

PRIVACY POLICY

Greenstar Appliances India Pvt Ltd and/ or its affiliates (“**Greenstar**”, “**Company**”, “**we**”, “**us**” and “**our**”) respect your privacy and protection & security of your Information is one of our top priorities. This online privacy policy discloses (“**Privacy Policy**”) our information practices for www.Greenstarbuy.com (“**Website**”) and any related mobile/ software applications, including Greenstar RAC (“**Application**”), such as delivery and collection of Information *via* the Website and the Application, whether existing now or in the future, and use of such Information.

By accessing or using the Website or the Application, you expressly consent to Greenstar’s collection, use, disclosure, retention, and protection of your Information as described in this Privacy Policy. If you do not provide the Information Greenstar requires, Greenstar may not be able to provide all of its services to you. This Privacy Policy extends to both users who visit the Website or the Application but do not use the services of the Website or the Application, as well as users who use the services of the Website or the Application. We collect several types of Information from and about users of the Website and the Application, including:

- “**Personal Information**” is the information that can be associated with a specific person and could be used to identify that specific person whether from that data, or from the data and other information that we have, or is likely to have access to. We do not consider Personal Information to include information that has been made anonymous or aggregated so that it can no longer be used to identify a specific person, whether in combination with other information or otherwise.
- Information about your internet connection, the equipment you use to access our Website and Application and your usage details.
- Any other information that you may provide on our Website and the Application.

INFORMATION THAT MAY BE COLLECTED

Greenstar may collect and store the Information that you may provide on our Website and the Application.

To enable you to become the user of the Application, we need to have your basic Personal Information.

We will only have Personal Information about you if you are willing to provide it. The Personal Information you provide should be accurate. Please make sure you update your Personal Information if any of your details change and immediately delete all inaccurate information provided by you without any delay. The details required may include your name, email address, telephone number, reviews, comment lists and searches.

Greenstar may transfer the Information to other persons as described in this Privacy Policy. Greenstar may process and retain your Information on its servers and/or on the servers of its third party, having contractual relationships with Greenstar.

CONSENT FOR THE PERSONAL INFORMATION

Before submission of the Personal Information on the Application, you would be asked to give your consent on the Application to use your Personal Information by Greenstar. The consent given to use the Personal Information can be withdrawn by you at any time. All actions taken by Greenstar before withdrawal of the consent by you will not be affected due to withdrawal of the consent. Further, upon withdrawal of the consent, you will not be able to use the Application.

PERMISSIBLE AGE

Any use/purchase/contract from/with the Website and the Application is not intended for users under the age of 18, unless permitted under applicable local laws (“**Permissible Age**”). Accordingly, by using the Website or the Application or agreeing to these Privacy Policy, you warrant and represent to us that you are of the Permissible Age. We do not knowingly provide any service of the Website and the Application from users or solicit Information from anyone below

the Permissible Age. If we become aware that any person below the Permissible Age is using the Website or the Application, we will restrict the access of the Website and the Application to such user as soon as possible. If you believe that any person under the Permissible Age is using the Website or the Application or we might have any information of a user under the Permissible Age, please contact us at care@greenstarbuy.com. Those who choose to access the Website or the Application from outside India are responsible for compliance with applicable national laws and the Indian laws.

INFORMATION FROM THIRD PARTIES

We may collect, process and store your user identification associated with any social media account that you use to sign into the Application or connect with or use with the Application. When you sign in to your to the Application with your social media account information, you consent to our collection, storage, and use, in accordance with this Privacy Policy, of the Information that you make available to us through the social media interface. This could include, without limitation, any information that you have made public through your social media account, information that the social media service shares with us or information that is disclosed during the sign-in process. This Privacy Policy does not apply to information that you provide to, or that is collected by, any third-party, such any social networks that you use in connection with its services provided on the Website and the Application. Please see your social media provider's privacy policy and help center for more information about how they share information when you choose to connect your account.

HOW WILL WE USE THE INFORMATION?

Greenstar does not allow any unauthorized persons or organization to use any Information that Greenstar may collect from you through the Website and the Application. Greenstar uses the Information collected from you and about you for a variety of purposes, including:

- To contact you in response to sign up forms such as "Contact Us" or other inquiries.
- To communicate with you when necessary.
- To contact you about our news/ offers that we think may interest you, or to tell you if we change anything important about how the Website or the Application works, or the terms of use of the Website and the Application. If you no longer wish to receive messages of this nature, please contact us and send an email to let us know at care@greenstarbuy.com. Alternatively, you may unsubscribe by clicking on the option at the bottom of any of the emails you receive.
- To contact you about the Website or the Application and related news and services available on the Website or the Application and calculate the number of visitors to the Website and the Application.
- To protect your vital interest or of another natural person, for carrying out the public interest or in the exercise of official authority vested in Greenstar.
- To respond to summons, court orders or other legal process, your Information may be disclosed pursuant to such summons, court order or legal process, which may be without notice to you.
- To enhance the functionality and improve the quality of the Website or the Application, and to personalize your experience while using our services on the Website or the Application. We also use the Information to comply with our legal obligations.
- To administer our services on the Website and the Application, diagnose technical problems, provide you with customer support and provide you with policies about your account.
- To send you communications that you have requested or that may be of interest to you by way of emails, or courier, or registered post, or telephone calls, or any other mode of communication.
- To enable us to show you ads that are relevant to you.
- To carry out our obligations and enforce our rights arising from any contracts entered into between you and us.
- Improving the quality of the planning/research and development of our products.
- Providing information about our products and/or services.
- Organization of our sales campaigns and other events (e.g. sending out invitations).
- Surveys and product monitors.
- For any other purpose with your consent.

WILL WE SHARE YOUR INFORMATION WITH ANYONE ELSE?

We may disclose Information that we collect or you provide, as described in this Privacy Policy, in the following ways:

- May share collective information such as demographics, and the Website and the Application usage statistics with our sponsors, advertisers or other third parties.
- With our subsidiaries, affiliates or group entities.
- With a buyer or other successor in the event of a merger, divestiture, restructuring, reorganization, dissolution or other sale or transfer of some or all of Greenstar's assets, whether as a going concern or as part of bankruptcy, liquidation or similar proceeding, in which Information held by Greenstar about the users of the Website and the Application is among the assets transferred.
- To enforce or apply our Terms and Conditions and other agreements.
- If we believe disclosure is necessary or appropriate to protect the rights, property, or safety of Greenstar, our subsidiaries, affiliates or group entities or others. This includes exchanging information with other companies and organizations for the purposes of fraud protection and credit risk reduction.
- To any third-party service providers, agents or independent contractors who help us maintain the Website and the Application and provide other any services in relation thereto (including, but not limited to maintaining and analyzing user data).
- In any other circumstances where we have your consent.

If we learn of a security systems breach we may attempt to notify you electronically so that you can take appropriate protective steps. By using the Website or the Application or Personal Information to us you agree that we can communicate with you electronically regarding security, privacy and administrative issues relating to your use of the Website and the Application. We may post a notice on the Website and the Application if a security breach occurs. We may also send an email to you at the email address you have provided to us in these circumstances.

ACCESSING & CORRECTING YOUR PERSONAL INFORMATION

We will take reasonable steps to accurately record the Personal Information that you provide to us and any subsequent updates. If required by you, Greenstar will delete the Personal Information provided by you on the Application. Upon deletion of your Personal Information by Greenstar, copies of your information may remain viewable in cached and archived pages, or might have been copied or stored by other users of the Application.

HOW LONG WILL WE KEEP YOUR PERSONAL INFORMATION?

We will only keep your Personal Information for as long as necessary and consistent with the purpose for which you have given it to us. Except where needed to respond to a query from you or fulfil an order, we will delete your Personal Information on request by you.

OTHER LINKS

The Website may contain links, which may lead you to other websites. Please note that once you leave the Website, you will be subjected to the privacy policy of the other website and this Privacy Policy will no longer apply.

FRAUDULENT TRANSACTIONS

Greenstar has a management system and implements appropriate security measures in order to maintain integrity and security and prevent unauthorized access, loss, manipulation or leaks etc. of the Information. Furthermore, Greenstar may sub-contract the processing of Information, we make efforts to protect such Information by selecting sub-contractors who handle the Information appropriately and by prescribing the necessary measures to the sub-contractor for the appropriate data management.

Greenstar reserves the right to recover the cost of goods, collection charges and lawyers' fees from persons using the Website or the Application fraudulently. Greenstar reserves the right to initiate legal proceedings against such persons for fraudulent use of the Website or the Application and any other unlawful acts or omissions in breach of these Privacy Policy.

DISCLAIMER

Greenstar makes every effort to put in place suitable precautions to safeguard the security and privacy of the Information, and to prevent it from being altered, corrupted, destroyed or accessed by unauthorized third parties. However, Greenstar does not control each and every risk related to the use of the internet, and therefore warns the Website and the Application users of the potential risks involved in the functioning and use of the internet. Consequently, Greenstar cannot ensure or warrant the security of any Information available with us and you understand that any Information available with us is done at your own risk.

CHANGE OF PRIVACY POLICY

Greenstar reserves the right, in our discretion to change, modify, add or delete portions of the terms & conditions of this Privacy Policy at any time. Your continued use of the Website or the Application after it makes any change is deemed to be acceptance of those changes, so please check the Website or the Application periodically for updates.

GRIEVANCE/DATA PROTECTION OFFICER

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

Alphose Raj

Greenstar Appliances India Pvt Ltd, No. 36A, Appadurai Pillai Street,
Thiru.vi.ka.Nagar, Thundalam, Chennai - 600077.

9176644747

care@greenstarbuy.com

10:00 AM to 6:15 PM (IST), Monday to Saturday

Not available on Sundays and Indian national/ public holidays

CONTACT INFORMATION

For questions, please contact us at care@greenstarbuy.com or call on our helpline no. 0124 - 3923000. Helpline numbers are only available between 10.00 am to 6.15 pm (IST), Monday to Saturday and are not available on Sundays and Indian national/ public holidays.