



## PRIVACY POLICY.

- i. Mechuni Private limited (“us”, “we”, or “Mechuni”, which also includes its affiliates) is the proprietor and publisher of the internet source <https://www.mechuni.com/> (“Website”) on the World Wide Web as well as the software applications provided by Mechuni including but not limited to mobile application. (“Mechuni”).
- ii. We respect your privacy and we are committed in protecting your personal information. In general, you can visit our website without identifying yourself or providing personal information. There are times when we may need personal information from you. And this Privacy policy describes the information we collect from you and how we may use it.
- iii. If you avail any of the services on the Website or the App provided by Mechuni and give us your information. You hereby are deemed to have read, agreed and understood to the policies which are set in this privacy policy and are bound by this privacy policy. You have agreed and given us the authority to collect, use, share and disclose any of your information as described in this privacy policy. Mechuni has the right to change, modify, add or delete portions of any content on this privacy policy and if you do not agree with this privacy policy at any given point, avoid using any of our services and giving your information.
- iv. If you are representing any person, you are deemed to accept this privacy policy for such individual and give consent on behalf of such other. Thereby giving Mechuni the right to use, collect, disclose the information of such person.

This Privacy Policy states the following:

- i. The type of information collected from the Users is Personal Information (as defined in paragraph 2 below).
- ii. The purpose, means and modes of collection, usage, processing, retention and destruction of such information; and
- iii. How and to whom Mechuni will disclose such information.

## **1. INFORMATION COLLECTED.**

- i. Information is collected by the means of registration form during the user using our web portal or our mobile app. The information will be mainly collect by the means of web application or mobile application. The information also will be collected during user call with the customer care to cross verify the users concerns regarding the booking and his bank details, if for refund.
- ii. The information which is collected by us is personal information. Personal Information under the SPI rules means any information that may be used to identify an individual. This includes but is not limited to: first and last name, email address, mobile number, date of birth and Location.
- iii. If any information is made available to the public and is easily accessible by them then such information is not regarded as personal information under the Rights to Information Act, 2005.

## **2. USE OF INFORMATION.**

- i. The personal given by you or for the person whom you are representing, any such information collected will be used solely for the purpose of Mechuni to improve your service experience.
- ii. User personal details like First name & Last name, phone number, Location, Date of Birth will be collected for the purpose of providing services by Mechuni. Location of the user & Permission of Camera will be detected/accessed only after he/she gives us the permission to locate his address/Camera & Gallery access.
- iii. The information provided is also used to improve the services provided by Mechuni. The user hereby accepts through this Privacy policy that Mechuni is given the rights to use any content provided by you for communication purpose so as to improve the booking appointments and for obtaining any feedback regarding the services provided to the User and resolving customer service supported related issues. You hereby agree that mechuni can contact you by the details provided, to complete any transaction if it is not completed by you.
- iv. MechUni will not sell/Trade your personal information to External parties.

## **3. Changes to this Statement**

We may modify or revise the Policy from time to time and shall accordingly notify you of any changes to the Privacy Policy by posting the revised Privacy Policy on the Platform with an updated date of revision. We shall endeavour to review, revise, update, modify, amend or correct the Policy on a regular and routine basis, especially whenever a significant update is made to the technology employed by us. You must periodically review the Policy for the latest information on our privacy practices. In the event you continue to use the Platform and our Services after any update in the Policy, your use of the Platform shall be subject to such updated policy. Your continued usage of Services posts any amendment would deem to mean that you accept and understand the revised Policy. Further, we retain the

right at any time to deny or suspend access to all, or any part of, the service to anyone who we reasonably believe has violated any provision of this Policy.

#### 4. Your Consent

- I. We believe that every user of our Services/products/Platform must be in a position to provide informed consent prior to providing any Information required for the use of the Services/products/Platform. By registering with the Platform, you are expressly consenting to our collection, processing, storing, disclosing and handling of your Information as set forth in this Policy now and as amended by us. Processing your Information in any way, including, but not limited to, collecting, storing, deleting, using, combining, sharing, transferring and disclosing information, all of which activities will take place in India.
- II. This Policy shall be enforceable against you in the same manner as any other written agreement. By visiting or accessing the Platform and voluntarily providing us with Information, you are consenting to our use of the Information in accordance with this Privacy Policy. If you do not agree with this Policy, you may refuse or withdraw your consent any time or alternatively choose to not provide us with any Information. Under such circumstances, we may be unable to render Services.
- III. Such an intimation to withdraw your consent can be sent to [support@mechuni.com](mailto:support@mechuni.com) & info@mechuni.com.

#### 5. DISCLOSURE AND DISTRIBUTION OF YOUR INFORMATION

We may share your information that we collect for following purposes:

- I. **With Service Providers:** We may share your information with our vendors, consultants, marketing partners, research firms and other service providers or business partners, such as Payment processing companies, to support our business. For example, your information may be shared with outside vendors to send you emails and messages or push notifications to your devices in relation to our Services, to help us analyze and improve the use of our Services, to process and collect payments. We also may use vendors for other projects, such as conducting surveys or organizing sweepstakes for us.
- II. **With Partner Mechanical service services providers/Merchant/Parking service partners:** While you place a request to order service through the MechUni Platform, your information is provided to us and to the Mechanical service services providers/Merchant/Parking service partners with whom you may choose to order. In order to facilitate your online service order/Ticket processing, we provide your information to that **Mechanical service services providers/Merchant/Parking service partners** in a similar manner as if you had made a order directly with the **Mechanical service services providers/Merchant/Parking service partners**. If you provide a mobile

- phone number, MechUni may send you text messages regarding the order's status.
- III. **With Academic Partners:** We may share your information with our academic partners for the purpose of carrying out academic research.
  - IV. **With Other Users:** If you are a Onroad mechanical service partner, we may share your name, phone number and/or profile picture (if applicable), tracking details with other users to provide them the Services.
  - V. **For Crime Prevention or Investigation:** We may share this information with governmental agencies or other companies assisting us, when we are:
  - VI. Obligated under the applicable laws or in good faith to respond to court orders and processes; or
  - VII. Detecting and preventing against actual or potential occurrence of identity theft, fraud, abuse of Services and other illegal acts;
  - VIII. Responding to claims that an advertisement, posting or other content violates the intellectual property rights of a third party;
  - IX. Under a duty to disclose or share your personal data in order to enforce our Terms of Use and other agreements, policies or to protect the rights, property, or safety of the Company, our customers, or others, or in the event of a claim or dispute relating to your use of our Services. This includes exchanging information with other companies and organisations for the purposes of fraud detection and credit risk reduction.
  - X. **For Internal Use:** We may share your information with any present or future member of our "Group" (as defined below) or affiliates for our internal business purposes. The term "Group" means, with respect to any person, any entity that is controlled by such person, or any entity that controls such person, or any entity that is under common control with such person, whether directly or indirectly, or, in the case of a natural person, any Relative (as such term is defined in the Companies Act, 1956 and Companies Act, 2013 to the extent applicable) of such person.

## **6. HOW WE PROTECT THE DATA OR INFORMATION COLLECTED.**

We implement a variety of security measures to maintain the safety of your personal information when you register with us. Mechuni takes all requisite measures to ensure that the information disclosed by you is fully encrypted and is not accessible by an outsider.

## **7. COOKIES.**

This website uses cookies. A cookie is a small data file that is placed on your hard drive when you visit certain web pages. It is used to identify yourself to a website when you revisit it, to load your preferences and to track the pages you have visited. The only personal information held in such a cookie is information you have provided. You have the choice of whether or not to accept cookies by means of your browser settings, although you may not be able to use certain features and functionalities of the website if you do disable them.

## **8. ACCEPTANCE TO THIS PRIVACY POLICY.**

By accessing our Website or App you agree to the terms and conditions, and the privacy

policy therein. You hereby agree that you are the user of this website and give Mechuni the right to access, use, collect, process and store the personal information which is listed by you whether either if it is for yourself, the person who are presenting.

## **9. Alerts**

We may alert you by email or phone (through RCS/ SMS/ Phone Call) to inform you about new service offerings or other information which we feel might be useful for you.

## **10. QUESTION AND NOTIFICATIONS CHANGES.**

This Privacy Statement was last updated on August 31st, 2022.

Mechuni is given the rights to make any changes in this privacy policy at its sole discretion, without any prior notice to the users and the practitioners. However, when the privacy policy is changed, the user will be given a notice by display on the website or the app regarding the changes made in privacy policy. If the user objects for the changes made in the privacy policy and does not accept to go ahead with it then you may proceed to terminate and deactivate your account or the account of the person who is presented by you or the animal for whom the account has been created. You hereby deem to accept the privacy policy if you continue to use the website despite the changes made in the privacy policy.

If you have any questions about the Privacy Statement or would like to access or modify your identifiable information, please contact: [support@mechuni.com](mailto:support@mechuni.com) & [info@mechuni.com](mailto:info@mechuni.com)

Further, please note that the MechUni Platform stores your data with the cloud platform of Amazon Web Services provided by Amazon Web Services, Inc., which may store this data on their servers located outside of India. Amazon Web Services has security measures in place to protect the loss, misuse and alteration of the information, details of which are available at <https://aws.amazon.com/>. The privacy policy adopted by Amazon Web Services are detailed in <https://aws.amazon.com/privacy>. In the event you have questions or concerns about the security measures adopted by Amazon Web Services, you can contact their data protection / privacy team / legal team or designated the grievance officer at these organisations, whose contact details are available in its privacy policy, or can also write to our support team.