

# PRIVACY POLICY

Please read this privacy policy carefully by accessing or using the website application. You agree to be bound by the terms described herein. By using the Yottabite Platform and the Services, you agree and consent to the collection, transfer, use, storage, disclosure and sharing of your information as described and collected by us in accordance with this Policy. Using the website/mobile/web application will be considered as a deemed acceptance of this policy.

This Privacy Policy (“**Policy**”) describes the policies and procedures on the collection, use, disclosure and protection of your information when you use our website located at yottabite.in, made available by Comestible24 Technologies Private Limited duly incorporated under the provisions of the Indian Companies Act (hereinafter, referred to as “**Yottabite**” or “**We**” or “**Our**” or “**Us**” or “**Company**”). The domain name/ web application is collectively referred to as “**Website**”.

The terms “you” and “your” refer to the user of the Yottabite Platform. The term “**Services**” refers to any services offered by Yottabite whether on the Yottabite Platform or otherwise.

Please read this Policy before using the Yottabite Platform or submitting any personal information to Yottabite. This Policy is a part of and incorporated within, and is to be read along with, the Terms of Use.

We have implemented reasonable security practices and procedures that are commensurate with the information assets being protected and with the nature of our business but because of the inherent vulnerabilities of the internet, we cannot ensure or warrant complete security of all information that is being transmitted to us by you.

We will be required to collect and host certain data and information of the Users. We are committed to protecting the Personal Information of the users as defined below and take all reasonable precautions for maintaining confidentiality of the User’s Personal Information.

This Privacy Policy shall apply to the use of the Website/mobile application/web application by all Users and using our services is their acceptance of this Privacy policy. Before submitting any Sensitive Personal Data or Information to the Company, all the Users are required to read and understand the provisions set out herein. If you do not agree with the Policy, please do not use or access our Platform.

This Privacy Policy is published in compliance of the (Indian) Information Technology Act, 2000 and the rules, regulations, guidelines and clarifications framed thereunder, including the (Indian) Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011.

## **Types of Personal and Sensitive information collected by the Company**

In order to have access to all our Platform/Website, Users are required to first create an account on our Website. As part of the registration process, we may collect the following categories of Personal and Sensitive Information from the Users (hereinafter collectively referred to as “**User Information**”):

- Name;
- User ID;
- Email address;
- Profile photo;
- Address (including country and ZIP/postal code);
- Gender;
- Age;
- Phone Number;
- Password chosen by the User;
- Valid financial account information; and
- Other details as the User may volunteer.

We might collect your billing name, billing address and payment method when you buy a ticket. We NEVER collect your credit card number, card CVV or credit card expiry date or other details pertaining to your credit card on our website. Credit card information will be obtained and processed by our online payment partner

We collect information you post in a public space on our website or on a third-party social media site belonging to Yottabite.

We may collect demographic information about you, events you like, events you intend to participate in, tickets you buy, or any other information provided by you during the use of our website. We might collect this as a part of a survey also.

We analyze the log files of our Platform that may contain Internet Protocol (IP) addresses, browser type and language, Internet service provider (ISP), referring, app crashes, page viewed and exit websites and applications, operating system, date/time stamp, and clickstream data.

This helps us to administer the website, to learn about user behavior on the site, to improve our product and services, and to gather demographic information about our user base as a whole.

We collect information in different ways.

We collect information directly from you when you register for an event or buy tickets. We also collect information if you post a comment on our websites or ask us a question through phone or email.

We collect information from you passively. We use tracking tools like Google Analytics, Google Webmaster, browser cookies and web beacons for collecting information about your usage of our website.

We get information about you from third parties. For example, if you use an integrated social media feature on our websites. The third-party social media site will give us certain information about you. This could include your name and email address.

## Use of your personal information

We use information to contact you: We might use the information you provide to contact you for confirmation of a purchase on our website or for other promotional purposes.

We use information to respond to your requests or questions. We might use your information to confirm your registration for an event or contest.

We use information to improve our products and services. We might use your information to customize your experience with us. This could include displaying content based upon your preferences.

We use information to look at site trends and customer interests. We may use your information to make our website and products better. We may combine information we get from you with information about you we get from third parties.

We use information for security purposes. We may use information to protect our company, our customers, or our websites/applications.

We use information for marketing purposes. We might send you information about special promotions or offers. We might also tell you about new features or products. These might be our own offers or products, or third-party offers or products we think you might find interesting. Or, for example, if you buy tickets from us, we'll enroll you in our newsletter.

We use information to send you transactional communications. We might send you emails or SMS about your account or a ticket purchase.

We use information as otherwise permitted by law:

- We use the information we collect for following purposes, including:
- To provide, personalize, maintain and improve our products and services, such as to enable deliveries and other services, enable features to personalize your Yottabite account;
- To carry out our obligations arising from any contracts entered into between you and us and to provide you with the relevant information and services;
- To administer and enhance the security of our Yottabite Platform and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- To provide you with information about services we consider similar to those that you are already using, or have enquired about, or may interest you. If you are a registered user, we will contact you by electronic means (e-mail or SMS or telephone) with information about these services;
- To understand our users (what they do on our Services, what features they like, how they use them, etc.), improve the content and features of our Services (such as by personalizing content to your interests), process and complete your transactions, make special offers, provide customer support, process and respond to your queries;
- To generate and review reports and data about, and to conduct research on, our user base and Service usage patterns;
- To allow you to participate in interactive features of our Services, if any; or
- To measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you.

- If you are a partner restaurant or merchant or delivery partner, to track the progress of delivery or status of the order placed by our customers.

## Sharing of information with third-parties

We will share information with third parties who perform services on our behalf. We share information with vendors who help us manage our online registration process or payment processors or transactional message processors. Some vendors may be located outside of India.

We will share information with the event organizers. We share your information with event organizers and other parties responsible for fulfilling the purchase obligation. The event organizers and other parties may use the information we give them as described in their privacy policies.

We will share information with our business partners. This includes a third party who provide or sponsor an event, or who operates a venue where we hold events. Our partners use the information we give them as described in their privacy policies.

We may share information if we think we have to in order to comply with the law or to protect ourselves. We will share information to respond to a court order or subpoena. We may also share it if a government agency or investigatory body requests. Or, we might also share information when we are investigating potential fraud.

We may share information with any successor to all or part of our business. For example, if part of our business is sold, we may give our customer list as part of that transaction.

We may share your information for reasons not described in this policy. We will tell you before we do this.

## Email Opt-Out

You can opt out of receiving our marketing emails. To stop receiving our promotional emails, please email [unsubscribe@yottabite.in](mailto:unsubscribe@yottabite.in). It may take about ten days to process your request. Even if you opt out of getting marketing messages, we will still be sending you transactional messages through email and SMS about your purchases.

## Third party sites

If you click on one of the links to third party websites, you may be taken to websites we do not control. This policy does not apply to the privacy practices of those websites. Read the privacy policy of other websites carefully. We are not responsible for these third-party sites.

## **DISCLOSURE AND DISTRIBUTION OF YOUR INFORMATION**

We may need to disclose/transfer User's Personal Information to the following third parties for the purposes mentioned in this Privacy Policy and the Terms of Use:

Government institutions/authorities to the extent required:

1. Under the laws, rules, and regulations and/or under orders of any relevant judicial or quasi-judicial authority;
2. To protect and defend the rights or property of the Company;
3. To fight fraud and credit risk;
4. To enforce the Company's Terms of Use; or
5. When the Company, in its sole discretion, deems it necessary in order to protect its rights or the rights of others.

If otherwise required by an order under any law for the time being in force including in response to enquiries by Government agencies for the purpose of verification of identity, or for prevention, detection, investigation including cyber incidents, prosecution, and punishment of offences.

The Company make all User Information accessible to its employees and data processors only on a need-to-know basis. All the employees and data processors, who have access to, and are associated with the processing of User Information, are obliged to respect its confidentiality.

Non-personally identifiable information may be disclosed to third party ad servers, ad agencies, technology vendors and research firms to serve advertisements to the Users. The Company may also share its aggregate findings (not specific information) based on information relating to the User's internet use to prospective, investors, strategic partners, sponsors and others in order to help growth of Company's business.

We may also disclose or transfer the User Information, to another third party as part of reorganization or a sale of the assets or business of Company. Any third party to which the Company transfers or sells its assets will have the right to continue to use the Personal Information and/or other information that a User provide to us.

## **Withdrawal of consent to collect user information**

User has the right to withdraw his/her/its consent at any time, in accordance with the terms of this Privacy Policy and the Terms of Use and the Company reserves the right to discontinue the services for which the said information was sought.

## **Updates to this policy**

This Privacy Policy was last updated on 15.6.2021. From time to time, we may change our privacy practices. We will notify you of any material changes to this policy as required by law. We will also post an updated copy on our website. Please check our site periodically for updates.

## **Jurisdiction**

If you choose to visit the website, your visit and any dispute over privacy is subject to this Policy and the website's terms of use. In addition to the foregoing, any disputes arising under this Policy shall be governed by the laws of India.