

This Privacy Policy provides you with details about the manner in which your data is collected, stored & used by us. You are advised to read this Privacy Policy carefully. By visiting Dhankolirecharge website/application you expressly give us consent to use & disclose your personal information in accordance with this Privacy Policy. If you do not agree to the terms of the policy, please do not use or access Dhankolirecharge website, WAP site or mobile applications.

**Note:** Our privacy policy may change at any time without prior notification. To make sure that you are aware of any changes, kindly review the policy periodically. This Privacy Policy shall apply uniformly to Dhankolirecharge desktop website, Dhankolirecharge mobile WAP site & Dhankolirecharge mobile applications.

General

We will not sell, share or rent your personal information to any 3rd party or use your email address/mobile number for unsolicited emails and/or SMS. Any emails and/or SMS sent by Dhankolirecharge will only be in connection with the provision of agreed services & products and this Privacy Policy.

Periodically, we may reveal general statistical information about Dhankolirecharge & its users, such as number of visitors, number and type of goods and services purchased, etc.

We reserve the right to communicate your personal information to any third party that makes a legally-compliant request for its disclosure.

## **INFORMATION THAT WE COLLECT AS YOU USE OUR SERVICES**

We collect or receive information you provide when you apply, use or sign up for/on a Dhankolirecharge. AEPS/MATM/POS/QR/PG/Acquiring or other Services, go through our identity or account verification process, authenticate into your account, communicate with us, answer our surveys, upload content, or otherwise use the Services. We collect or receive information about you when you use our AEPS/MATM/POS/QR/PG/Acquiring and/or Services, including:

- **Identification Information.** Your name; email address; mailing address; mobile/phone number; photograph; birthdate; passport, driver's license, PAN, or other government-issued identification; or other historical, contact, and demographic information when you apply, use or sign up for a Dhankolirecharge. AEPS/MATM/POS/QR/PG/Acquiring and/or other Services, signature, and authentication credentials (for example, information you use to login to your account), including IP address.

- **Background Information.** To the extent permitted by applicable laws, we may obtain background check reports from public records of criminal convictions and arrest

records. We may use your information, including your full name, government-issued identification number, and date of birth, to obtain such reports.

- **Financial Information.** Information such as bank account, payment card numbers, credit reports, and other publicly available information.
- **Transaction Information.** When you use our AEPS/MATM/POS/QR/PG Acquiring and/or other Services to make, accept, request, or record payments, we receive information about when and where the transactions occur, the names of the transacting parties, a description of the transactions, the payment or transfer amounts, billing and shipping information, and the devices and payment methods used to complete the transactions.
- **Other Information You Provide.** Information that you voluntarily provide to us, including any survey responses; participation in contests, promotions, or other prospective seller marketing forms or devices; suggestions for improvements; referrals; or any other actions performed on the Services.

## **INFORMATION WE COLLECT OR RECEIVE FROM YOU USE OF OUR POS AND/QR SERVICES**

We collect or receive information about you and the devices you use to access the PoS and/or Services, such as your computer, mobile phone, or tablet. The information that we collect or receive includes:

- **Precise Geolocation Information.** The location of your device.
  - **Device Information.** Information about your device, including your hardware model, operating system and version, device name, unique device identifier, mobile network information, and information about the device's interaction with our Services.
- Use Information.** Information about how you use our Services, including your access time, "login" and "log-out" information, browser type and language, country and language setting on your device, Internet Protocol ("IP") address
- **Business Information.** Information about products and services you sell (including inventory, pricing and other data) and other information you provide about you or your business.

- **Customer Information.** Information you collect from your customers, including email address, phone number, payment information, or other information.

We only collect and use such information from you that we consider necessary for achieving a seamless, efficient and safe experience, customized to your needs and use the personal information to provide products to you, enhance the operation of the Application/ Website, improve our marketing and promotional efforts, analyse Application/ Website use, improve our product offerings, to personalise your experience and to provide you a better experience

## HOW WE USE YOUR INFORMATION

**We may use information about you in the following ways, including:**

Providing, Improving, and Developing our Services Processing or recording payment transactions or money transfers;

Otherwise providing you with the Dhankolirechargeproducts and features you choose to use;

Displaying your historical transaction or appointment information;

Providing, maintaining and improving our Services; Developing new products and services;

Delivering the information and support you request, including technical notices, security alerts, and support and administrative messages including to resolve disputes, collect fees, and provide assistance for problems with our Services or your Dhankolirecharge account;

Improving, personalizing, and facilitating your use of our Services;

Measuring, tracking, and analyzing trends and usage in connection with your use or the performance of our Services.

## **Protecting our Product and Services and Maintaining a Trusted Environment**

Investigating, detecting, preventing, or reporting fraud, misrepresentations, security breaches or incidents, other potentially prohibited or illegal activities, or to otherwise help protect your account,

including to dispute chargebacks on your behalf; Protecting our, our customers', or your customers' rights or property, or the security or integrity of our Services;

Enforcing our Terms of Use or other applicable agreements or policies; Verifying your identity (e.g., through government-issued identification numbers);

Complying with any applicable laws or regulations, or in response to lawful requests for information from the government or through legal process;

Fulfilling any other purpose disclosed to you in connection with our Services; Contacting you to resolve disputes, collect fees, and provide assistance with our Services.

## **Other Uses**

For any other purpose disclosed to you in connection with our Services from time to time. Any information that you provide directly to a third-party merchant, website or application is not covered by this privacy notice. We are not responsible for the privacy or security practices of merchants or other third parties with whom you choose to share your personal information directly. We encourage you to review the privacy policies of any third party with whom you choose to share your personal information directly

## **SECURITY PRECAUTIONS**

The Website/App intends to protect your personal information and to maintain its accuracy as confirmed by you. We implement reasonable physical, administrative and technical safeguards to help us protect your personal information from unauthorized access, use and disclosure. We also require that our registered third party service providers protect such information from unauthorized access, use and disclosure.

Our Platform has stringent security measures in place to protect the loss, misuse and alteration of information under control. We endeavour to safeguard and ensure the security of the information provided by you. We use Secure Sockets Layers (SSL) based encryption, for the transmission of the information, which is currently the required level of encryption in India as per the law. Nevertheless, the internet is not a 100% secure environment, and we cannot guarantee absolute security of the transmission or storage of your information.

## **COPYRIGHT**

All content included on this Site, such as text, graphics, logos, button icons, images, audio clips, data compilations, and software, is the property of Dhankolirecharge and its content suppliers, and protected by India and international copyrights. The compilation of all content on this Site is the exclusive property of Dhankolirecharge or its affiliates and protected by India and international copyrights. The compilation of external content in the Public Domain and made available on this Site, is the exclusive property of third-party content providers and, is subject to India and international copyrights. The content has been presented in accordance with the necessary permissions and adherence to stipulated norms, citation policies and copyright policies of these providers. Use of generic information in the public domain has been attributed to the source URL and respective providers.

## **TRADEMARKS**

Dhankolirecharge, the Dhankolirechargelogo and other marks indicated on our Site are trademarks of Dhankolirechargeor its affiliates in India and other countries.

Other Dhankolirechargegraphics, logos, page headers, button icons, scripts, and service names are trademarks or trade dress of Dhankolirechargeor its affiliates.

Dhankolirechargetrademarks and trade dress may not be used in connection with any product or service that is not Dhankolirecharge, in any manner that is likely to cause confusion among users, or in any manner that disparages or discredits Dhankolirecharge.

All other trademarks not owned by Dhankolirechargethat appear on this Site are the property of their respective owners, who may or may not be affiliated with, connected to, or sponsored by Dhankolirecharge.

## COPYRIGHT COMPLAINTS

Dhankolirecharge respects the intellectual property of others and makes diligent efforts to take proper written permission, cite authors' creative works and provide URL hyperlinks to source documents. Dhankolirecharge will take immediate action to correct citation errors and attribute works of others in accordance with accepted citation formats. If you believe that you work has been represented in a way that constitutes infringement of your intellectual property, please follow our Trademark and Copyright policy.

## THIRD-PARTY ADVERTISING AND ANALYTICS •

We can use third-party service providers to provide site metrics and other analytics services. These third parties can use cookies, web beacons, and other technologies to collect information, such as your IP address, identifiers associated with your device, other applications on your device, the browsers you use to access our Services, webpages viewed, time spent on webpages, links clicked, and conversion information (e.g., transactions entered into). This information can be used by Dhankolirecharge and third-party service providers on behalf of Dhankolirecharge to analyze and track usage of our Services, determine the popularity of certain content, and better understand how you use our Services. The third-party service providers that we engage are bound by confidentiality obligations and other restrictions with respect to their use and collection of your information.

This Privacy Notice does not apply to, and we are not responsible for, third-party cookies, web beacons, or other tracking technologies, which are covered by such third parties' privacy policies. For more information, we encourage you to check the privacy policies of these third parties to learn about their privacy practices.

## YOUR CONSENT

By using the Website/App and/ or by providing your information, you consent to the collection and use of the information you disclose on the Website in accordance with this Privacy Policy, including but not limited to Your consent for collecting, using, sharing and disclosing your information as per this privacy policy.

You have acknowledged that the Privacy Policy contained herein have been explained to you in vernacular language and you have understood the contents thereof.

If we decide to change our privacy policy, we will post those changes on this page so that you are always aware of what information we collect, how we use it, and under what circumstances we disclose it.

## COMMUNICATION WITH COMPANY

We welcome your comments or questions regarding this Privacy Policy. Please contact our Customer Care and contact shown in application concerns regarding this Privacy Notice and/or security by writing an email on [recharge.dhankolirecharge@gmail.com](mailto:recharge.dhankolirecharge@gmail.com)

You may contact us at the following address: Dhankolirecharge post-dhankoli distt-nagaur ( rajasthan , 341516 )

If you have any questions or concerns regarding our notice, or if you believe our notice or applicable laws relating to the protection of your personal information have not been respected, you may file a

complaint with our Privacy Department listed above, and we will respond to let you know who will be handling your matter and when you can expect a further response. We may request additional details from you regarding your concerns and may need to engage or consult with other parties in order to investigate and address your issue. We may keep records of your request and any resolution.