



Privacy Policy

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At Godrej & Boyce Manufacturing Company Limited (hereinafter referred to as "Godrej"), we take your privacy very seriously and are committed to protect your personal data. The Smart Appliances is a product of Godrej which is a Wi-Fi enable smart device that is to be operated through the Godrej Smart Application ('App'). Among its many features, the Godrej Smart Appliances and the App are used to view, update and on/off AC temperature and function. This Privacy Policy covers the aspect of privacy for Godrej Smart Appliances and the App and constitutes how we collect, use, disclose, process, transfer, and store your personal data when you use the Godrej Smart Appliances and the App. In order to use the App, you will be required to accept and consent to the terms of this Privacy Policy and your use of the App signifies your continued acceptance thereof. It is important that you fully understand our personal data and information collection and usage practices and ensure that you are ultimately able to exercise control over the personal data and information you provide to us.

At You are advised to carefully read the Privacy Policy before using the App.

Please note that the App may contain links to digital platforms which are provided for your convenience. We are only responsible for the privacy practices and security of our own App. We recommend that you check the privacy and security policies and procedures of each and every other application / digital platform that you visit.

1. COLLECTION AND USE OF PERSONAL DATA AND SENSITIVE PERSONAL DATA

A. Personal data and information are data that can be used to identify or contact an individual/s, either from that information alone or in conjunction with other related information including but not limited to name, address, e-mail address, username, telephone number, age, gender, nationality, information, posts, and other content you submit to our App. A Communication device means and includes cell phones, computer, laptop, personal digital assistance or combination of both, or any other device used by you to communicate, send and/or transmit any data like, temperature, on/off or mode change. Personal data and information are collected from you to provide you with our products and/or services. Please note, if you don't choose to provide us with the requested personal data, we will be unable to empower you to avail complete features of the App. All personal data and information that we collect about you will be recorded, used, and protected by us in accordance with applicable data protection legislation and this Privacy Notice.

B. When you use and/or register on the App through any communication device, the following information is collected from you and stored securely on Cloud and/or Godrej LN system('Servers') (I) email; and/or (ii) mobile number; and/or (iii) Profile picture; and/or (iv) Address and/or during registration and/or (vii) your Wi-Fi information, internet connection and/or (x) the equipment you use to access the App and/or (xi) your usage details and/or (xii) all other information, you may provide us through third-party sign-in services such as Gmail etc. In such events/ cases, we fetch and store whatever information is made available to us by you through these sign-in services. You can use the App with your Gmail login id or through any available Wi-Fi internet connection/LAN network. We will be collecting, processing and storing your user ID associated with any social media account (such as your Gmail account) that you use to sign into the App or connect with or use the App. After configuring the device to the App, the user can control Smart Appliance.

C. When you use and/or register on tC. Information that may be collected automatically and/or manually from the computer or mobile devices you use to access the App shall include:

- i. Your Wi-Fi Router details including name and password from where the App is being accessed, the type of browser (Internet Explorer, Firefox, Opera, Google Chrome etc.), the operating system of Your system and the website you last visited before visiting to Platform, and your computer, Internet connection and mobile device, other browsing information (connection, speed, connection type etc.), device type, device's unique device identifier, mobile network information and the device's telephone number;
- ii. Details of your use of the App, including location data, logs, and other communication data and the resources that you use and access on or through the App.
- iii. We also may seek permission to access metadata and other information associated with other files stored on your mobile device. This may include, for example, profile photo, personal contacts, Email, and address book information.
- iv. We may also collect real-time information about the location of your device, as permitted by you.
- v. Unique mobile device identifier (e.g., IDFA or other device IDs on Apple devices like the iPhone and iPad), if you're using the App on a mobile device, we may use mobile device IDs (the unique identifier assigned to a device by the manufacturer), instead of cookies, to recognize you. Unlike cookies, mobile device IDs cannot be deleted from records.
- vi. Other information relating to your activity on the App, such as your search queries, comments, domain names, search results selected, number of clicks, pages viewed and the order of those pages, how long you visited the App, the date and time you used the App, error logs, and other similar information.
- vii. Your locations details including the latitude, longitude or altitude of your mobile device, GPS location.
- viii. In case of mobile application users, the online or offline status of your App.

D. All personal data that we collect about you will be recorded, used, and protected by us in accordance with applicable data protection legislation and this Privacy Notice.

E. We may supplement the information that you provide with other information that we obtain from our dealings with you or which we receive from other organisations, for example, our sponsors, vendors and partners.

F. In broad terms, we use your personal data for the following purposes:

- i. to administer and provide products and services you request or have expressed an interest in
- ii. to communicate with you if any products or services you have requested are unavailable
- iii. for fraud screening and prevention purposes
- iv. to carry out aggregate market research so that we can improve the products and services we offer
- v. to personalise and improve your experience on our digital platforms
- vi. to personalise and/ tailor any communications that we may send you
- vii. for profiling purposes to enable us to personalise and/or tailor any marketing communications that you may consent to receive from us
- viii. To receive feedback from you on your experience using our App.
- ix. To provide you with better user experience on our App.
- x. To update the application based on your feedback to make it richer and better, wherever applicable.
- xi. For record keeping purposes.

G. When we provide you with products or services we may collect and store any personal data and information that you provide to us. We may, for example, keep a record of your name, address, delivery address, email address, telephone number. Such collected information will be used in accordance with the terms of this notice.

H. When information is collected from you such as your name, e-mail address (Personal Data), we will use it in accordance with the terms of this notice and for the purpose of fulfilling your requirement. This information may be shared with other Godrej and Boyce Manufacturing Company Limited businesses and/or its vendors and partners, but only if necessary, to fulfil your request or for related purposes.

I. All personal information collected from you at the time of registration and subsequently will be retained for as long as your account remains in existence. All application generated log information which is collected will be retained on the mobile device for a period of 30 days from the date of collection after which it will be purged from the App. All other information collected and uploaded to the cloud server will be purged from this server 90 days after being uploaded. The customer profile data and information such as name, profile detail, email id, mobile number and address shall remain retained in the Godrej LN system server in perpetuity.

2. DEVICE INFORMATION COLLECTION

A. We collect information from the communication device you use to access our App and the information that we obtain from these communication devices

B. When you interact with our App /digital platforms, we may also automatically collect the following information about your visit. This is primarily to help us better understand how you use our digital platforms to enable us to create better content and more relevant communications:

- i. how you have reached our App, digital platform, and the internet protocol (IP) address you have used

3. OFFERS AND OPPORTUNITIES FROM US AND OUR PARTNERS

A. We want you to be the first to know about new products and services, and occasional offers from our partners. We may share these offers with you only with your prior consent. You can unsubscribe from receiving these offers by emailing us. Please note, if you don't choose to receive this information, we will be unable to keep you informed of new services, products, events or special offers that may interest you and our ability to inform you of ticketing opportunities may be affected.

4. LEGITIMATE PROCESSING OF INFORMATION:

A. We may process your personal information for legitimate interests, including providing you with services and for service improvement purposes.

B. It may be deemed necessary to process personal information for the following (but not limited to) purposes of legitimate interests by us or our third parties such as:

- i. To deliver services in respect to requests raised by you.
- ii. To prevent misuse or fraudulent activities on our platforms.
- iii. To uphold performance of contracts to which the data subject is a part of.
- iv. In interests deemed to protect the vital interest of the data subject.
- v. To maintain compliance with legal obligations to which Godrej is a subject or where required by law.

C. We take special consideration to ensure that the legitimate processing of information do not override the fundamental rights and freedoms of the data subjects.

5. CHILDREN

A. We understand the importance of taking extra precautions to protect the privacy and safety of children using Godrej's products and services. The App does not provide information or any products specifically targeting children.

B. If you are under the age of 16, you must first tell your parent or legal guardian that you wish to register on our digital platforms and get their consent. You must make sure that your parent or legal guardian knows and agrees each time before you:

- i. email us or ask us to email anything to you.
- ii. send any information to us.
- iii. enter any competition or game that requires information about you or offers a prize.
- iv. purchase an official membership; or
- v. offer or agree to buy anything online.

C. Once we receive appropriate authorization or consent from your parents or legal guardian, we may collect your date of birth and retain that with your name and other details you may provide. This is so we can ensure we treat you in an age-appropriate way in line with this Privacy Notice.

6. WHO DO WE SHARE YOUR PERSONAL DATA WITH?

A. As a global business, Godrej may share your personal data with Godrej's subsidiaries and outside the country in which you live so that they may process that data on our behalf as necessary, in connection with providing our products and services to you, fulfilling contractual arrangements and legal or regulatory requirements. Godrej requires that its service providers and such other third parties keep your personal data confidential and that they only use the personal data in furtherance of the specific purpose for which it was disclosed.

B. We may share your personal data collected during your usage of our application with: law enforcement or government authorities where they have followed due legal process to request us to disclose the information

7. DATA SECURITY

- i. The App is equipped with AWS standard security features to protect the confidentiality and security of your information. All the back-end APIs are secured with SSL certificates. Data exchange while in transit between Application & Database server & vice versa is protected using TLS 1.2 protocol (Transport Layer Security). All the data communications happen over secured channels.

8. RETENTION OF PERSONAL DATA

A. You are responsible for providing Godrej with accurate and complete personal data. Please notify us of any changes to your personal data. Godrej shall take reasonable steps to ensure that your personal data is kept accurate, complete, and current.

B. We will retain your personal data for the period necessary to fulfil the purposes outlined in this Privacy Notice unless a longer retention period is required or permitted by law.

9. COOKIES

A. In common with many other App operators, we use standard technology called 'cookies' on our App. Cookies are small pieces of information available on our App that are stored by your browser on your computer's hard drive OR stored in cache / temp save / Field Quality App folders in internal storage of your handheld devices (e.g. mobile, etc.) and they are used to record how you navigate this App on each visit.

B. We automatically collect and temporarily store the following information about your visit:

- i. the name of the domain you use to access the Internet.
- ii. the date and time of your visit.
- iii. the pages you visited; and
- iii. iv. the address of the web site you came from when you came to visit

C. We use this information for statistical purposes and to help us make our site more useful to visitors. Unless it is specifically stated otherwise, no additional information will be collected about you.

10. SAFEGUARDING YOUR PERSONAL DATA

A. We take all reasonable precautions to keep your personal data secure and require any third parties that handle or process your personal data for us to do the same. Access to your personal data is restricted to prevent unauthorised access, modification or misuse and is only permitted among our employees and authorised agents on a need-to-know basis.

11. YOUR PRIVACY RIGHTS AND WHO TO CONTACT

A. We provide you with reasonable access to view and review your personal data and request correction and deletion where appropriate. In order to protect your privacy, we will take reasonable steps to verify your identity before granting access to your personal data.

B. If you have any questions, comments or concerns about how we handle your personal data, then you may contact the Privacy Officer - Mr. Ajai Kumar Jain at gdpr@godrej.com

C. You have the right to tell us if you:

- i. don't want to be contacted in the future by us
- ii. would like a copy of the personal data which we hold about you
- iii. would like to delete your personal data in our records
- iv. wish to report any misuse of your personal data; and
- v. would like to correct or update your personal data.

D. To exercise any of the above listed rights you may contact our Privacy Officer To assist us in dealing with your request, please provide your full name, address, date of birth and email address.

E. If you have subscribed to receive marketing communications, you can unsubscribe by contacting our Privacy Officer.

F. By opting for signing-up using a Mobile Phone Number, you provide your consent to receiving a One-Time-Password on that Mobile Phone Number.



12. CHANGES TO OUR PRIVACY NOTICE

A. We may change our Privacy Notice from time to time and post the updated version of the same. We encourage you to visit frequently to stay informed about how we use your personal data.

B. The responsibility of staying update with our latest uploaded Privacy Policy would be of User using our application.

13. HANDLING PRIVACY CONCERNS

A. If you have any questions about this Privacy Notice or if you believe that your personal data is not handled in accordance with the applicable law or this notice, then you may contact our Privacy Officer - Mr. Ajai Kumar Jain at gdpri@godrej.com