

## **PRIVACY POLICY**

User privacy is of paramount importance to SAZNow. SAZNow has developed this “**Privacy Policy**” which covers how SAZNow collects, uses, discloses, transfers, and stores User information. Users are advised to familiarise themselves with SAZNow privacy practices.

By mere use of the Website, the User expressly consents to SAZNow’s use and disclosure of User’s Personal Information in accordance with this Privacy Policy. This Privacy Policy shall be deemed to be incorporated into the Terms of Use and shall be read in addition to the Terms of Use. In the event of any inconsistency or ambiguity arising between the Terms of Use and the terms of this Privacy Policy, the provisions in this Privacy Policy to the extent of such inconsistency or ambiguity, shall prevail.

For the purpose of this Privacy Policy, all capitalised terms shall have the meaning so assigned to them in the Terms of Use.

- **Collection and Use of Personal Information**

- SAZNow may collect, through the Portal, the information which is of a personal nature to the User, including without limitation the following: name, age, contact details (email, address and telephone / mobile numbers), date and place of birth (“**Personal Information**”) vehicle details such as model, registration number, colour, brand etc. and payment information (“**General Information**”) (hereinafter collectively referred to as “**Information**”). SAZNow may use this information to send Users updates about their bookings, questionnaires to measure User satisfaction with SAZNow’s service and announcements about new services that SAZNow may offer. Users are also required to provide their billing address as well as credit/debit card details. SAZNow uses this information only for billing purposes. For Users’ convenience, SAZNow saves billing information in case Users want to book from SAZNow again, but SAZNow does not use this information again without Users’ permission.

- In future, SAZNow may also obtain Personal Information of the Users through its authorised dealers providing the Services of SAZNow. SAZNow collects Information through many parts of its business. These includes but are not restricted to SAZNow’s Portal, its authorised dealers, social media properties, events, promotional activities and through its customer care centre.

- SAZNow may also use Information for internal purposes such as auditing, data analysis, and research to improve SAZNow services.

- Users may browse the Website without disclosing to SAZNow who they are or revealing any Information about themselves. However, Users may not be able to access certain parts of the Website if they chose to do so.

- SAZNow will occasionally ask the Users to complete optional online surveys. SAZNow uses this data to tailor User experience on the Website, providing the Users with content that SAZNow thinks Users might be interested in and to display content according to User preferences.
- **Manner of dealing with Information**
  - SAZNow gathers some information automatically and stores it in log files. This information includes Internet Protocol (IP) addresses, browser type and language, Internet Service Provider (ISP), referring and exit pages, operating system, date/time stamp, and clickstream data.
  - SAZNow uses this information to understand and analyse trends, to administer the Website, to learn about user behaviour on the Website, and to gather demographic information about SAZNow user base as a whole. SAZNow may use this information in its marketing and advertising services.
  - SAZNow uses Personal Information to provide the services that the User requests. SAZNow will provide the User with the ability to opt-out of such uses. SAZNow uses User's Personal Information to resolve disputes; troubleshoot problems; help promote a safe service; collect money; measure consumer interest in SAZNow's products and services, inform the User about online and offline offers, products, services, and updates; customise User experience; detect and protect SAZNow against error, fraud and other criminal activity; enforce SAZNow terms and conditions; and as otherwise described to the User at the time of collection.
- **Cookies and Other Technologies**
  - When Users register themselves on the Portal, SAZNow creates User's profile, assigning a personal identification number, this personal identification number is then sent back to User's hard drive in the form of a "cookie", which is a very small bit of code. This code is unique to each User. It enables seamless travel across the Website, allowing User to use the Website without having to enter his password frequently or fill out registration forms with information User has already provided.
  - SAZNow uses cookies on certain pages of the Website to help analyse Website web page flow, deliver ads that relate to User's interests, measure the effectiveness of ad campaigns and promote trust and safety. SAZNow offers certain features that are only available through the use of a "cookie". Cookies can also help SAZNow provide information that is targeted to the User's interests. Most cookies are "session cookies", meaning that they are automatically deleted from the User's hard drive at the end of a session. Users are always free to decline SAZNow cookies by disabling cookies in their internet browser, although in that case the User may not be able to use certain features on the Website and the User may be required to re-enter his password more frequently during a session.
  - Additionally, the User may encounter "cookies" or other similar devices on certain pages of the Website that are placed by third parties.

SAZNow does not control the use of cookies by third parties. If the User chooses to buy on the Website, SAZNow collects information about User buying behaviour.

- **Disclosure to Third Parties**

- At times SAZNow may make certain Information of the Users available to strategic partners or other professional organisations that work with SAZNow to provide products and services, or that help SAZNow market to Users. User's Information will only be shared by SAZNow to provide or improve its products, services and advertising; it will not be shared with third parties for their marketing purposes.

- Service Providers

SAZNow shares User's Information with companies who provide services such as information processing, extending credit, fulfilling User's bookings, managing and enhancing User data, providing customer service, assessing User interest in SAZNow products and services, and conducting User research or satisfaction surveys. Users will have an option to Opt-Out from such services provided by other companies in the manner and form as provided in Clause 9.

- Others

- It may be necessary by law, legal process, litigation, and/or requests from public and government authorities for SAZNow to disclose User's Personal Information. SAZNow may also disclose information about the User if it determines that for purposes of national security, law enforcement, or other issues of public importance, disclosure is necessary or appropriate.

- SAZNow may also disclose information about the Users if it determines that disclosure is reasonably necessary to enforce SAZNow terms and conditions or protect its operations or Users. Additionally, in the event of a reorganisation, merger, or sale SAZNow may transfer any and all Information SAZNow collects to the relevant third party.

- **Protection of Information**

- SAZNow has taken adequate measures to protect the security of User's Information and to ensure that User's choices for its intended use are honored. SAZNow takes necessary precautions to protect User Information from loss, misuse, unauthorized access or disclosure, alteration, or destruction.

- SAZNow assures Users that their e-commerce transactions are safe and secure. When Users place orders or access their personal account information, they're utilizing a secure server software SSL, which encrypts their Personal Information before it's sent over the Internet. SSL is one of the safest encryption technologies available.

- SAZNow reserves its right to share the User's Information with other organization, except for the Personal Information. However, the User will have a right to opt-out from sharing such User Information in the manner as provided under Clause 9.
- Inside the company, data is stored in password-controlled servers with limited access to employees and other personnel or consultants on a need-to-know basis.
- To ensure safety of User's Personal Information, Users are advised against sharing their user name and password with anyone.

- **Access to Information**

SAZNow provides Users with the means to ensure that their Information is correct and current. Users may review and update this information at any time by logging into their account or by visiting the "My Accounts" section. In case the User wishes to alter/modify/change its Information, the User may do so by logging into their account and/or by writing an email to [insert] for updating their Information. [**Note:** Retain the one applicable.]

- **Third-Party Sites and Services**

- The Website may link to other websites that may collect User's Information. SAZNow is not responsible for the privacy practices or the content of those linked websites. SAZNow may indicate to the User that he is getting linked to a third party website. The User is required to carefully read and understand the terms of use or privacy policy of such third party website prior to browsing such Website or transacting thereon.

- SAZNow may use third-party advertising companies to serves when the User visits the Website. These companies may use information (not including User name, address, email address, or telephone number) about User's visits to this and other websites in order to provide advertisements about goods and services of interest to the User.

- **Consent**

- By using the Portal and/ or by providing Users information, the User consents to the collection and use of the information which User discloses on the Portal in accordance with this Privacy Policy, including but not limited to User's consent for sharing User information as per this Privacy Policy.

- User also acknowledges that with respect to certain activities, the collection, transfer, storage, and processing of User information may be undertaken by trusted third party vendors or authorised agents of SAZNow such as credit card processors, web hosting providers,

communication services, and web analytic providers, to help facilitate SAZNow in providing certain functions.

- SAZNow Privacy Policy is subject to change at any time without notice. To make sure the Users are aware of changes, if any, Users are advised to review this policy periodically.

- By visiting this Portal, Users agree to be bound by the terms and conditions of this Privacy Policy. Users are advised to not use or access the Portal, if they do not agree with the terms and conditions of this Privacy Policy.

- Unless stated otherwise, the Privacy Policy applies to all information that SAZNow has about the User and User's account.

- If SAZNow decides to change the Privacy Policy, SAZNow will post those changes on this page so that the Users are always aware of what information SAZNow collects, how SAZNow uses it, and under what circumstances SAZNow discloses it.

- **Opt-Out**

- From time to time, SAZNow may communicate with Users who subscribe to its services via email or text message. SAZNow provides Users the opportunity to exercise an opt-out choice if they do not want to receive non-essential communication from SAZNow, such as emails or updates from SAZNow regarding new services and products offered on the Portal or if Users do not want SAZNow to share their Personal Information with third parties. The opt-out choice may be exercised by ticking or un-ticking the appropriate box if such checkbox is available at the points where User's Personal Information is collected or by contacting SAZNow at [admin@saznow.com](mailto:admin@saznow.com). SAZNow will process User's unsubscribe request as soon as possible, in some circumstances Users may receive a few more emails until the unsubscribe request is processed. Users also may opt-out of receiving such emails by clicking on the "unsubscribe" link within the text of the email.

- If the Users want to remove their contact information from the Website or withdraw all consents given by them to SAZNow, they can do so by writing to [admin@saznow.com](mailto:admin@saznow.com).

- For the avoidance of doubt, it is stated that User information like, transaction records would be retained by SAZNow for internal audit and security purposes for as long as legally permitted.

- **Limitation of Liability**

- SAZNow is not responsible for any breach of security or for any actions of any third parties that receive the User's Information.

- Notwithstanding anything contained in this Privacy Policy or elsewhere, SAZNow shall not be held responsible for any loss, damage or misuse of the User Information, if such loss, damage or misuse is attributable to a Force Majeure Event (as defined below).

- A “**Force Majeure Event**” shall mean any event that is beyond the reasonable control of SAZNow and shall include, without limitation, sabotage, fire, flood, explosion, acts of God, civil commotion, strikes, lockouts or industrial action of any kind, riots, insurrection, war, acts of government, computer hacking, civil disturbances, unauthorised access to computer data and storage device, computer crashes, breach of security and encryption, and any other similar events not within the control of SAZNow and which SAZNow is not able to overcome.

- **Grievance Officer**

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

Name: Manjul Krishna Gupta

E-mail: [admin@saznow.com](mailto:admin@saznow.com)

Phone: +91 7019973262

- **Privacy Questions.**

Queries regarding this statement should be directed to [admin@saznow.com](mailto:admin@saznow.com).