s)**

Merchant means the merchant(s) listed on the OGGY Platform and offering its Nutrition Products (defined hereinbelow) to the Customers.

#### **Delivery Partner(s)**

“Delivery Partners” means those who provide delivery services to the customers.

### **What kind of personal data does Oggy.co.in collect?**

We can't help you to deliver the food at your doorsteps without information, so when you use our services there are certain things we ask for. This is typically routine information – your name, preferred contact details, the address where the food needs to be served, and your payment information. You might also decide to submit additional information relating to delivery instructions.

In addition to this, we also collect information from the computer, phone, tablet, or other devices you use to access our services. This includes the IP address, the browser you're using, and your language settings. There are also situations in which we receive information about you from others or when we automatically collect other information.

### **Why does Oggy.co.in collect and use your personal data?**

The main reason we ask you for personal details is to help you deliver your precious food(s) to your doorstep and ensure you will enjoy your meal at the best service possible.

We also use your personal data to contact you about the latest deals, special offers, and other products or services we think you might be interested in. There are other uses, too.

### **How does Oggy.co.in-process communications that you and your Food Delivery Partner may send via Oggy.co.in?**

Oggy.co.in can help you, Restaurants Servicer's and Food Delivery Partner's for exchange of information or requests about services, through the Oggy.co.in the platform.

### **How does Oggy.co.in make use of mobile devices?**

We offer free apps, through which we also collect and process personal data. This works in much the same way as our website, but they also allow you to benefit from the location services available on your mobile device(s).

### **How does Oggy.co.in make use of social media?**

The use of social media may be integrated into Oggy.co.in services in various ways. These will involve us collecting some of your personal data or the social media provider receiving some of your information.

### **What security and retention procedures does Oggy.co.in put in place to safeguard your personal data?**

We have implemented a range of procedures to prevent unauthorized access to, and the misuse of, personal data that we process.

### **How does Oggy.co.in treat personal data belonging to children?**

Unless indicated otherwise, Oggy.co.in is a service you are only allowed to use if you are over 12 years of age. We only process information about children with the consent of their parents or legal guardians, or when the information is shared with us by the parents or legal guardians themselves.

### **Who is responsible for the processing of personal data on the Oggy.co.in website and apps?**

Oggy.co.in., located in Jaipur, Rajasthan, controls the processing of personal data for the provision of its services. That includes its websites and mobile apps, except for some exceptions that are clarified in this privacy statement.

### **What kind of personal data does Oggy.co.in collect?**

Depending on the law that applies to you, we might be required to provide some additional information.

### **Personal data you give to us**

Oggy.co.in collects and uses the information you provide to us. When you order food, you are (at a minimum) asked for your name and contact details and the delivery location.

Information about your internet connection, the equipment you use to access our Services, and your usage details.

### **Information You Provide to Us**

The information we collect on or through our Services may include:

**Your account information:** Your full name, email address, postal code, password, and other information you may provide with your accounts, such as your gender, mobile phone number, and website. Your profile picture will be publicly displayed as part of your account profile. You may optionally provide us with this information through third-party sign-in services such as Facebook and Google Plus. In such cases, we fetch and store whatever information is made available to us by you through these sign-in services.

**Your preferences:** Your preferences and settings such as time zone and language.

**Your Content:** Information you provide through our Services, including your reviews, photographs, comments, lists, followers, the users you follow, current and prior restaurant reservation details, food ordering details and history, favorite restaurants, special restaurant requests, the contact information of people you add to or notify of, your restaurant reservations through our Services, names, and other information you provide on our Services, and other information in your account profile.

**Your searches and other activities:** The search terms you have looked up and the results you selected.

**Your browsing information:** How long you used our Services and which features you used; the ads you clicked on.

**Your communications:** Communications between you and other users or merchants through our Services; your participation in a survey, poll, sweepstakes, contest, or promotion scheme; your request for certain features (e.g., newsletters, updates, or other products); your communication with us about employment opportunities posted to the services.

**Your transactional information:** If you make reservations or purchases through our Services, we may collect and store information about you to process your requests and automatically complete forms for future transactions, including (but not limited to) your phone number, address, email, billing information and credit or payment card information. This information may be shared with third parties which assist in processing and



fulfilling your requests, including PCI compliant secured payment gateway processors. When you submit credit or payment card information, we encrypt the information using industry-standard technologies, as further described below under "Payment Card Information." If you write reviews about businesses with which you conduct transactions through our Services, we may publicly display information that you transacted with those businesses.

**Your Public Posts:** You also may provide information (such as ratings, reviews, tips, photos, comments, likes, bookmarks, friends, lists, etc.) to be published or displayed (hereinafter, "posted") on publicly accessible areas of our Services, or transmitted to other users of our Services or third parties (collectively, "User Contributions"). Your User Contributions are posted on and transmitted to others at your own risk. Although we limit access to certain pages, you may set certain privacy settings for such information by logging into your account profile. Please be aware that no security measures are perfect or impenetrable (see "Security" section below). Additionally, we cannot control the actions of other users of our Services with whom you may choose to share your User Contributions. Therefore, we cannot and do not guarantee that your User Contributions will not be viewed by unauthorized persons. We may display this information on the Services, share it with businesses, and further distribute it to a wider audience through third-party sites and services. You should be careful about revealing any sensitive details about yourself in such postings.

We use the information you provide to us to enhance the functionality and improve the quality of our Services, and personalize your experience while using our Services. We also use this information to display relevant

advertising, provide support to you, communicate with you, and comply with our legal obligations.

Depending upon your food specifications and location, we may also ask for your name, contact number, payment information, the location where the food needs to be served, and you may also need to submit additional information for delivery instructions also.

If you need to get in touch with our customer service team, contact our helpdesk numbers shown on the websites/Applications, or reach out to us in a different way (such as social media) we'll collect information from you there, too. This applies whether you are contacting us with feedback or asking for help using our services.

You might also be invited to write reviews to help inform others about the experiences you had when you enjoyed the meal at your doorstep. When you write a review on the Oggy.co.in the platform, we'll collect any information you've included, along with your display name.

There are other instances where you'll provide us with information, as well. For example, if you're browsing with your mobile device, you can decide to allow Oggy.co.in to see your current location or grant us access to your contacts. This helps us to give you the best possible service and experience by, for example, showing you the nearest Restaurants, or making other recommendations.

### **Information Shared with Restaurants**

When you make a restaurant reservation or execute an online food ordering transaction through our Services, your information is provided to us and to the restaurants with whom you choose to reserve. In order to facilitate your

reservation and online food order processing, we provide your information to that restaurant in a similar manner as if you had made a reservation or food order directly with the restaurant. If you provide a mobile phone number, restaurants or OGGY may send you text messages regarding your reservation or order's delivery status. Some restaurants also require you to provide credit or debit card account information to secure your reservation. When you make a restaurant reservation or online food ordering transaction through our Services and/or make a payment to a restaurant through our Services, we may also share with the restaurants additional information, such as information about your dining preferences and history or information that we collect from third-parties.

Information you choose to share with a restaurant when you make a reservation and/or pay a restaurant through our Services may be used by the restaurant for its own purposes. We do not control the privacy practices of restaurants. Please contact the restaurant directly if you want to learn about its privacy practices.

### **Personal data we collect automatically.**

Whether or not you end up ordering foods, when you visit our websites or apps we automatically collect certain information. This includes your IP address, the date and time you accessed our services, and information about your computer's hardware and software (such as the operating system, the internet browser used, software/application version data, and your language settings). We also collect information about clicks and which pages have been shown to you.

If you're using a mobile device, we collect data that identifies the device, as well as data about your device-specific settings and characteristics, app crashes, and other system activity.

### **Information We Collect Through Automatic Data Collection Technologies**

We may automatically collect certain information about the computer or devices (including mobile devices) you use to access the Services, and about

your use of the Services, even if you use the Services without registering or logging in.

- **Usage information:** Details of your use of our Services, including traffic data, location data, logs, and other communication data and the resources that you access and use on or through our Services.
- **Computer and device information:** Information about your computer, Internet connection, and mobile device, including your IP address, operating systems, platforms, browser type, other browsing information (connection, speed, connection type, etc.), device type, device's unique device identifier, mobile network information, and the device's telephone number.
- **Stored information and files:** Our applications also may access metadata and other information associated with other files stored on your mobile device. This may include, for example, photographs, audio and video clips, personal contacts, and address book information.
- **Location information:** Our applications collect real-time information about the location of your device, as permitted by you.
- **Last URL visited:** The URL of the last web page you visited before visiting our websites.
- **Mobile device IDs:** Unique mobile device identifier (e.g. IDFA or other device IDs on Apple devices like the iPhone and iPad), if you're using our Services on a mobile device, we may use mobile device IDs (the unique identifier assigned to a device by the manufacturer), instead of cookies, to recognize you. We may do this to store your preferences and track your use of our applications. Unlike cookies, mobile device IDs cannot be deleted. Advertising companies may use device IDs to track your use of our applications, track the number of advertisements displayed, measure advertising performance, and display advertisements that are more relevant to you. Analytics companies may use mobile device IDs to track your usage of our applications.
- **Your preferences:** Your preferences and settings such as time zone and language.
- **Your activity on the Services:** Information about your activity on the Services, such as your search queries, comments, domain names, search results selected, number of clicks, pages viewed and the order of those pages, how long you visited our Services, the date and time you used the Services, error logs, and other similar information.

- **Mobile status:** For mobile application users, the online or offline status of your application.
- **Applications:** If you use the OGGY application, OGGY may collect information about the presence and/ or absence and/ or details pertaining to other applications on your mobile phone. The applications we gather information for, may vary across categories including, without limitation, shopping, fashion, food, and travel. This will help us understand you and your preferences better and enable OGGY to provide you with a personalized experience.

### **Location Details and Opt-Out**

When you use one of our location-enabled services (for example, when you access Services from a mobile device), we may collect and process information about your mobile device's GPS location (including the latitude, longitude, or altitude of your mobile device) and the time the location information is recorded to customize the Services with location-based information and features (for example, to inform you about restaurants in your area or applicable promotions). Some of these services require your personal data for the feature to work and we may associate location data with your device ID and other information we hold about you. We keep this data for no longer than is reasonably necessary for providing services to you. If you wish to use the particular feature, you will be asked to consent to the data being used for this purpose. You can withdraw your consent at any time by disabling the GPS or other location-tracking functions on your device, provided your device allows you to do this. See your device manufacturer's instructions for further details.

### **Party responsible for data processing**

The controller of the personal data we process is Mr. Sagar Gupta, Practising Company Secretary, telephone: 9205505829, E-mail: scizakbsolutions@gmail.com.

### **Contact Details of Officer for Protection of Data**

You can reach our data protection officer at C-32, Kusum Vihar Jagatpura Jaipur RJ 302017 IN, Monday to Friday from 10: 00 A.M. to 6.00 P.M. with the subject 'Privacy Query'.

### **Rights of User's**

- You have the right to information, access, correction, deletion, restriction of processing, objection to processing, and data portability. If processing is based on your consent, you have the right to revoke it at any time.
- You also have the right to complain to a relevant data protection supervisory authority about our processing of your personal data.
- You have the right to object at any time to the processing of your personal data for the purpose of direct marketing; this also applies to profiling, insofar as it is associated with direct marketing. If you object to processing for the purpose of direct marketing, we will no longer process your personal data for this purpose.
- We process your personal data using the legitimate interests legal basis, except in specific circumstances where you provide consent or where the processing is necessary for a contract that you have with us or where you have asked us to take specific steps prior to entering into a contract. We apply appropriate safeguards to protect your privacy and we process your personal data for the following purposes:
  - Helping you find a good meal at the best price possible.
  - Providing you with customized and more relevant restaurants for dining out nearest to your location.
  - Providing, securing, maintaining, and improving our Services for our users.
  - Adding new restaurants related to food search.
  - Understanding how users use our Services so that we can improve the performance and provide better services to our users.
  - Direct marketing to users of our services about our Services or related services.
  - Advertising conducted by us and third parties on our Services and on the websites of third parties.
  - User research that improves users' experience of our Services and improves our Services.
  - Assisting you with making you order the best foods nearest to your location.

- Complying with legal obligations, preventing fraud, and resolving disputes.
- Assisting law enforcement authorities to investigate and solve crimes.
- When you use our Services, we process these types of personal data:
- Personal Identifying information such as your name, address, contact number, or email address.
- Electronic identification data such as IP addresses, cookies, connection moments, device ID's mobile advertising identifiers, date and time of the of ordering food, time, foods items, (concrete page), access status/HTTP status code, amount of data transferred, website receiving the food order, browser software and version, operating system and its interface, and language.
- Data that your browser or device makes available.
- Electronic localization data such as GPS data and locational data.
- Financial identification data such as credit or debit card numbers, UPIDS.
- Data about your interaction with our Services, including the details inputted by you when you conduct a search using our Services.
- Data relating to the foods items that you choose such as foods, and price.
- Security details such as passwords related to our Services.
- When you use our Services and click a link to a food-related offer that is listed on our Services, the online site making that offer may send us personal data relating to any subsequent ordering that you make on the site.
- When you use our Services, we may share your personal data with the following categories of recipients:
- Third-party service providers who provide data processing services for us, such as hosting and storage providers, customer service providers, communications providers, security and fraud prevention providers, credit card and payment providers, analytics, advertising, and marketing providers. These providers are under contractual obligations

to not share your personal data with anyone else and to not use your data for any other purpose.

- Third-party service providers who provide services to us that are independent data controllers, such as security and fraud prevention services and advertising and marketing providers.
- Business partners or affiliates that we may jointly offer products or services with. These will be services offered through our Services in conjunction with other third parties.
- Third-party food delivery partners such as Zomato, Swiggy, etc.
- Law Enforcement Authorities. To prevent, detect and prosecute illegal activities, threats to state or public security and to prevent threats to people's lives.
- As part of a corporate transaction such as a merger, divesture, consolidation, or asset sale.

### **Connect with us**

When you contact us by e-mail or through a contact form, we will store the data you provide (your e-mail address, possibly your name and telephone number) so we can answer your questions. Insofar as we use our contact form to request entries that are not required for contacting you, we have always marked these as optional. This information serves to substantiate your inquiry and improve the handling of your request. Your message may be linked to various actions taken by you on the OGGY website. Information collected will be solely used to provide you with support relating to your booking and better understand your feedback.

As far as this concerns information about communication channels (such as your e-mail address or telephone number), you also agree that we may also, where appropriate, contact you via this communication channel to answer your request. You may of course revoke this consent for the future at any time.

We delete the data that arises in this context after saving is no longer required, or limit the processing if there are statutory retention requirements.

### **Why does Oggy.co.in collect and use your personal data?**



We use the information collected about you for a variety of purposes. Your personal data may be used in the following ways:

- **Food Choices:** First and foremost, we use your personal data to complete and deliver your foods at your doorstep location. This includes sending you food delivery instructions that relate to food specifications, such as confirmations, modifications, and reminders.
- **Customer Service:** We provide international customer service from our local offices in more than 20 languages, and we're here to help 24 hours a day, 7 days a week. Our customer service staff allows us to respond when you need us. This includes helping you to contact the office and responding to any questions you might have about food delivery orders (or any other queries, for that matter).
- **Account Facilities:** Oggy.co.in users can create an account on our website or apps. We use the information you give us to administer this account, allowing you to do a number of useful things. You can manage your orders, take advantage of special offers, make future orders easily and manage your personal settings.

Managing personal settings gives you the ability to keep and share lists, share photos, easily see foods items you've searched for, and check delivery instructions related to the information you've provided. You can also see any reviews you've written.

If you want to, you can share certain information as part of your user account, by creating a public profile under your own first name or a screen name you choose.

- **Online Groups:** It's possible that we might give account holders the chance to connect and interact with each other through online groups or forums.
- **Marketing Activities:** We use your information for marketing activities. These activities include:
  - Using your contact information to send you regular updates about food-related offers. You can unsubscribe from email marketing communications quickly, easily, and at any time. All you need to do is click on the 'Unsubscribe' link included in each newsletter or other communication.
  - Based on your information, individualized offers might be shown to you on the Oggy.co.in website, in mobile apps, or on third-party websites/apps (including social media sites) and the content of the site displayed to you might be personalized. These could be offers that you can book directly on the Oggy.co.in website, on co-branded sites, or other third-party offers or products we think you might find interesting.
- **Communicating with you:** There might be other times when we get in touch, including by email, by post, by phone, or by texting you. Which method we choose depends on the contact information you've previously shared.
- **Market Research:** We sometimes invite our customers to take part in market research. Please see the information that accompanies this kind

of invitation to understand what personal data will be collected and how that data is used.

- **Improving our Services:** We also use personal data for analytical purposes and services improvement. This is part of our commitment to making our services better and enhancing the user experience.

In this case, we use data for testing and troubleshooting purposes, as well as to generate statistics about our business. The main goal here is to get insights into how our services perform, how they are used, and ultimately to optimize and customize our website and apps, making them easier and more meaningful to use. As much as possible, we strive to use pseudonyms for this analytical work.

- Providing the best price applicable to you, depending on where you are based: When you search our apps or website, for example, to find an accommodation, a rental car, or a flight, we process your IP address to confirm whether you are in the European Economic Area (EEA) or in another country. We do this to offer you the best price for the region (EEA) or country (non-EEA) where you are based.
- Customer reviews and other destination-related information: During and after your order, we might invite you to submit a review. This invite asks for information about your delivery time taken by the Delivery Partner who delivers your food at your doorstep.

If you have an Oggy.co.in account, you can choose to display a screen name next to your review, instead of your real name or even submit the

review anonymously. If you'd like to set a screen name, you can do that in your account settings. Adding an avatar is also possible.

- Call monitoring: When you make calls to our customer service team, Oggy.co.in uses an automated telephone number detection system to match your telephone number to your existing orders. This can help save time for both you and our customer service staff. However, our customer service staff may still ask for authentication, which helps to keep the details of your order confidential.

During calls with our customer service team, live listening might be carried out or calls might be recorded for quality control and training purposes. This includes the usage of the recordings for the handling of complaints, legal claims, and fraud detection.

Not all calls are recorded and recordings are kept for a limited amount of time before being automatically deleted. An exception to this rule would be if Oggy.co.in has a legitimate need to keep the recordings longer for fraud investigation or legal purposes.

- Promotion of a safe and trustworthy service: We might use personal data to detect and prevent fraud and other illegal or unwanted activities.

Similarly, we might use personal data for risk assessment and security purposes, including the authentication of users and reservations.

- Legal purposes: We may share your information when we believe in good faith that such sharing is reasonably necessary in order to investigate, prevent, or take action regarding possible illegal activities or to comply with the legal process. We may also share your information

to investigate and address threats or potential threats to the physical safety of any person, to investigate and address violations of this Privacy Policy or the Terms of Service, or to investigate and address violations of the rights of third parties and/or to protect the rights, property, and safety of OGGY, our employees, users, or the public. This may involve the sharing of your information with law enforcement, government agencies, courts, and/or other organizations on account of legal requests such as a subpoena, court order, or government demand to comply with the law.

Providing your personal data to Oggy.co.in is voluntary. However, we may only be able to provide you with certain services if we can collect some personal data. For instance, we can't process your food order if we don't collect your name and contact details.

If we use automation to process personal data which produces legal effects or significantly affects you, we will always implement the measures required to safeguard your rights and freedoms. This includes the right to obtain human intervention.

### **How does Oggy.co.in share your data with third parties?**

In certain circumstances, we'll share your personal data with third parties. These third parties include:

- The Delivery Partner Who delivers your food: In order to complete your Food Order, we transfer relevant reservation details to the Delivery Partner you have booked. This is one of the most essential things we do for you.

Depending on the Food Items, Specifications, Delivery Instructions, and the Delivery Partner, the details we share can include your name,

contact and payment details, the names of the people to whom the delivery partner can connect to deliver the food, and other information or preferences you specified when you made your Order.

If you have a query about your Food Order, we may contact the Restaurants Partner and/or Delivery Partner to handle your Order request. Unless payment is made during the Ordered process, via the Oggy.co.in website, we will forward your credit card details to the Ordered Restaurants Partners from where you have ordered the food for further handling (assuming you've provided us with those details).

In cases of Food-related disputes, we may provide the details of the Restaurants from where you have ordered the food with your contact details, including your email address and information about the Ordered Foods needed to handle the dispute. This can include a copy of your Payment Ordered Food as proof that a Food Order was actually made.

- Third-party service providers: We use service providers from outside of the Oggy.co.in corporate group to support us in providing our services. These include:
  - Customer support
  - Market research
  - Fraud detection and prevention (including anti-fraud screening)
  - Payment

We use third parties to process payments, handle chargebacks or provide billing collection services. When a chargeback is requested for your Food Order Request, by you, or by the holder of the credit card used to order the food, we need to share certain details with the payment service provider and the relevant financial institution so they can handle the chargeback. This may also include a copy of your food order payment or the IP address used to order the food. We may share information with relevant financial institutions if we consider it strictly necessary for fraud detection and prevention purposes.

- Marketing services

We share personal data with advertising partners, including your email address, as part of marketing Oggy.co.in services via third parties (to ensure that relevant advertisements are shown to the right audience). We use techniques such as hashing to enable the matching of your email address with an existing customer database so that your email address cannot be used for other purposes. For information on other personalized advertisements and your choices, please read our Cookie Statement.

- Advertising partners

We use advertising partners, to allow you to compare the offers of Online Food Related Agencies.

- All service providers are required to continue to adequately safeguard your personal data.

- Competent authorities: We disclose personal data to law enforcement to the extent that it is required by law or is strictly necessary for the prevention, detection, or prosecution of criminal acts and fraud, or if we are otherwise legally obliged to do so. We may need to further disclose personal data to competent authorities to protect and defend our rights or properties, or the rights and properties of our business partners.

### **How is your personal data shared within the OGGY Group?**

We may receive personal data about you from other companies in the OGGY Group or share your personal data with them, for the following purposes:

- To provide services (including to make, administer and manage food order requests or handle payments).
- To provide customer service.
- To detect, prevent and investigate fraudulent, other illegal activities and data breaches.
- For analytical and services improvement purposes.
- To provide personalized offers or send you marketing with your consent or as otherwise permitted by applicable law.
- For hosting, technical support, overall maintenance, and maintaining the security of such shared data.
- To ensure compliance with applicable laws.



## **How does Oggy.co.in process communications that you, Restaurants and Food Delivery Partners?**

Oggy.co.in can offer you, Restaurants Partners and Delivery Partners in various ways to communicate about the Food Orders, directing the communications via Oggy.co.in. This also allows you, Restaurants Partners and Delivery Partners to contact Oggy.co.in with questions about your food order requests through the website, our apps, and the other channels that we make available.

Oggy.co.in accesses communications and may use automated systems to review, scan, and analyze communications for the following reasons:

- Security purposes
- Fraud prevention
- Compliance with legal and regulatory requirements
- Investigations of potential misconduct
- Product development and improvement
- Research
- Customer engagement (including providing you with information and offers that we believe may be of interest to you)
- Customer or technical support

We reserve the right to review or block the delivery of communications that we, in our sole discretion, believe might contain malicious content or spam, or pose a risk to you, Restaurants Providers and Food Delivery, Oggy.co.in, or others.

All communications sent or received using Oggy.co.in communication tools will be received and stored by Oggy.co.in.

### **Payment Card Information**

To use certain of our Services, such as making reservations at certain restaurants and making payments to certain restaurants, we may require credit or debit card account information. By submitting your credit or debit card account information through our Services, you expressly consent to the sharing of your information with restaurants, third-party payment processors, and other third-party service providers (including but not limited to vendors who provide fraud detection services to us and other third parties), and you further agree to the following terms:

- When you use a credit or debit card to secure a reservation through our Sites, we provide your credit or debit card account information (including card number and expiration date) to our third-party payment service providers and the applicable restaurant.
- When you initially provide your credit or debit card account information through our Services in order to use our restaurant payment services, we provide your credit or debit card account information to our third-party payment service providers. As explained in our Terms of Use, these third parties may store your credit or debit card account information so you can use our restaurant payment services through our Services in the future.
- For information about the security of your credit or debit card account information, see the "Security" section below.

### **Security: How we protect your information**

We have implemented appropriate physical, electronic, and managerial procedures to safeguard and help prevent unauthorized access to your information and to maintain data security. These safeguards take into account the sensitivity of the information that we collect, process, and store and the current state of technology. We follow generally accepted industry standards

to protect the personal information submitted to us, both during transmission and once we receive it. The third-party service providers with respect to payment gateway and payment processing are all validated as compliant with the payment card industry standard (generally referred to as PCI compliant service providers).

- We assume no liability or responsibility for disclosure of your information due to errors in transmission, unauthorized third-party access, or other causes beyond our control. You play an important role in keeping your personal information secure. You should not share your user name, password, or other security information for your OGGY account with anyone. If we receive instructions using your user name and password, we will consider that you have authorized the instructions.

### **External Links**

If our Services link you to other websites or Apps, those newly opened links do not operate under this Privacy Notice. You should examine the privacy policies posted on those other websites or Apps to understand their procedures for collecting, using, and disclosing personal information.

### **Use of Social Media**

This website uses the provider's social plug-ins.

These plug-ins collect data from you and transmit it to the respective vendor's server. We have taken technical measures to ensure the protection of your privacy, which guarantees that your data cannot be collected by the vendors of the respective plug-ins without your consent. These will initially be deactivated when you visit a site connected to the plug-ins. The plug-ins will not be activated until you click on the respective symbol, and by doing so, you give your consent to have your data transmitted to the respective vendor.

Once activated, the plug-ins also collect personally identifiable information, such as your IP address, and send it to the respective social plug-in's network. Activated social plug-ins also set a cookie with a unique identifier when you visit the respective website. This allows the social plug-in's network to generate profiles of your user behavior. This occurs even if you are not a member of the social plug-in's network. If you are a member of the social plug-

in's network and you are logged into the website during your visit, your data and information about your visit to the website can be linked with your profile on the social plug-in's network. We do not have any influence over the exact extent to which your data is processed by the social plug-in network. For more information about the extent, nature, and purpose of data processing and about the rights and setting options for protecting your privacy, please see the data protection notices for the respective social network vendor. These can be found at the following addresses:

- Facebook Inc., 1601 S California Ave., Palo Alto, CA 94304, USA.
- Twitter Inc., 795 Folsom St., Suite 600, San Francisco, CA 94107, USA.
- Pinterest Inc., 635 High Street, Palo Alto, CA, 94301, USA.
- Instagram, Facebook Ireland Limited, 4 Grand Canal Square, Dublin 2, Ireland.
- YouTube LLC 901 Cherry Avenue, San Bruno, CA 94066, USA.
- LinkedIn Corporation 1000 W. Maude Avenue, Sunnyvale, CA 94085, USA.

### **Facebook Connect**

We offer you the option of enrolling and signing in through your Facebook account. If you enroll via Facebook, Facebook will ask you for your permission to release certain data in your Facebook account to us. This may include your first name, last name, and e-mail address so your identity and gender can be verified, as well as general location, a link to your Facebook profile, your time zone, your date of birth, your profile picture, your "Like" information, and your friends list.

This data will be collected by Facebook and transmitted to us. You can control the information that we receive from Facebook through the privacy settings in your Facebook account.

If you enroll with us through Facebook, your account will automatically be connected to your Facebook account, and information about your activities on our website, if applicable, will be shared on Facebook and published on your timeline and news feed.

### **Reviewing, Changing, or deleting information**

If you would like to review, change or delete the personal information we have collected from you, or permanently delete your account, please use the "Contact Us" link at the bottom of every page (also located here), or contact the OGGY Data Protection Officer (DPO).

If you delete your User Contributions from our websites, copies of your User Contributions may remain viewable in cached and archived pages or might have been copied or stored by other users of our websites. Proper access and use of information provided on our websites, including User Contributions, is governed by our [Terms of Use](#).

## **Cookies**

Cookies will be stored on your device during the use of our website. Cookies are small text files that are stored on your hard drive assigned to the browser you use, and through which the place where the cookie is set accrues certain information. They serve to make the website more user-friendly and efficient overall. We also use cookies to be able to identify you in subsequent visits.

This website uses the following types of cookies, whose extent and function are explained in the following:

- **Transient cookies**

These cookies are automatically deleted when you close your browser. This includes session cookies in particular. These save a "session ID" with which different requests from your browser can be assigned to the joint session. This allows your device to be recognized again when you return to our website. Session cookies are deleted when you log out or close your browser.

- **Flash cookies**

Flash cookies used are not collected through your browser but through your Flash plug-in. In addition, we use HTML5 storage objects that are stored on your terminal. These objects save the necessary data independent of the browser you use and have no automatic expiration date. If you do not want Flash cookies processed, you must install a suitable add-on, such as "Privacy Badger" for Mozilla Firefox

(<https://www.eff.org/privacybadger>) or Adobe Flash Killer Cookie for Google Chrome. You can prevent the use of HTML5 storage objects by setting your browser to private mode. We also recommend that you manually delete your cookies and browser history on a regular basis.

- **Preventing cookies**

You can configure your browser and App settings as you wish and, for example, decline to accept third-party or all cookies. Please note that you may not be able to use all of the website's functions in this case.

- **storage period**

The storage periods for cookies vary and are can be accessed via your browser.

## **How are cookies used?**

Cookies are used to collect information, including:

- IP address
- Device ID
- Viewed pages
- Browser type
- Browsing information
- Operating system
- Internet service provider
- Timestamp
- Whether you have responded to an advertisement

- A referring URL
- Features used or activities engaged in on the website/apps

They allow you to be recognized as the same user across the pages of a website, across devices, between websites, or when you use our apps. When it comes to purpose, they are divided into three categories – functional cookies, analytical cookies, and marketing cookies.

### **How are cookies used?**

Cookies are used to collect information, including:

- IP address
- Device ID
- Viewed pages
- Browser type
- Browsing information
- Operating system
- Internet service provider
- Timestamp
- Whether you have responded to an advertisement
- A referring URL

- Features used or activities engaged in on the website/apps

They allow you to be recognized as the same user across the pages of a website, across devices, between websites, or when you use our apps. When it comes to purpose, they are divided into three categories – functional cookies, analytical cookies, and marketing cookies.

### **Functional cookies**

These are cookies required for our websites and apps to function and they must be enabled in order for you to use our services.

Functional cookies are used to create technologically advanced, user-friendly websites and apps that adapt automatically to your needs and preferences, so you can browse and book easily. This also includes enabling essential security and accessibility features.

More specifically, these cookies:

- Enable our website and apps to work properly, so you can create an account, sign in, and manage your bookings.
- Remember your selected currency and language settings, your past searches, and other preferences to help you use our website and apps efficiently and effectively.
- Remember your registration information, so that you don't have to retype your login credentials each time you visit our website or app. (Don't worry, passwords will always be encrypted.)

### **Analytical cookies**



These cookies measure and track how our website and apps are used. We use this information to improve our website, apps, and services.

More specifically, these cookies:

- Help us understand how visitors and customers like you use Oggy.co.in and our apps.
- Help improve our website, apps, and communications to make sure we're interesting and relevant.
- Allow us to find out what works and what doesn't on our website and apps.
- Help us understand the effectiveness of advertisements and communications.
- Teach us how users interact with our website or apps after they have been shown an online advertisement, including advertisements on third-party websites.
- Enable our business partners to learn whether or not their customers make use of any accommodation offers integrated into their websites.

The data we gather through these cookies can include which web pages you have viewed, which referring/exit pages you have entered and left from, which platform type you have used, which emails you have opened and acted upon, and the date and time stamp information. It also means we can use details about how you've interacted with the site or app, such as the number

of clicks you make on a given screen, your mouse movements and scrolling activity, the search words you use, and the text you enter into various fields.

## **Marketing cookies**

These cookies are used by Oggy.co.in and our trusted partners to gather information about you over time, across multiple websites, applications, or other platforms.

Marketing cookies help us to decide which products, services, and interest-based advertisements to show you, both on and off our website and apps.

More specifically, these cookies:

- Categorize you into a certain interest profile, for instance, on the basis of the websites you visit and your click behavior. We use these profiles to display personalized content (such as travel ideas or specific accommodations) on Oggy.co.in and other websites.
- Display personalized and interest-based advertisements both on the Oggy.co.in website, our apps, and other websites. This is called 'retargeting' and is based on your browsing activities, such as the destinations you've been searching for, the accommodation you've viewed, and the prices you've been shown. It can also be based on your shopping habits or other online activities.

Retargeting ads can be shown to you both before and after you leave Booking.com, as their purpose is to encourage you to browse or return to our website. You might see these ads on websites, in apps, or in emails.

- Integrate social media into our website and apps. This allows you to like or share content or products on social media such as Facebook, Instagram, YouTube, Twitter, Pinterest, Snapchat, and LinkedIn.

These 'like' and 'share' buttons work using pieces of code from the individual social media providers, allowing third-party cookies to be placed on your device.

Additionally, you may encounter "cookies" or other similar devices on certain pages of the Website that are placed by third parties. We do not control the use of cookies by third parties.

If you choose to order food on the Website, we collect information about your choices/preference/ taste behavior.

If you transact with us, we collect some additional information, such as a billing address, a credit/debit card number, and a credit/debit card expiration date, and/ or other payment instrument details and tracking information from cheques or money orders.

If you choose to post messages on our message boards, chat rooms, or other message areas or leave feedback, we will collect that information you provide to us. We retain this information as necessary to resolve disputes, provide customer support and troubleshoot problems as permitted by law.

If you send us personal correspondence, such as emails or letters, or if other users or third parties send us correspondence about your activities or postings on the Website, we may collect such information into a file specific to you.

We collect personally identifiable information (email address, name, phone number, credit card/debit card / other payment instrument details, etc.) from you when you set up a free account with us. While you can browse some sections of our Website without being a registered member, certain activities (such as placing an order) do require registration. We do use your contact information to send you offers based on your previous orders and your interests.

## **Sharing of personal information**

We may share personal information with our other corporate entities and affiliates. These entities and affiliates may market to you as a result of such sharing unless you explicitly opt-out.

We may disclose personal information to third parties. This disclosure may be required for us to provide you access to our Services, to comply with our legal obligations, to enforce our User Agreement, to facilitate our marketing and advertising activities, or to prevent, detect, mitigate, and investigate fraudulent or illegal activities related to our Services. We do not disclose your personal information to third parties for their marketing and advertising purposes without your explicit consent.

We may disclose personal information if required to do so by law or in the good faith belief that such disclosure is reasonably necessary to respond to subpoenas, court orders, or other legal processes. We may disclose personal information to law enforcement offices, third party rights owners, or others in the good faith belief that such disclosure is reasonably necessary to: enforce our Terms or Privacy Policy; respond to claims that an advertisement, posting or other content violates the rights of a third party; or protect the rights, property or personal safety of our users or the general public.

We and our affiliates will share/sell some or all of your personal information with another business entity should we (or our assets) plan to merge with, or be acquired by that business entity, or re-organization, amalgamation, restructuring of business. Should such a transaction occur that another business entity (or the new combined entity) will be required to follow this privacy policy with respect to your personal information.

### **Links to Other Sites**

Our Website links to other websites that may collect personally identifiable information about you. OGGY is not responsible for the privacy practices or the content of those linked websites.

### **Security Precautions**

Our Website has stringent security measures in place to protect the loss, misuse, and alteration of the information under our control. Whenever you change or access your account information, we offer the use of a secure server. Once your information is in our possession we adhere to strict security guidelines, protecting it against unauthorized access.

## **Advertisements on [www. Oggy.co.in](http://www.Oggy.co.in)**

We use third-party advertising companies to serve ads when you visit our Website. These companies may use information (not including your name, address, email address, or telephone number) about your visits to this and other websites in order to provide advertisements about goods and services of interest to you.

## **Your Consent**

By using the Website and/ or by providing your information, you consent to the collection and use of the information you disclose on the Website in accordance with this Privacy Policy, including but not limited to Your consent for sharing your information as per this privacy policy.

If we decide to change our privacy policy, we will post those changes on this page so that you are always aware of what information we collect, how we use it, and under what circumstances we disclose it.

## **Feedback**

We aim to continually improve our services. For this purpose, we use \_\_\_\_\_for user surveys. This service uses a cookie establishing a direct connection to the \_\_\_\_\_server in order to transmit and process certain user information. We solely process your information in an anonymized form. For further information please see the \_\_\_\_\_Privacy Policy at \_\_\_\_\_.

## **Transmission of Data**

When we use service providers who process data outside the EU/EEA, we use appropriate safeguards such as standard data protection clauses adopted by the EU, or an EU adequacy decision to transfer and process your personal data outside of the EU

## **Security of Data**

We have taken extensive technical and operational security precautions to protect your data from being accidentally or intentionally manipulated, lost,

destroyed, or accessed by unauthorized persons. Our security measures are reviewed regularly and updated in keeping with technological advances.

### **Storage of Data**

We retain your personal data for as long as it is required for you to use our Services, to provide our Services to you, to comply with laws. We will anonymize and/or aggregate your data if we intend to use it for analytical statistical purposes over longer periods.

### **Do-Not-Track Signals and Similar Mechanisms**

We do not act in response to these signals because there is no standard in place.

### **What security and retention procedures does Oggy.co.in put in place to safeguard your personal data?**

We have procedures in place to prevent unauthorized access to, and the misuse of, personal data.

We use appropriate business systems and procedures to protect and safeguard the personal data you give us. We also use security procedures and technical and physical restrictions for accessing and using the personal data on our servers. Only authorized personnel are permitted to access personal data in the course of their work.

We'll keep your personal data for as long as we think it's necessary to enable you to use our services or to provide our services to you (including maintaining your Oggy.co.in a user account, if you have one), to comply with applicable laws, resolve any disputes and otherwise to allow us to conduct our business, including to detect and prevent fraud or other illegal activities. All personal data we keep about you is covered by this Privacy Statement.

For added protection, we strongly recommend that you set up two-factor authentication for your Oggy.co.in an account. This adds an extra

authentication step, to make sure that anyone who gets hold of your username and password (e.g. through phishing or social engineering) won't be able to get into your account. You can set this up in the Security section of your account settings.

### **Grievance Officer**

In accordance with Information Technology Act 2000 and rules made thereunder, the name and contact details of the Grievance Officer are provided below:

Mr. Sagar Gupta

Designation: Practicing Company Secretary

DIAZ CARTEL PRIVATE LIMITED,

CIN: U72900RJ2021PTC073984

Address: C-32, Kusum Vihar Jagatpura

Jaipur RJ 302017 IN

Contact us: [scizakbsolutions@gmail.com](mailto:scizakbsolutions@gmail.com)

Phone: +91-9205505829

Time: Mon-Sat (9:00 - 18:00).

Registered Address: C-32, Kusum Vihar Jagatpura

Jaipur RJ 302017 IN

CIN: U72900RJ2021PTC073984