

PRIVACY POLICY

Wecare 127 Service Private Limited (hereinafter referred to as “**Wecare**” or “**we**” or “**us**”) is engaged in the business of developing and maintaining a web-based platform where customers that seek specific services are connected with skilled service professionals.

This Privacy Policy explains how Wecare collects, stores, uses, shares, and protects your Personal Data that you have consented to share with us when you access, use or otherwise interact with our website and mobile applications (collectively referred to as “**Platform**”). This Privacy Policy applies to users and visitors of Wecare’s platform. In this policy, any mention of “**you**”, “**your**”, or “**user(s)**” refers to such users and visitors.

At Wecare, we are committed to protecting your Personal Data and respecting your privacy. In order to provide you access to services, we have to collect, process and otherwise share respective data with the professionals. The policy explains how Wecare processes and use your Personal Data.

By using the services, or accessing, or interacting with the website or mobile application, you are consenting to be bound by the terms of this Privacy Policy.

1. Background and Key Information

1.1 How this Policy applies:

The policy applies to individuals who access or use the platform for any services. By using the platform, you consent to the collection, storage, usage and disclosure of personal data, as described in and collected by us in accordance with this Policy.

1.2 Review and Updates:

We regularly review and update our Privacy Policy and we request you to regularly review this Policy. It is important that the personal data we hold about you is accurate and current. Please let us know if your personal data changes during your relationship with us.

1.3 Third-Party Services:

The platform may include links to third party websites, plugins, services and applications. Clicking on those links and enabling those connections may allow third parties to access data. We neither allow or restrict these third-party services and are not responsible for their privacy statement. When you leave the Platform or access third-party links through the platform, we encourage you to read the privacy policy of such third-party service providers.

2. **Personal Data that we collect**

We care collects different types of personal data about you. This includes, but not limited to:

- 2.1 **Contact Data** such as mailing or home address, location, email address and mobile numbers.
- 2.2 **Identity and Profile Data** such as your name, username or similar identifiers, photographs and gender.
- 2.3 **Marketing and Communication Data** such as your address, email address, information posted in service requests, offers, wants, feedback comments, pictures and discussion in our blog and chat boxes, responses to user surveys and polls, your preferences in receiving marketing communications from us and our third parties, and your communication preferences. We care also collects your chat and call records when you communicate with service professionals through the platform.
- 2.4 **Technical Data** which includes your IP address, browser type, internet service provider, details of operating system, access time, page views, device ID, device type, frequency of visiting and using our platform, website and mobile application activity, clicks, date and time stamps, location data, and other technology on the devices that you use to access the Platform.
- 2.5 **Transaction Data** such as details of the services or professional services you have availed, a limited portion of your credit or debit card details for tracking transactions that are provided to us by payment processors, and UPI IDs for processing payments.
- 2.6 **Usage Data** which includes information about how you use the services and professional services, your activity on platform, booking history, user taps and clicks, user interests, time spent on the platform, details about user journey on the mobile application and page views.

We also collect, use, and share aggregated data such as statistical or demographic data for any purpose. Aggregated data could be derived from your personal data but is not considered personal data under law as it does not directly or indirectly reveal your identity. However, if we combine or connect aggregated data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this policy.

Where we need to collect personal data by law, or under the terms of a contract, and you fail to provide that data when requested, we may not be able to provide you with services. In this case, we may have to cancel or limit your access to the services.

3. **How do we collect Personal Data**

We use different methods to collect personal data from and about you including though:

3.1 **Direct Interactions.** You provide us your personal data when you interact with us. This includes personal data you provide when you:

- (i) Create an account or profile with us.
- (ii) Use our services or carry out other activities in connection with the services.
- (iii) Enter a promotion, user poll or survey.
- (iv) Request marketing communications to be sent to you; or
- (v) Report a problem with the platform and/or our services, give us feedback or contact us.

3.2 **Automated Technologies or interactions.** Each time you visit the platform and use the services, we will automatically collect technical data about your equipment, browsing actions and patterns. We collect this personal data by using cookies, web beacons, pixel tags, server logs, and other similar technologies. We may also receive technical data about you if you visit other websites or apps that employ our cookies.

3.3 **Third party or publicly available sources.** We will receive personal data about you through third parties:

- (i) Technical data from analytics providers such as Facebook, Google and ad networks.
- (ii) Identity and profile related data and contact data from service professionals, public available sources, etc.
- (iii) From affiliate entities.

4. **How do we use your personal data**

4.1 We will only use your personal data when the law allows us to. We will use your personal data where we need to provide you the services, enable you to use the services or when we need to comply with the legal obligation. We use your personal data for the following purposes.

- (i) To verify your identity for user profile/account creation;
- (ii) To provide the services to you;
- (iii) To enable the provision of professional services to you;
- (iv) To monitor the trends and personalise your experience;
- (v) To improve and enhance functionality based on the services provided and feedback;
- (vi) To improve customer service to effectively respond to your service requests and support needs;
- (vii) To track transactions and payment process;
- (viii) To send periodic notifications to manage our relationship with you including to notify you of changes to the services, send you information and updates pertaining to the services you have availed, and to receive occasional company news and updates related to us or the services;
- (ix) To assist and facilitate the service offered to you including to send you information and updates about the services you have availed;

- (x) To market and promote the services;
- (xi) To enforce our terms and comply with legal obligations;
- (xii) To administer and protect our business and services, including for troubleshooting, data analysis, system testing, and performing internal operations;
- (xiii) To improve our business and delivery models;
- (xiv) To perform our obligations that arise out of the arrangement we are about to enter or have entered with you;
- (xv) To respond to court orders, establish or exercise our legal rights, or defend ourselves against legal claims;

- 4.2 You agree and acknowledge that by using our services and creating an account with us on the platform, you authorize us, our service professionals, associate partners, and affiliates to contact you via email, phone or otherwise. This is to provide the services to you and ensure that you are aware of all the features of the services and for related purposes.
- 4.3 You agree and acknowledge that any and all information that you may give us, whether or not you directly provide it to us, including but not limited to personal correspondence, such as mail instructions from you etc, may be collected, compiled, and shared by us in order to provide the services. This may include but not be limited to service professionals who provide or seek to provide you with professional services, vendors, social media companies, third party services providers, storage providers, data analytics providers, consultants, lawyers and auditors.
- 4.4 You agree and acknowledge that we may share data without your consent, when it is required by law or by any court or government agency or authority to disclose such information. Such disclosures are made in good faith and belief that it is reasonably necessary to do so for enforcing this Policy or in order to comply with any applicable laws and regulations.

5. Cookies

- 5.1 Cookies are small files that a site or service providers may transfer to your device through your browser (if you permit it to) that enables the service providers to recognize and remember certain information.
- 5.2 We use cookies to help us distinguish you from the users of platform, understand and save your preferences for future visits, keep track of advertisements and compile aggregate data about site traffic and site interaction so that we can offer you a seamless user experience. We may contact third-party service provider to assist us in better understanding our site visitors. These service providers are not permitted to use the information collected on our behalf except to help us conduct and improve our business.
- 5.3 Additionally, you may encounter cookies or other similar devices on certain pages of the platform that are placed by third parties. We do not control the use of cookies by third parties. If you send us personal correspondence, such as emails, or if other or third parties send us

correspondence about your activities or postings on the platform, we may collect such information within a file specific to you.

6. Disclosures of your personal data

6.1 We may share your personal data with third parties set out below for the purposes set out in clause 4 of this Policy.

(i) Service professionals to enable them to provide you with services;

(ii) Internal third parties, which are other associated or group companies of Wecare;

(iii) External third parties, such as:

- Trusted third parties such as our associate partners, and service providers that provide services for us and on our behalf. This includes hosting and operating our platform, providing marketing assistance, conducting our business, processing payments and transactions-related processes, transmitting content, and providing our services to you;
- Analytic service providers and advertising networks that conduct web analytics for us to help us improve our platform. These analytics providers may use cookies and other technologies to perform their services;
- Other registered users on our platform upon your request or where you explicitly consent to such disclosure; and
- Regulators and other bodies; as required by law or regulation.

6.2 We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

7. Your rights in relation to your personal data

7.1 **Access and updating your personal data:** You hereby warrant that all your personal data that you provide with us is accurate and true. When you use our services, we make best efforts to provide you with ability to access and correct inaccurate data subject to any legal requirements. You can request Wecare for a copy of your personal data by sending an email to _____. Wecare may take up to 7 working days to respond to such request.

7.2 **Opting out of marketing and promotional communication:** When we send you marketing and promotional content through emails, we make best efforts to provide you with the ability to opt-out of such communications provided in the channels. You understand and acknowledged that it may take up to 10 working days to give effect to your request.

8. Deletion of account and Personal Data

- 8.1 Notwithstanding anything contained in the policy, you may delete your account as well as your personal data registered with Wecare by sending an email to support@wecare127.com. Once the account is deleted, you will lose access to all services. For avoidance of doubt, it is hereby clarified that all data with respect to transactions performed by you on the platform will be retained in accordance with applicable law.

9. Transfer of your personal data

- 9.1 We comply with applicable laws in respect of storage and transfers of your personal data. As a part of use of service, the information and personal data you provide to us may be transferred and stored in countries other than the country you live in. By submitting your personal data and use of information, you agree to store, use and transfer your personal information.

10. Data Security

- 10.1 We implement appropriate security measures and privacy-protective features on our platform including encryption, password protection and physical security measures to protect your personal data from unauthorized access and disclosure, and follow standards prescribed by applicable law. Where you have chosen a password that enables you to access certain parts of services, you're responsible for keeping these passwords secret. We will not be responsible for any unauthorized use of your information, or any lost or stolen or compromised passwords.

11. Data Retention

- 11.1 You agree and acknowledge that your personal data will continue to be stored and retained by us for as long as necessary to fulfil our stated purpose(s) and for a reasonable period after the termination of your account to comply with our legal obligations and rights. In some circumstances we may aggregate your personal data for research or statistical purposes, in which case we may use this information indefinitely without further to notice to you.

12. Business Transitions

- 12.1 You are aware that in the event we go through a business transition such as merger, acquisition by other organization, your personal data might be among the assets transferred.

13. User generated content

13.1 We invite you to post content on our platform, including your comments, ratings, feedbacks or any other information that you would like to be made available on our platforms. Please note that such contents will be visible to all platform users.

14. Update to this policy

14.1 We may occasionally update our policies, if we make changes to this policy, we will upload the revised policy on platform. We encourage you to periodically review this policy.

15. Grievance Details

15.1 If you have any queries regarding this policy, you can reach out at support@wecare127.com.