

## **PRIVACY POLICY**

We care about your privacy and are committed to protecting your personal data. This privacy policy will inform you how we handle your personal data and your privacy rights. Please read this privacy policy carefully before using our Services.

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In this Privacy Policy:

**Services** means services as defined under the Terms of Use on the Platform.

**Platform** means the websites, telephone, mobile apps, mobile sites or other online properties through which we offer our Services.

## **1. What data do we collect about you?**

### **1.1 Data provided through direct interactions**

#### **Information provided through contact form on the Platform**

When you fill the contact form as available on our Platform we may collect the following information about you:

- Car Make (*mandatory*)
- Car Model (*mandatory*)
- Car Trim (*mandatory*)
- Car Year
- Car mileage
- License plate
- Contact phone (*mandatory*)
- Contact email (*mandatory*)
- Contact Name(*mandatory*)
- Location of preference (*mandatory*)
- Time of preference (*mandatory*)

### **1.2 Data we collect automatically when you use of our Services**

When you interact with our Platform or use our Services, we automatically collect the following information about you:

#### **Location information**

Depending on your device permissions, if you opt to locate the nearest inspection centre, we automatically collect and process information about your actual location. We use various technologies to determine location, including IP address, GPS, Wi-Fi access points and mobile towers. Your location data allows you to see inspection centres near you and helps in suggesting inspection centres near you

#### **Cookies and Similar Technologies**

We use cookies to manage our users' sessions, to store your preferences language selection and deliver you relevant advertisements. "**Cookies**" are small text files transferred by a web server to the hard drive of your device. Cookies may be used to collect the date and time of your visit, your browsing history, your preferences, and your username. You can set your browser to refuse all or some cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of our Services/Platform may become inaccessible or not function properly.

#### **Vehicle Related Information**

We check, what is the status of your vehicle from, (i) Ministry of Road Transport & Highways, Government of India' website which at present is called 'Vahan NR e-services', and (ii) from State/Central Government websites which display vehicular challan, fines and legal matters status.

#### **Credit Information**

We check/obtain your credit information from third party sources.

### **Call Recording**

If our representative calls you on the telephone or if you call us on the telephone to discuss your car, we will record such call for training and internal quality purposes.

## **2 Why do we process your personal information?**

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- Where we need to perform the contract we are about to enter into or have entered into with you.
- Where it is necessary for our legitimate interests to improve our Services and to provide you a safe and secure Platform.
- Where we need to comply with a legal or regulatory obligation.

In certain circumstances, we may also process your personal data based on your consent. If we do this, we will let you know the purpose and the category of personal data to be processed at the time we seek your consent.

We have set out below a description of the ways we use your personal data, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate.

### **For providing access and delivering Services through our Platform**

- i. We use your e-mail address and mobile number to schedule appointment for physical inspection and to provide recommendations to you about our Services that may be of interest to you.
- ii. We process the above information for adequate performance of our contract with you and on the basis of our legitimate interest in undertaking marketing activities to offer you Services that may be of your interest.

## **3 How will we inform you about changes in our privacy statement?**

We may amend this privacy statement from time to time. We will post changes on this page and will let you know by e-mail or through our Platform. If you do not agree with the changes, you may close your account by going to account setting and select delete account.

## **4 Communication and marketing**

We will communicate with you by email, SMS, call or in app notification in connection with our Services/Platform in relation to our Services. As it is imperative for us to provide you such transactional messages you may not be able to opt -out of such messages.

You may receive marketing communications from us if you:

- have requested such information from us;

- use our Platform or Services;
- provided us with your details when you entered a competition; or
- registered for a promotion.

## 5 Who do we share your data with?

We may have to share your personal data with the parties set out below for the purposes set out in [section 4](#) above.

**Corporate affiliates** – we may share your data with other OLX group companies who help us in providing business operation services such as product enhancements, customer support and fraud detection mechanism.

**Third Party Service Providers:** We use third party service providers to help us deliver certain aspect of our Services.

We conduct checks on our third-party service providers and require them to respect the security of your personal data and to treat it in accordance with the law. We do not allow them 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.

**Advertising and analytics providers:** In order to improve our Services, we will sometimes share your non-identifiable information with analytics providers that help us analyse how people are using our Platform/Service. We share your information with them in non identifiable form for monitoring and reporting the effectiveness of the campaign delivery to our business partners and for internal business analysis.

**Law enforcement authorities, regulators and others:** We may disclose your personal data to law enforcement authorities, regulators, governmental or public bodies and other relevant third parties to comply with any legal or regulatory requirements.

We may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy statement.

## 6 Technical and organisational measures and processing security

All the information we receive about you are stored on secure servers and we have implemented technical and organisational measures that are suitable and necessary to protect your personal data. OLX continually evaluates the security of its network and adequacy of its internal information security program which is designed to (a) help secure your data against accidental or unlawful loss, access or disclosure, (b) identify reasonably foreseeable risks to the security of the OLX network, and (c) minimize security risks, including through risk assessment and regular testing. In addition, we ensure that all payment data are encrypted using SSL technology.

Please note, despite the measures we have implemented to protect your data, the transfer of data through the Internet or other open networks is never completely secure and there is a risk that your personal data may be accessed by unauthorised third parties.

## **7 Links to third-party websites**

Our Platform may contain links to third party websites or apps. If you click on one of these links, please note that each one will have its own privacy policy. We do not control these websites/apps and are not responsible for those policies. When you leave our Platform, we encourage you to read the privacy notice of every website you visit.

## **8 Contact**

For any additional information or to exercise your rights, please contact our Privacy Office at +91 - 9818262262, or through the 'Any Questions' Section in our Platform.