

Definitions

In this Privacy Policy, the following terms shall have the following meanings, unless the context requires otherwise:

“Act” means the Digital Personal Data Protection Act, 2023;

“Agreement” means the user agreement as published on the Website by MRPL (as defined hereinbelow);

“Customer” / “You” / “Your” means any individual to whom the Personal Data relates and where such individual is

a child, includes the parents or lawful guardian of such a child;

a person with disability, includes her lawful guardian, acting on her behalf;

“Data” means a representation of information, facts, concepts, opinions or instructions in a manner suitable for communication, interpretation or processing by human beings or by automated means;

“Grievance Officer” means an individual or entity working under or on behalf of MRPL to address any and all issues regarding the usage of Personal Data of the Customer;

“MRPL” / “Our” / “Us” / “We” means RGS Grocery Retail Private Limited, having its registered office at Head Office No : 1 MPSEDC IT COMPLEX BUILDING, IT Park, Badwai Bhopal 462033

“Personal Data” means and include any Data about an individual who is identifiable by or in relation to such Data;

The Data shall be collected by Us at various stages and through various means, including but not limited to the following:

Data collected through Our correspondences and communication with the Customer;

Data collected at the time of creating an account on Our Website;

Data generated through Your use of Our Website, including the products viewed by You or added to Your wish-list/shopping cart, any comments or product reviews posted by You on the Website, search terms that referred You to Our Website, how You interact with the Website, pages on the website You visit/access, the links You click on the Website, the number of times You access any

page, other websites You open simultaneously while browsing on Our website and any such browsing Data;

Data about Your device, including any information about Your web browser, internet protocol address, time zone, and cookies that are installed on Your device;

Data which may be required to identify You or contact You including Your name, age, email address, mobile phone number, contact details, postal code, demographic profile, age, gender, occupation, education, address and other such details;

Data collected through online surveys in relation to the Website, or Our services and communication made by You via the Website;

Data in connection with Your participation in any promotions or contests offered by Us;

Data collected through access to Your device (phone, laptop etc.), including but not limited to the Data received through Your device camera and microphone, information from Your device messages, photos, files and media, information of Your Location, and information about Your device operating system, operating system version, make, model etc.;

Data collected from You through the Website when You visit and/or use the Website. Such Data may be stored in server logs, and may include Your geographic location, Data collected through Your device camera (including for scanning barcodes and capturing photographs for customer support) and device microphone (for enabling voice search), phone call access, device storage, details of your telecommunication service provider or internet service provider, type of browser (internet explorer, firefox, opera, google chrome etc.), operating system of Your device, website You last visited before visiting the Website, and Your internet protocol address by the internet service provider;

Your exact geolocation may be captured in order to map Your location to the nearest store of MRPL;

Data collected through Your messaging service application as We may take 'read access' of Your messages/SMSs in order to autofill one-time passwords (OTPs) and Your phone for MRPL customer support to reach out to You and to enable the sending of marketing communication.

"Policy" means this privacy policy, as amended from time to time, governing the collection and usage of Personal Data by MRPL;

"Website" means [www.rgsgroceries.com], including the applications available on google playstore or app store or any other platform, controlled and managed by MRPL.

Introduction

MRPL is committed to safeguarding Your privacy when You provide Us with Your Personal Data. This Policy explains the manner in which Your Personal Data is collected, Our Data processing practices and the ways in which Your Personal Data is used with Your consent and for legitimate

uses. MRPL is the owner and operator of the application “RGS Grocery Delivery” and this Policy is applicable to all users and/or visitors to the Website.

This Policy is to be read together with the Agreement and all other policies forming part of the Website, and forms part and parcel of the Agreement.

Personal Data of a Customer shall be collected with the consent of the Customer and only for a lawful purpose such as:

when the Customer registers with the Website;

when the Customer accesses the Website;

when the Customer takes any action on the Website; or

when the Customer corresponds with MRPL.

MRPL may process Your Personal Data for any legitimate use as permitted by the Act, which includes usage of Personal Data for fulfilling any obligation under any law and for compliance with any judgment, decree or order issued under any law.

Our primary goal in collecting, storing, and processing your Personal Data is to provide You with a personalized experience on the Website and/or with Our products and services and to process Your order efficiently. You understand, agree, acknowledge and give your consent that Our collection, storage, and processing of Your Personal Data is for a lawful purpose connected with a function or activity of the Website.

By visiting the Site, You give Your consent for the collection, storage, and use of Your Personal Data by MRPL and to be bound by the terms and conditions of this Policy. If You do not agree, please do not use, or access Our Website.

You may withdraw Your consent at any time by writing to the Grievance Officer at the contact information provided below. If You refuse or withdraw Your consent, or if You choose not to provide Us with any required Personal Data, MRPL shall have the option to not provide You with such services that can be offered on our Website. In the event of revocation of Your consent MRPL shall have the right to discontinue the provision of services through Our Website, or access to the Website in whole or part to You. The withdrawal of consent shall not affect the lawfulness of processing of any Data based on the consent before its withdrawal.

You shall only furnish such Data which is verifiably authentic and shall not suppress any material Data, impersonate another person while providing Your Personal Data or register false or frivolous complaints with the Grievance Officer. You shall also adhere to and comply with the provisions of the Act and all other applicable laws.

Please note that this Policy does not apply to the procedures and practices followed by third party entities or service providers that are not managed, owned, or controlled by MRPL or to the persons that are not engaged, employed, or managed by MRPL.

Please note that We also monitor customer traffic patterns and Website use, which enables Us to improve the services We provide.

This Policy shall serve as a notice informing You about the Personal Data collected and the purpose for which it is processed, and Your rights regarding withdrawal of consent and grievance redressal.