

## **SAVEX PRIVACY STATEMENT**

At Savex Technologies Private Limited (“**the Company**”), we value your privacy and are committed to safeguarding your personal data. This Privacy Statement explains how we collect, use, and share your information through our interactions and products. When you use our services, you provide us with certain data directly, and we also collect data about your usage and experiences. We ensure that your data is handled responsibly and in accordance with legal requirements.

As a distributor of Microsoft products and services, we acknowledge the importance of adhering to Microsoft's privacy practices. We encourage you to review the Microsoft Privacy Statement <sup>1</sup>to understand how your data is handled when using Microsoft products and services. By offering Microsoft products, we are committed to aligning with Microsoft's privacy standards to provide you with a secure and transparent experience.

Additional information on our personal data practices may be provided in contractual agreements, supplemental privacy statements, or notices provided to you prior to or at the time of collection of your personal data. For the purposes of this Policy, any reference to “Services/Products” is a reference to all the products and services offered by the Company and its subsidiaries, whether available online or offline, and any reference to “Sites” is a reference to any of the Company’s websites (including any mobile version of such websites), whether operated under the banner of Savex or a brand name that we own.

While using our services, you affirm that you will comply with both this Privacy Statement and the Microsoft Privacy Statement. You are solely responsible for safeguarding your personal data and ensuring its confidentiality. The Company employs industry-standard security measures to protect your data, but we also rely on your co-operation in maintaining the security of your information.

Please take the time to familiarize yourself with both this Privacy Statement and the Microsoft Privacy Statement to ensure a comprehensive understanding of your data privacy rights and protections.

### **Definition:**

The terms not defined in this Privacy Statement shall have the same meaning as referred under applicable law.

### **Personal Data Collection:**

We collect data from you to provide efficient and secure services. This includes updating, troubleshooting, and supporting our products. We may also share data when necessary to fulfill your requests or transactions. The types of data we collect depend on your interactions with the Company, the products you use, and your privacy settings.

We may collect personal information in a number of ways, including:

- Directly from you, when you submit your personal details at our site or subscribe to our services and execute registration form and/or an Agreement with the Company. We collect or receive information from you when you sign up for our services, create an online account with us, make a purchase, request details or a callback, submit a

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<sup>1</sup> [Microsoft Privacy Statement – Microsoft privacy](#)

technical, customer, or billing support request, participate in a contest or survey, provide us with feedback, or otherwise contact us.

- Billing Information related to your commercial and financial relationship with us, such as the services we provide to you, the telephone numbers you call and text, your payment history, and your service history.
- Technical & Usage Information related to the Services we provide to you, including information about how you use our networks, services, products, or websites (search history).
- From third parties; we sometimes collect personal data about you from trusted third parties, in connection with Services that we provide to you or propose to provide to you, where appropriate and to the extent we have a justified basis to do so. These include fraud-prevention agencies, business directories, credit check reference/vetting agencies, and connected network providers. Anyone who provides you with access to your Services may also provide us with your personal data in that context.
- From publicly available sources of information.
- From the Company's own records of how you make use of our services.

### **How We Use Personal Data:**

Our primary goal is to provide you with enriched, interactive experiences through our products. We utilize the data we collect to:

- Provide and enhance our products, including updates and security measures.
- Develop and improve our products based on user experiences.
- Personalize our products to suit your preferences and provide recommendations.
- Advertise and market to you, delivering relevant offers and promotional communications.
- Verify your identity.
- Assist you to subscribe to the Company's and/or its associates' products and services.
- Provide the services you require.
- Administer and manage those services, including charging, billing, and collecting debts.
- Inform you of ways the services provided to you could be improved or of additional products, services, or tariff plans that could be subscribed by you.
- Respond to your inquiries, provide any information that you request, address technical support tickets, and provide customer service support.
- Conduct appropriate checks for credit-worthiness and for fraud.
- Research and develop the Company's and/or its associates' products and services.
- Administer, monitor, improve, and customize our Sites and Services, for our internal operations, including troubleshooting, network management, and network optimization, research, and analytical purposes, so that we can provide our customers with a better customer experience.
- Gain an understanding of your information and communication needs in order for The Company to provide you with better service.
- Maintain and develop the Company's business systems and infrastructure, including testing and upgrading of these systems.
- Promote and market the Company's or its associates' services to you (including by way of direct mail, telemarketing, WhatsApp, and SMS messages). The Company

does this to keep you informed of its products, services, and special offers, as well as any promotional offers designed by the Company in collaboration with third parties. If you do not wish the Company to promote and market its products, services, and special offers to you, please contact to us for opting out of the promotional notifications.

- Defend against any demands, claims, and litigations or proceedings arising against the Company.
- Investigate, prevent, or take action regarding illegal activities, fraud, threats to our property or personnel, violations of our Terms of Use and/or applicable law, and to meet our legal and regulatory obligations.
- Carry out any activity in connection with a legal, governmental, or regulatory requirement on us or in connection with legal proceedings, crime, or fraud prevention, detection, or prosecution.
- Transfer to any other body corporate or a person in India or located in any other country that ensures the same level of data protection that is adhered to by the Company, provided such transfer of personal information is necessary for the performance of the lawful contract between the Company or any person on its behalf and such other body corporate or person in India, or located in any other country.
- Additionally, we use this data for business operations, such as performance analysis, legal compliance, workforce development, and research.

### **Sharing of Personal Data**

By using our products or services, you provide your explicit consent to share your personal data. Your personal data may be shared with the Company's affiliates, vendors working on our behalf, as required by law, or to protect our customers and products. We may also share your data in compliance with regulatory notices and to fulfill legal obligations imposed by the respective original licensors, such as Microsoft in this case.

In order to deliver the services, you require, the Company may disclose your personal information, to the extent required only, to the below illustrative agencies/organizations outside of the Company. Your personal information is disclosed to these agencies/organizations only in relation to the services being provided to you and/or in connection with the improvisation of services through innovations:

- Affiliates
- Sales and Marketing
- Business associates/business partner's/channel partners/agents, who are contractually associated with us for providing service to us or to our customers, either directly or indirectly
- Third Party Service Providers
- Customer inquiries
- Mailing operations
- Billing and debt-recovery functions
- Information technology services
- Installation, maintenance, and repair services
- Market research
- Website usage analysis

The Company takes reasonable steps to ensure that these organizations are bound by confidentiality and privacy obligations in relation to the protection of your personal information.

**Business Transfers:**

If we are acquired by or merge with another company, or if substantially all our assets are transferred to another company (which may occur as part of merger, demerger, assignment, sale of business and/or on account of liquidation proceedings), we may transfer your personal data to such other company/s. We may also need to disclose your personal data before any such acquisition or merger, for example to our advisers and any prospective purchaser's advisers.

**Sharing Aggregated and De-Identified Information:**

We may use your personal data to create aggregated and anonymized information, which we may share with third parties. Nobody can identify you from that anonymized information. In other circumstances, we may pseudonymize your personal data before sharing it with a third party so that we can re-associate you with the information once it has been processed and returned to us. While the third party will not be able to identify you from the pseudonymized information, we will still be able to. We treat pseudonymized data as though it were personal data and ensure the same level of protection for it when sharing with third parties.

In addition, the Company may disclose your personal information to:

- You or Your authorized representatives or your legal advisers (e.g., when requested by you to do so);
- Credit-reporting and fraud-checking agencies;
- Credit providers (for credit-related purposes such as credit-worthiness, credit rating, credit provision, and financing);
- The Company's Group Companies and/or Sister Companies;
- The Company's professional advisers, including its accountants, auditors, and lawyers;
- Government and regulatory authorities, agencies, and other organizations, as required or authorized by law;
- In certain situations, the Company may be required to disclose personal data in response to lawful requests by public authorities, including Security Agencies to meet national security requirements, as well as instances requiring cooperation with law enforcement agencies.

**Storage and Retention:**

Your information or data will primarily be stored in electronic form. However, certain data can also be stored in physical form.

Your information will remain with us during your active association on account of subscription to our services and/or on account of business association with us in whatsoever form, direct and indirect. Post your disassociation, the information will be retained by us for a minimum period of 730 days (2 years) or such longer period as may be mandated in accordance with law and/or under specific instructions from any Court, Government, and Statutory Authorities.

### **Confidentiality of Personal Information:**

We have procedures that limit employee access to your personal information to those employees only who need to have access to the personal information. We also educate our employees about the importance of confidentiality and customer privacy through standard operating procedures, training programs, and internal policies.

All our employees are obligated to protect confidentiality and ensure security. Our third-party contractors are bound by contractual obligations to adopt and maintain a reasonable level of security practices and procedures to ensure the security of information received from us in the course of operations.

To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, we have put in place physical, electronic, and managerial procedures to safeguard and secure the personal data we collect through our Sites and in the provision of our Services. We have put in place reasonable controls (including physical, technological, and administrative measures) designed to help safeguard the personal data that we collect via the sites. No security measures are perfect, however, and so we cannot assure you that personal data that we collect will never be accessed or used in an unauthorized way, which may happen due to circumstances beyond our reasonable control. We have put in place procedures to deal with a suspected personal data breach, and we shall notify you and any applicable regulator of a breach where we are legally required to do so. If you have a username and password to access our services, you should take steps to protect against unauthorized access to your password, phone, and computer by, among other things, signing off after using a shared computer, choosing a robust password that nobody else knows or can easily guess, and keeping your log-in and password private. We are not responsible for any lost, stolen, or compromised passwords, or for any activity on your account via unauthorized password activity or other security breaches caused by you.

### **Protecting Your Information Exchanged Online:**

When you apply online for our service or provide information to us on our website, you provide personal and financial information that is necessary for us to process your application or payments. Information provided to us on our website is sent in a "secure session" established with Secure Sockets Layer (SSL) technology. SSL protects information that is sent over the Internet between your computer and us by encrypting it and thus preventing misuse.

### **Limitation of Liability:**

You will appreciate and agree that no data transmission over the Internet is completely secure and for reasons outside of our control, security risks may still arise. The Company cannot protect any information that you make available to the general public in any publicly accessible area of our website or any other media. The Company shall not be responsible for any breach of security or the disclosure of Personal Information unless The Company has been proven to be grossly and willfully negligent.

### **Access, Correction, and Deletion:**

The Company takes all reasonable precautions to ensure that the personal information it collects, uses, and discloses is accurate, complete, and up to date. However, the accuracy of the information depends to a large extent on the information that you provide. That's why The Company recommends that you:

- Let the Company know if there are any errors in your personal information.
- Keep the Company up to date with changes to your personal information such as your name or address.
- The Company reserves the right to charge a fee for searching for and providing access to your information.

You may write to the Company in connection with deleting or amending your information maintained and retained with the Company, by sending an email to [Sales.MSCSP@savex.in] (Refer Terms of Use for further details). However, you will also agree that certain data or information cannot be corrected or deleted or is prohibited from being deleted as required under any applicable law, law enforcement requests, or under any judicial proceedings and thus shall continue to be maintained by the Company, as per mandates.

### **Access and Control of Your Data**

You have the ability to control the data we have collected from you. Utilize the tools provided by the Company to manage your personal data preferences. For instance, you can:

- Opt-out of personalized advertising through our opt-out page.
- Choose your preferences regarding promotional emails, SMS messages, and calls.
- Access and manage your data through the Company's privacy dashboard.

If you need to access or control personal data not available through these tools, please contact the Company using the provided contact information.

### **Cookies and Similar Technologies**

The Company utilizes cookies and similar technologies for various purposes, such as storing preferences, enabling sign-ins, and analyzing product performance. We use web beacons to deliver cookies and gather usage data. Third-party cookies may also be used for social media integration, analytics, advertising, and essential website functions.

### **Products Provided by the Company**

If you are using a product provided by the Company, such as Microsoft services distributed through our website, please refer to this Privacy Statement for information on data handling and privacy practices.

### **Privacy for Enterprise and Developer Products**

For organizations utilizing Enterprise and Developer Products from the Company, please refer to the Enterprise and Developer Products section of this Privacy Statement to understand data processing practices specific to these products.

### **Data Collection for Children**

The Company complies with laws regarding the collection of data from users under the age of 18. Certain products and services may require parental consent for usage. Parental controls and options are available for managing children's accounts and data.

### **Third-party Tools and Services**

The Company might use third-party tools and services to help deliver and optimize your website experience. These tools and services may include analytics providers, advertising partners, and other service providers. While we strive to select reputable partners, please note that these third parties may also collect and use your information in accordance with their own privacy policies.

### **Changes to this Policy:**

We regularly review and may make changes to this Policy from time-to-time. To ensure that you are always aware of how we use your personal data, we will update the online version of this Policy periodically to reflect any changes to our use of your personal data. We may also make changes to comply with developments in applicable law or regulatory requirements. Where it is practicable, we will notify you by other means prior to changes materially affecting you, such as by posting a notice on our Sites or sending you a notification. However, we encourage you to review this Policy periodically to be informed of any changes to how we use your personal data. Please note that the Company reserves the right to make modifications as needed.

### **Disclaimer**

Terms of this privacy policy are subject to the Company's 'Terms of Use' of the Site, which are hereby incorporated impliedly and are deemed to have been read, understood, and unconditionally accepted by you.

We believe that there are various factors due to which the compliance of the above Policy may go out of our control, including factors of force majeure and in such situations, we shall not be held responsible.

The Company assumes no responsibility for the content or privacy practices of any other website, company, or organization, including websites that may be accessed through

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