



PRIVACY POLICY

Raprocure Technologies Private Limited (“Us”/ “We”/ the “Company”) is committed to securing the privacy of the users (“You”/“Your”/ “users”) of the service located at e.raprocure.com(the “Service”). The terms of this policy (“Privacy Policy”) govern the collection, possession, storage, handling and dealing of personal identifiable information/data (hereinafter collectively referred to as “information”) of the users of the Service.

All the users must read and understand this Privacy Policy as it has been formulated to safeguard the user’s privacy. This Privacy Policy also outlines the ways the users can ensure protection of their personal identifiable information.

You must accept the contents of this Privacy Policy in order to use or continue using our Service. If you do not agree with any or all of the following terms of the Privacy Policy, please do not access and/ or use the Service.

This Privacy Policy is subject to modification based on changes in the business, legal and regulatory requirements and all such changes will be made available to You on the Service. Any such modifications/ changes shall be effective immediately upon them being posted. We reserve the right, at Our sole discretion, to change, modify or otherwise alter this Privacy Policy at any time with or without prior notice (to the maximum extent permissible under law). You are encouraged to periodically review the Privacy Policy and any changes hereto. Your continued use of the Service following the posting of changes and/or modifications will constitute Your acceptance of any revised Privacy Policy. The Company retains the right at any time to deny or suspend access to all or part of the Service to anyone who the Company believes has violated any condition of this Privacy Policy (as modified from time to time).

However, Users must note that any information that is freely available or accessible in public domain or furnished under the Right to Information Act, 2005 or any other law for the time being in force shall not be regarded as Personal Information or Information for the purposes of this Privacy Policy and the Company shall not be obliged to take any measures to protect the same since the same is freely available in the public domain.

Please note that identity theft and the practice currently known as "phishing" are of great concern to the Company. We do not and will not, at any time, request Your credit card information/debit card information/financial pin numbers/ Payment Methods and passwords etc. If the Service is available to access by making a payment of subscription fee, then such information (only to the extent necessary) shall be collected, stored and/ or processed by the third-party payment gateway directly, without any access to the Company to any such payment information. User shall then be governed by the terms of use of such third-party payment gateway. Other than providing a confirmation upon receipt of payment from You against Your account, the Company disclaims all liabilities in relation to Your payment processing by such third-party payment gateway and/ or third-party service provider, as the case maybe, and the collection and processing of any payment information provided by You to such party(ies). You agree and acknowledge that the Company shall not be liable or and in no way be held responsible for

any losses whatsoever, either direct, indirect, incidental, or consequential/special, including without limitation any losses due to delay in processing of payment instruction or any credit card/debit card/banking/ payment fraud.

1. COLLECTION OF INFORMATION

We confirm that we collect only such information from you which is required to extend the services available on the Service.

- a. "Personal Information" which shall mean information collected at the time of signing up and registration with the Service which could reasonably be used to identify You personally including without limitation, Your name, email address, phone number and date of birth.
- b. "Non-Personal Data/Information" which shall mean information that does not identify You or any other individual, and includes session, cookies, web beacons and usage data, log data and aggregate information.

You represent that the information or data You provide from time to time is and shall be correct, current and updated and You have all the rights, permissions and consents to provide such information or data. Your provision of the information or data to the Company and the Company's consequent storage, collection, usage, transfer, access or processing or deletion of the same shall not be in violation of any third-party agreement, laws, judgments, orders or decrees.

Once a user registers, the user is no longer anonymous to us and thus all the information provided by you shall be stored, possessed in order to provide you with the requested services and as may be required for compliance with statutory requirements.

Users may update, correct, or confirm provided information by logging on to their accounts on the Service or by sending a request to support@raprocare.com. The requested changes may take reasonable time due to the verification process and server cache policies.

Users may also choose to delete or deactivate their accounts on the Service. We will evaluate such requests on a case-to-case basis and take the requisite action as per applicable law. In this regard, please note that information sought to be deleted may remain with us in archival records for the purpose of compliance of statutory enactments, or for any other lawful purpose. Therefore, users are requested to carefully evaluate what types of information they would like to provide to us at the time of registration.

2. PURPOSE AND USAGE OF INFORMATION

The following are the purposes of collecting the Information:

- a. For completing Your account creation/ Registration process including providing one time password (OTP) on your registered email address for activating your account on the Service.
- b. For the verification of your identity, eligibility, privileges assigned to You and to provide customized services.
- c. For facilitating the services offered/available on the Service, testing or improvement of services, recommending various products or services including those of third parties.

- d. For dealing with requests, inquiries and complaints, customer services, technical support and related activities.
- e. For advertising, marketing, displaying and publication.
- f. For enabling communication with the users of the Service regarding the Service including responding to your queries and fulfilling your requests for information regarding the Service, so that the users may fetch maximum business opportunities.
- g. For notifying you of any new offers or services of the Company and sending you important information regarding the services, transactional information, changes to any of the Company's policies and/ or other administrative information.
- h. To gather analysis or information with which we can improve the Service.
- i. To detect, prevent and address technical issues on the Service including information related to the performance of the Service such as crash logs, build analytics and other performance statistics generated when you use the Service.
- j. For generating business enquiries.
- k. For sending communications, notifications, newsletters and customized mailers etc.
- l. For the purposes of our internal record keeping or pursuant to any merger, amalgamation, acquisition, takeover, corporate restructuring, asset sale or any other corporate transaction involving the Company.
- m. For any legal/ regulatory requirements, including for responding to judicial process and provide information to law enforcement agencies or in connection with an investigation on matters related to public safety, as permitted by law.
- n. To share the information/ complaint raised by you with grievance officer or any self regulatory bodies established under applicable law.
- o. To share with our agencies, affiliates and group companies to perform any services on our behalf and to market/ promote other services and products generally offered by us/ our affiliates and group companies.
- p. To communicate with You concerning the Service so that we can send you updates about the Service, details about new features and content available on our Service, transactional messages (such as subscription renewal reminders, payment failure triggers etc.), special offers, promotional announcements, consumer surveys, and to assist you with operational requests such as password reset requests. These communications may be by various methods, such as email, WhatsApp, text messages etc.

Please get in touch with us in case you would like to object to any purpose of data processing. However, please note that if you object or withdraw consent to process data as above, we may discontinue providing you access to the Service.

3. DISCLOSURE

Information we may collect from you may be disclosed and transferred to external service providers who we rely on to provide services to us or to you directly. For instance, information may be shared with:

- Affiliated companies for better efficiency, more relevancy, innovative business matchmaking and better personalised services.
- Government or regulatory or law enforcement agencies, as mandated under statutory enactment, for verification of identity or for prevention, detection, investigation including cyber incidents, prosecution and punishment of offences.

- Service providers, consultants, vendors and contractors who work with us, or assist us to provide various services including but not limited to payment, customer services, website hosting, data analysis, infrastructure provision, IT services, SMS/WhatsApp/email provider, CRM provider, support ticket tool, Server maintenance/vendor agency, App developer, Backup provider and other similar services engaged for facilitating service requirements of users.
- Business partners for sending their business offers to the users, which are owned and offered by them solely without involvement of the Service.

Please keep in mind that whenever a user posts personal & business information online, the same becomes accessible to the public and the users may receive messages/emails from visitors of the Service.

4. REASONABLE PROTECTION OF INFORMATION

We employ commercially reasonable and industry-standard security measures, at the minimum those mandated under the Information Technology Act, 2000 as amended from time to time to prevent unauthorized access, maintain data accuracy and ensure proper use of information we receive.

These security measures are both electronic as well as physical but at the same time no data transmission over the Internet can be guaranteed to be 100% secure. The Company may store, collect, process and use your data in countries other than the Republic of India but under full compliance with applicable laws.

We strive to protect the User Information, although we cannot ensure the security of Information furnished/transmitted by the users to us. The Company shall not be held responsible for any loss, damage or misuse of Your Personal Information, if such loss, damage or misuse is attributable to a Force Majeure Event. A "Force Majeure Event" shall mean any event that is beyond the reasonable control of the Company and shall include, without limitation, sabotage, fire, flood, explosion, acts of God, civil commotion, strikes or industrial action of any kind, internet failure, server failure, riots, insurrection, war, acts of government, computer hacking, unauthorized access to computer data and storage device, computer crashes, breach of security and encryption, etc.

5. COOKIES

We, and third parties with whom we partner, may use cookies, pixel tags, web beacons, mobile device IDs, "flash cookies" and similar files or technologies to collect and store information in respect to your use of the Service and track your visits to third party websites.

We also use cookies to recognise your browser software and to provide features such as recommendations, personalisation, enhance user experience, evaluate platform analytics, and customise the B2B procurement interface. Third parties whose products or services are accessible or advertised through the Service, including social media sites, may also use cookies or similar tools, and we advise you to check their privacy policies for information about their cookies and the practices followed by them. We do not control the practices of third parties and their privacy policies govern their interactions with you.

6. YOUR CONTROLS AND CHOICES

We provide you the ability to exercise certain controls and choices regarding our collection, use and sharing of your Personal Information. In accordance with applicable law, your controls and choices may include:

(i) Managing Your Information

You can access some of your Personal Information through the site after a successful login. You are responsible for providing us with your accurate Personal Information and keeping your Personal Information up-to-date.

(ii) Rectification of Inaccurate or Incomplete Information

You can ask us to correct inaccurate or incomplete Personal Information concerning you by sending us an email to our support email address.

(iii) Data Access and Portability

In some jurisdictions, applicable law may entitle you to request copies of your Personal Information held by us. You may also be entitled to request copies of Personal Information that you have provided to us in a structured, commonly used, and machine-readable format. You can issue such a request by contacting us via the provided support email.

(iv) Data Retention and Erasure

We retain your Personal Information as long as necessary for providing you the services and as per the lawful basis of processing and to comply with our legal obligations. In particular, when determining how long we retain personal data, we take into account how long we need it to:

- (a) Maintain business records for analysis and/or audit purposes;
- (b) Comply with record retention requirements under the law;
- (c) Defend or bring any existing or potential legal claims; and
- (d) Deal with any complaints regarding the site/any services provided on the site.

The data that we collect to create a profile of you for the purpose of marketing and advertising is retained for the maximum period allowed by law in your territory.

The data that we collect for sending you direct marketing communications (i.e. your phone number), except your registration information, is retained and used for the maximum period allowed by law in your territory.

At the end of the retain period your personal data will be anonymised.

If you no longer want us to use your information, then you can request that we erase your Personal Information and close your site account. Erasure of your information from the site will result in your access being terminated without any refunds. Please note that if your request for the erasure of your Personal Information;

We may retain some of your Personal Information as necessary for our legitimate business interests, such as fraud detection and prevention and enhancing safety. For example, if we suspend an account for fraud or safety reasons, we may retain certain information from that account to prevent that user from opening a new account in the future.

We may retain and use your Personal Information to the extent necessary to comply with our legal obligations. For example, we may keep some of your information for tax, legal reporting and auditing obligations.

7. DATA RETENTION/ DATA DELETION

We will retain Your Information only for as long as is necessary for the purposes set out in this Privacy Policy. We will retain and use Your Information to the extent necessary to comply with our legal obligations (for example, if We are required to retain Your Personal Information to comply with applicable laws), resolve disputes/complaints/appeal(s), and enforce our legal agreements and policies. Once the purposes are achieved, all Information is deleted in a safe and secure mode. Nothing set out herein shall apply to the anonymised, aggregated datasets generated by any information provided through the Service or any reports, or other visualisation created using such datasets.

8. DATA COLLECTION RELATING TO CHILDREN

We strongly believe in protecting the privacy of children. In line with this belief, we do not knowingly collect or maintain Personally Identifiable Information on our Service from persons under 18 years of age, and no part of our Service is directed to persons under 18 years of age. If you are under 18 years of age, then please do not use or access our Service at any time or in any manner. We will take appropriate steps to delete any Personally Identifiable Information of persons less than 18 years of age that has been collected on our Service without verified parental consent upon learning of the existence of such Personally Identifiable Information.

If we become aware that a person submitting personal information is under 18, we will delete the account and all related information as soon as possible. If you believe we might have any information from or about a child under 18 please contact us at privacy@raprocare.com

9. DATA TRANSFERS

User Information that we collect may be transferred to, and stored at, any of our affiliates, partners or service providers which may be inside or outside the country you reside in. By submitting your personal data, you agree to such transfers.

Data transfers outside the territory of India shall strictly align with the DPDP Act, ensuring data is never transferred to any blacklisted countries or territories restricted by the Central Government of India. We will ensure appropriate contractual safeguards to ensure that your information is processed with the highest standards of transparency and fairness.

10. SUPPORT

If You do not consent to any part of the terms herein or wish to withdraw consent to process Your information then You may stop using the Service and ask Us to remove Your information from Our records by writing to Us on the e-mail id **privacy@raprocare.com**. However, if You so withdraw, We might be unable to provide certain and/ or all of the services.

You may also request to know or edit information about Yourself stored with Us by writing to the Grievance Officer

Name: Mrs. Divya Maloo
E-mail ID: apex@raprocare.com

You have full control regarding which emails and messages You want to receive.

- If You decide at any time that You no longer wish to receive marketing text messages from Us, please write to Us at on the e-mail ID support@raprocare.com, instructing an Opt-Out. Please note that once We receive Your request, it may take an additional period of time for You to opt-out to become effective. Please note that You cannot unsubscribe from service-related correspondence from Us, such as messages relating to Your account transactions.
- Email: - If You no longer want to receive certain communications from Us via email, simply please write to Us at on the e-mail ID support@raprocare.com, instructing an Opt-Out. Please note that You cannot unsubscribe from service-related correspondence from Us, such as messages relating to Your account transactions.
- WhatsApp: - If You no longer wish to receive WhatsApp messages in connection with your account, then You can use “opt-out” mechanism available on the welcome message sent by Us, reply STOP or You can either use Your WhatsApp application settings functionality to block.

11. GOVERNING LAW AND JURISDICTION

These terms of Privacy Policy shall be governed by and construed in accordance with the laws of the India and be subject to the exclusive jurisdiction of the Courts at Kolkata, without giving effect to any principles of conflicts of law.