

## PRIVACY POLICY

This document is an electronic record in terms of Information Technology Act, 2000 and rules there under as applicable and the amended provisions pertaining to electronic records in various statutes as amended by the Information Technology Act, 2000.

We esteem your trust. To respect that trust, Mittsure sticks to moral principles in get-together, utilizing, and shielding any data you provide. If it's not too much trouble, read this security strategy ('Privacy Policy') cautiously prior to utilizing the Application, Website, our administrations and items, alongwith the Terms of Use ('ToU') gave on the Application and the Website.

These terms and conditions ("Terms and Conditions"), are between Mittsure Technologies LLP (hereinafter referred to as "Mittsure" incorporated under Company Act and Registering, accessing, delegating/using, or utilizing the services, hardware, software, application, processes etc. provided by Mittsure or whatsoever in any form by its affiliated or registered partners ( such as distributors, dealers, retailers, schools) / members (such as retail users, students, student's parents & associates), (hereinafter referred to as "You" or "Your" or "User(s)"). This protection strategy administers your utilization of the application by accessing 'Mittsure Smart Learning' – The learning App (Application), 'Mittsure Parent App', 'Mittsure Admin App', 'Mittsure Rewards App' [www.mittsure.com](http://www.mittsure.com) , [www.erp.mittsure.com](http://www.erp.mittsure.com), [www.rewards.mittsure.com](http://www.rewards.mittsure.com), [www.mittshop.mittsure.com](http://www.mittshop.mittsure.com) & [www.schoolathome.mittsure.com](http://www.schoolathome.mittsure.com) ["we"/ "us" / "Mittsure"/ company ] , we collects, uses, maintains and discloses information collected from users (each, a "User") of the [www.mittsure.com](http://www.mittsure.com) website ("Site"). This terms of use along with privacy policy applies to the Site and all products and services offered by [www.mittsure.com](http://www.mittsure.com) And Mittsure Technologies LLP whatsoever in any form by its affiliated or registered partners / members.

### Who we are?

Mittsure Technologies LLP [MTL] is a leading Ed Tech company, incorporated in India, for impairing learning School automation, books publications and digital learning platform to provide various services such as online/offline videos , ERP modules, tech solutions, online classes, retail logins etc. We deal in feature rich tablet with Smart Learning Application for accessing digital content & videos for respective class/medium/board. We also offer online classes with interactive session. We also offer Book Sets as per board/medium from Nursery to 8<sup>Th</sup> class on our E-com platform.

### Acceptance Clause

The terms of use along with privacy policy shall apply to users of Mittsure. For creating access to the Mittsure website/ application, you have to register yourself with us. Any credentials given by you shall be kept confidential except certain information which may be shared with third party with your prior consent (In writing to prescribed email id). We shall communicate you from time to time via email or in any other manner (Offline/online) in regard to your registration with us or for any further update/ alert.

Your utilization of the Website, Application, or administrations regarding the Application, Website or items ('Services'), or enlistments with us through any modes or use of any items

will imply your acknowledgment of this Policy and your consent to be lawfully limited by something very similar.

### **Personal identification information**

We may collect personal identification information from Users in a variety of ways, including, but not limited to, when Users visit our site, register on the site, enter details, subscribe to any plan, respond to a survey, fill out a form, and in connection with other activities, services, features or resources we make available on our Site. Users may be asked for, as appropriate, name, email address, mailing address, phone number.

### **Non-personal identification information**

We may collect non-personal identification information about Users whenever they interact with our Site. Non-personal identification information may include the browser name, the type of computer and technical information about Users means of connection to our Site, such as the operating system and the Internet service providers utilized and other similar information.

### **How we use collected information**

We may collect and use Users personal information for the following purposes:

- - To improve customer service

Information you provide helps us respond to your customer service requests and support needs more efficiently.

- - To personalize user experience

We may use information in the aggregate to understand how our Users as a group use the services and resources provided on our Site.

- - To improve our Site

We may use feedback you provide to improve our products and services.

- - To process payments

We may use the information Users provide about themselves when placing an order only to provide service to that order. We do not share this information with outside parties except to the extent necessary to provide the service.

- - To run a promotion, contest, survey or other Site feature

To send User's information they agreed to receive about topics we think will be of interest to them.

- - To send periodic emails

We may use the email address to send User information and updates pertaining to their order. It may also be used to respond to their inquiries, questions, and/or other requests. If User decides to opt-in to our mailing list, they will receive emails that may include company news, updates, related product or service information, etc. If at any time the User would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email.

### **How we protect your information**

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Site.

### **Sharing personal information with your prior consent**

We do not sell, trade, or rent Users personal identification information to others. We may share generic aggregated demographic information not linked to any personal identification information regarding visitors and users with our business partners, trusted affiliates for the purposes outlined above. We may use third party service providers to help us operate our business and the Site or administer activities on our behalf, such as sending out newsletters or surveys. We may share your information with these third parties for those limited purposes provided that you have given us your permission.

### **We may disclose Information**

As required by law, such as similar legal process to enforce applicable ToU, including investigation of potential violations thereof when we believe in good faith that disclosure is necessary to protect our rights, protect your safety or the safety of others, investigate fraud, address security or technical issues or respond to a government request with our trusted services providers who work on our behalf, do not have an independent use of the information we disclose to them, and have agreed to adhere to the rules set forth in this Policy to protect against imminent harm to the rights, property or safety of the Application/Website/ Think and Learn Private Limited or its users or the public as required or permitted by law; with third party service providers in order to personalize the Application/Website/Services/products for a better user experience and to perform behavioural analysis.

### **How Long Do We Retain User Data?**

Currently, we plan to retain user data while an account is active and for at least three years afterward. We may alter this practice according to legal and business requirements. For example, we may lengthen the retention period for some data if needed to comply with law or voluntary codes of conduct. Unless otherwise prohibited, we may shorten the retention period for some types of data if needed to free up storage space.

### **User communications**

- When you send an email or other communication to us, we may retain those communications in order to process your inquiries, respond to your requests and improve our services.
- We also provide alerts or messages to groups via web/mobile app or SMS to the registered customers through your school/partners with Mittsure platform up to 10,000 SMS pack available on complementary basis (annually)

### **Web browser cookies**

Our Site may use "cookies" to enhance User experience. User's web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. User may choose to set their web browser to refuse cookies, or to alert you when cookies are being sent. If they do so, note that some parts of the Site may not function properly.

**Jurisdiction of court**

The privacy policy along with Terms of Use shall be governed by the Laws of India. The Courts of law at Jaipur shall have exclusive jurisdiction over any disputes arising under the privacy policy along with Terms of Use.

**Contact Information: Grievance Officer**

Our helpdesk team shall overtake all the reasonable efforts to address your queries at the earliest possible opportunity. Contact us at:

**Name of Grievance Officer** : Ms. Ritika Maheshwari  
**Contact Number** : +91 83067-77601  
**E-mail id** : [manager.cmo@mittsure.com](mailto:manager.cmo@mittsure.com)