

# **Privacy Policy**

(Updated as of March 2016)

iCOREts Pvt. Ltd., a Company incorporated under Companies Act, 2016 with registered office at Studio 150, Satguru Nanik Ind., Jay Coach, Western Exp Highway, Goregaon E, Mumbai 400063 Maharashtra (India), adopts the following Privacy Policy in regards to the use of **www.bidoya.com** and its services (the "**Website**").

This Privacy Policy applies to information collected through the Website and otherwise (for example, if you contact us directly). However, it does not cover any information—personal or not—that may be collected through other Website (including those of our affiliates) or in other venues. Your use of the Website and our services is subject to this Privacy Policy, which may be updated periodically to reflect changes in how we collect, use, and/or share information. Our Privacy Policy will reflect the date it was last updated. It is your responsibility to review this Privacy Policy for any changes, so please check this Privacy Policy each time you use our Website to ensure you are aware of any changes in our practices. Your continued use of the Website will signify your acceptance of any changes to our Privacy Policy. This Privacy Policy applies to all products and services provided by us and sets out how we may collect, use and disclose information in relation to users of the Website.

You may use our services and products via a mobile device either through mobile applications or mobile optimized Website. This Privacy Policy also applies to such use of our services and products.

## **A. COLLECTION OF INFORMATION**

1. Your privacy is important to us and we have taken steps to ensure that we do not collect more information from you than is necessary for us to provide you with our services and to protect your account.
2. Information including, but not limited to, user name, address, phone number, fax number, email address, gender, date and/or year of birth/ company incorporation, PAN, TIN, CST and user preferences ("Registration Information") may be collected at the time of user registration on the Website.
3. In connection with any transaction and payment services or services we provide on the Website, information, including but not limited to, bank account numbers, billing and delivery information, credit/debit card numbers and expiration dates and tracking information from cheques or money orders ("Account Information") may be collected to, among other things, to facilitate the sale and purchase as

well as the settlement of purchase price of the products or services transacted on or procured through the Website.

4. We record and retain details of users' activities on the Website. Information relating to such transactions including, but not limited to, the types and specifications of the goods, pricing and delivery information and any trade dispute records ("Activities Information") may be collected when sale and purchase transactions are conducted on or facilitated through the Website.
5. From time to time, we collect information about our users and prospective users during trade shows, industry events and other functions. The information we may collect at these locations may include, but is not limited to, user name, address, phone number, fax number and email address ("Event Information").
6. We record and retain records of users' buying and browsing activities on our platform including but not limited to IP addresses, browsing patterns and buyer behavioral patterns. In addition, we gather statistical information about the Website and visitors to the Website including, but not limited to, IP addresses, browser software, operating system, software and hardware attributes, pages viewed, number of sessions and unique visitors (together "Browsing Information").
7. Registration Information, Account Information, Activities Information, Event Information and Browsing Information generally relate to business entities and are together referred to as business data ("Business Data"). Insofar and only insofar as they constitute personally identifiable data of living individuals, such information are together referred to as personal data ("Personal Data").
8. It is mandatory for users of the Website to provide certain categories of Business Data and Personal Data (as specified at the time of collection). In the event that users do not provide any or sufficient Business Data and/or Personal Data marked as mandatory, we may not be able to complete the registration process or provide such users with our products or services.

## **B. USE OF PERSONAL DATA**

If you provide any Personal Data to us, you are deemed to have authorized us to collect, retain and use that Personal Data for the following purposes:

1. Verifying your identity;
2. Verifying your eligibility to register as a user of the Website;
3. Processing your registration as a user, providing you with a log-in ID for the Website and maintaining and managing your registration;
4. Providing you with customer service and responding to your queries, feedback, claims or disputes;
5. To facilitate communication between buyers and sellers on the Website;

6. Performing research or statistical analysis in order to improve the content and layout of the Website, to improve our product offerings and services and for marketing and promotional purposes;
7. Subject to obtaining your consent in such form as may be required under the applicable law, we may use your name, phone number, residential address, email address and fax number ("Marketing Data") to provide notices, surveys, product alerts, communications and other marketing materials to you relating to goods and services offered by us on the Website including the various Membership schemes and the value added services ancillary to the Memberships, and other products and services offered by us from time to time to members of the Website;
8. If you voluntarily submit any information to the Website for publication on the Website through the publishing tools, including but not limited to, Company Profile, Product Catalog, Trade Leads, and any discussion forum, then you are deemed to have given consent to the publication of such information on the Website ("Voluntary Information");
9. When you visit the Website, we may collect non-PII (Non- Personally Identifiable Information) from you, such as your Internet Protocol ("IP") address, your browser type, the referring web site, if any, the items you view or place in your shopping cart on the Website, and the path you take through the website. We collect non-PII through a variety of technical methods, including cookies and web beacons; and
10. Making such disclosures as may be required for any of the above purposes or as required by law or in respect of any claims or potential claims brought against us.

### **C. THIRD PARTY:**

We only share your personally identifiable information with third parties in the following limited situations:

1. with third-party Member Service Partners in conjunction with making special offers available to Members;
2. with product suppliers and other third-party business partners in conjunction with certain marketing activities;
3. with our service providers;
4. as required by law;
5. in response to legal claims;
6. to protect the safety, property or other rights of Bidoya.com and its Members and employees; or
7. as an integral part of a sale of all or part of our business.

## **D. RIGHT TO ACCESS/CORRECT PERSONAL DATA**

Under the applicable laws, you have the right of access to personal information held by us and to request correction of the information.

## **E. COOKIES**

We use "cookies" to store specific information about you and track your visits to the Website. It is not uncommon for Website to use cookies to enhance identification of their users.

A "cookie" is a small amount of data that is sent to your browser and stored on your computer's hard drive. A cookie can be sent to your computer's hard drive only if you access the Website using a computer. If you do not de-activate or erase the cookie, each time you use the same computer to access the Website, our web servers will be notified of your visit to the Website and in turn we may have knowledge of your visit and the pattern of your usage.

Generally, we use cookies to identify you and enable us to:

- i. access your Registration Information or Account Information so you do not have to re-enter it;
- ii. gather statistical information about usage by users;
- iii. research visiting patterns and help target advertisements based on user interests;
- iv. assist our partners to track user visits to the Website and process orders; and
- v. track progress and participation in promotions.

You can determine if and how a cookie will be accepted by configuring the browser which is installed in the computer you are using to access the Website. If you choose, you can change those configurations. By setting your preferences in the browser, you can accept all cookies or you can choose to be notified when a cookie is sent or you can choose to reject all cookies. If you reject all cookies by choosing the cookie-disabling function in your browser, you may be required to re-enter information on the Website more often and certain features of the Website may be unavailable.

## **F. SECURITY MEASURES**

We employ commercially reasonable security methods to prevent unauthorized access to the Website, to maintain data accuracy and to ensure the correct use of the information we hold.

For registered users of the Website, your Registration Information and Account Information (if any) can be viewed and edited through your account, which is protected by a password. We recommend that you do not divulge your password to anyone. Our personnel will never ask you for your password in an unsolicited phone call or in an unsolicited email. If you share a computer with others, you should not choose to save your log-in information (e.g., user ID and password) on that shared computer. Remember to sign out of your account and close your browser window when you have finished your session.

No data transmission over the internet or any wireless network can be guaranteed to be perfectly secure. As a result, while we try to protect the information we hold for you, we cannot guarantee the security of any information you transmit to us and you do so at your own risk.

## **G. CHANGES TO THIS PRIVACY POLICY**

Any changes to this Privacy Policy will be communicated by us posting an amended and restated Privacy Policy on the Website. Once posted on the Website the new Privacy Policy will be effective immediately. You agree that any information we hold about you (as described in this Privacy Policy and whether or not collected prior to or after the new Privacy Policy became effective) will be governed by the latest version of the Privacy Policy.

## **H. RIGHT TO CHANGE THE TERMS AND CONDITIONS OF WEBSITE AND CONTENT**

The Company may add to, change, or remove any part of the terms and conditions at any time, without notice. Any changes to the terms and conditions or any terms posted on the Site apply as soon as they are posted. By continuing to use the Website after any changes are posted, you are indicating your acceptance of and agreement to those changes. Furthermore, the Company may add, change, discontinue, remove, or suspend any other content posted on the Site, at any time, without notice and without liability.

## **I. LIMITATION OF LIABILITY**

Your use of the Website is at your own risk. The Website (including all content and functions made available or accessed through the website) is provided "AS IS." Under no circumstances, including, but not limited to the Company's negligence, shall the Company be liable for any consequential direct, incidental, indirect, punitive, or special damages related to the use of, the inability to use, or errors or omissions in the content and functions of, the Website, even if the Company or an authorized representative of the Company has been advised of the possibility of such damages. Furthermore, in the

eventuality that a third party uses the data for their own promotions, marketing, sales, and so on, the Company and Bidoya is not to be held liable for the same.

## I. CONTACT US

If you have any questions about this privacy policy statement, this Website, and your personal jurisdiction, you may send an email to [grievance@bidoya.com](mailto:grievance@bidoya.com) or write to:

C/o iCOREts Pvt. Ltd.

Studio 150, Satguru Nanik Ind, Jay Coach,

Western Exp Highway, Goregaon E,

Mumbai 400063 Maharashtra (India)

Attention: Legal Department

# Grievance Redressal Policy

We believe that grievance redressal is imperative for sustained business growth and we want to ensure that our Users receive exemplary service across different touch points of the Website. Prompt and efficient service is essential to retaining existing relationships. User satisfaction is critical to Bidoya. User complaints constitute an important voice of Bidoya and through this policy we aim at handling complaints through a structured grievance redressal framework. Complaint redressal is supported by a review mechanism, to minimize the recurrence of similar issues in future.

Bidoya's Grievance Redressal policy follows the following principles:

8. Users are treated fairly at all times.
9. Complaints raised by Users are dealt with courtesy and in a timely manner.
10. Users are informed of avenues to escalate their complaints within the organization, and their rights if they are not satisfied with the resolution of their complaints.
11. Users are treated efficiently and fairly.
12. Bidoya employees work in good faith and without prejudice, towards the interests of the Users.

This page is published and shall be construed in accordance with the provisions of Rule 3(11) of the Information Technology (Intermediaries Guidelines) Rules, 2011 ("IT Rules") that requires publishing the name of the Grievance Officer and his/her contact details on the website, such that users or any victim who suffers as a result of a violation of Rule 3 (outlined in our Privacy Policy and Terms of Use) by any other person, can notify their complaints to us.

Further, as per Rule 3(4) of the IT Rules, the Grievance Officer shall acknowledge or respond to Your communication of violation of Rule 3, by any other person, within 36 (thirty six) hours, and the complaints shall be redressed within 1 (one) month from the date of receipt of the complaint.

Accordingly, the Grievance Officer for the purpose of Your personal sensitive information as governed by the Privacy Policy is:

Name: **Ms. Sara Shaikh**

In the event You have any complaints or concerns with respect to the website or our services, please contact our Customer Support Officer:

Name: **Ms. Sara Shaikh**

To register your grievance, [click here](#)