

# Privacy Policy

This privacy policy governs the use of the services of The Safe Zone (herein referred as TSZ/ We) a mobile application owned by REXTECH, a partnership firm registered under Indian Partnership Act, 1932, having its office at 29/81, First Floor, Matri Kripa, Christian Colony, Rajatalab, Raipur, Chhattisgarh, India. In order to provide Security Monitoring Services to the housing societies through Mobile Application which has following 15(fifteen) features:

- Visitor Management (Software tools and User Identity Validation process, including physical barriers)
- Visitor Tracking (Visitor Tracking System, Visitor Details entering for the pre-invited and uninvited visitors and daily walk-ins etc respectively)
- Emergency Alert Service (Emergency Button to send customised message along with user's current GPS location to his/ her registered contacts for help)
- Notice/ Circular (Electronic circulars and announcements, Updated Notices on the Application)
- Host Event (Information and Participation)
- Attendance Management (Registration of daily walk-ins using the biometric system, a log of monthly attendance along with time-in and time-out)
- Important Emergency Contact (A list of important emergency contacts)
- Complaint (A robust performance tracking tool to file complaints with the concerned departments)
- Information Directory (Basic information like Name, House No., Occupation, Contact No. of people etc. who live in the same society)
- Management Dashboard (An e-docket to generate the reports of visitor log in the society)
- Resident Vehicle Management (Resident vehicle management system, updates of in and out timing of the vehicles through RFID system on real time basis)
- Medicine Delivery (Contact details of the nearby chemists to order medicines for the home delivery)
- Document Management (Document management system; to track, manage and upload documents digitally on the Application)
- Home Insurance (Residents shall be covered under insurance plan, one can opt for default insurance plan or can have the same customised)
- Hardware Integration (Integration of RFID devices, Boom barrier at entry and exit, Biometric devices, CCTV cameras; for better surveillance and security management, including maintenance and upkeep of the equipment)

This page/ document/ agreement is used to inform the Customer regarding our policies with the collection, use, and disclosure of personal information while using our Services.

If the Customer chooses to use our Services, then it agrees to the collection and use of information in relation with this policy. The Personal Information that we collect are used for providing and improving the Services/ features (as mentioned above in this policy) provided to customers by The Safe Zone (TSZ), to plan, fund, implement, monitor, regulate and evaluate The Safe Zone's services and functions, to fulfil statutory and other legal functions and duties and to comply with reporting requirements. We will not use or share any sensitive information of the Customer with anyone without the consent of customers except the third

party vendors of TSZ, who will be providing services/conducting events to/for the customers/users of TSZ mobile application.

### **Information Collection**

For a good experience while using our Services, we may require from the residents to provide us with certain personally identifiable information, including but not limited to the name, occupation, contact number, house number of the residents of the society.

The personal information of the residents is collected, reasonable steps would be taken to ensure that the individual is aware of:

- That the information is collected by The Safe Zone and how to contact us;
- The fact that the resident is able to gain access to the information;
- Who The Safe Zone usually discloses information of that kind.

### **Automatically Collected Information**

The Mobile Application may collect certain information automatically, including, but not limited to, the type of mobile device of the user, mobile devices unique device ID, the IP address of mobile device, mobile operating system, the type of mobile Internet browsers it uses, and information about the way it uses the Application.

### **Use and Disclosure**

The Safe Zone must only use or disclose personal information for the primary purpose for which it was collected, unless:

- The disclosure is required by laws and regulations;
- The Safe Zone receives a subpoena or a request for inspection or audit from a competent public authority relating to the processing of personal data that it processes on our customer's behalf;
- Use or disclosure is for a related secondary purpose and the resident would reasonably accept The Safe Zone to use or disclose the information for that secondary purpose; or
- The Safe Zone discloses the information to its service providers in connection with its services and products. In such case, The Safe Zone will ensure that its service providers are bound by same standard of confidentiality and privacy protection;
- If REXTECH is involved in a merger, acquisition or sale of all or a portion of its assets, the Customer will be notified via email and/or a prominent notice on our Website of any change in ownership or uses of this information.

### **Data Quality**

The Safe Zone values information as an important resource. Upon submitting its information, customer warrants that the information it discloses is accurate, complete, up to date and relevant to its functions or activities.

The Safe Zone will provide its customers and any person that its information is stored by The Safe Zone with an opportunity to correct or remove its information from The Safe Zone

database. If the customer opts to remove the mandatory information he/she might not be able to avail the personalized benefits and services offered by The Safe Zone.

### **Data Security**

The Safe Zone values its customers' privacy and is committed to provide its customers with the levels of protection of their private information, which are equal or higher than the accepted standards in the industry. The Safe Zone will take all reasonable steps to protect the personal information it holds from misuse and loss and from unauthorized access, modification or disclosure.

However, neither people nor security systems are failsafe, and while The Safe Zone uses reasonable efforts to protect personal information, it cannot guarantee its absolute security. In any case of a data security incident, which involves without limitation unauthorized disclosure, unauthorized access, misuse, loss, theft or accidental or unlawful destruction of personal data, The Safe Zone will take adequate remedial measures as soon as possible, and will fully cooperate with its customers to develop and execute a response plan to address the data security incident.

### **Data Retention Policy**

The user provided data will be retained for as long as one is resident of the society and has access to the Mobile Application or as long as the customer consents for the said retention. The moment, someone decides to exit from the society, it may ask for the removal of its personal information by taking reasonable steps.

### **Third Party Privacy Policy**

TSZ will be granting access to Third Party vendors for providing services through the mobile application, the data privacy policy of the Third party vendors will apply in such cases and TSZ will not be held responsible for any act or omission / any loss / theft / mistake / misuse of information provided to TSZ by its customers which is shared with the Third Party vendor for performance of services by them.

### **Liability**

TSZ will not be liable for any act or omission / loss / theft / mistake / misuse of information provided to TSZ for performance of Services due to negligence/ break-in / misrepresentation etc. by the staff of the RWA / Customer or the Customer himself.

### **Changes to This Privacy Policy**

The Safe Zone reserves the right to amend this Policy at any time. Changes and clarifications will take effect immediately. If The Safe Zone makes a significant change to the Policy, it will issue a notice by email or through notice on the home page of its website. It is customer's responsibility to check the Policy from time to time to check for changes.

### **Contact Us**

If someone has any questions or suggestions about our Data Privacy Policy, do not hesitate to contact us: [directors@thesafezone.co.in](mailto:directors@thesafezone.co.in)