

## Privacy Policy

Any person (“**User**” or “**you**” or “**your**”) utilizing the website *i.e.* [www.metastable.in](http://www.metastable.in) (“**Platform**”) or any of its features shall be bound by this Privacy Policy. The Platform is owned by Metastable Materials Private Limited (“**Company**”, “**we**” or “**us**”, “**our**”).

Access to the contents available through the Platform is conditional upon your approval of this Privacy Policy, which should be read together with the Terms of Use (“**Terms of Use**”). You acknowledge that this Privacy Policy, together with our Terms of Use, forms our agreement with you in relation to your use of the Platform (“**Agreement**”).

This Privacy Policy is an electronic record in the form of an electronic contract formed under the Information Technology Act, 2000 and the rules made thereunder and the amended provisions pertaining to electronic documents / records in various statutes as amended by the Information Technology Act, 2000. This Privacy Policy does not require any physical, electronic or digital signature.

This Privacy Policy is published and shall be construed in accordance with the provisions of the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data of Information) Rules, 2011 under Information Technology Act, 2000; that require publishing of the privacy policy for collection, use, storage and transfer of sensitive personal data or information.

### Information

When you use or sign up at our Platform, You voluntarily give us certain information, including the information you used to sign up, and any other information you provide us. By using the Platform, you consent to the collection, use, disclosure and transfer of your personal information for the purposes outlined in this Privacy Policy and to the collection, processing and maintenance of this information.

Personal information for the purposes of this Privacy Policy shall include, but not be limited to your name, address, contact number, email address or other contact information, information regarding your transactions on the Platform, your financial information, internet protocol address, any other items of “sensitive personal data or information” as such term is defined under the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data of Information) Rules, 2011, identification code of your communication device which you use to access the Platform or any other information that you provide during your registration process, on the Platform.

You may also give us permission to access your information in other services. For example, you may link your other accounts to the Company, which allows us to obtain information from those accounts. The information we get from those services often depends on your settings or their privacy policies, we suggest that, the User ensure what those other policies are.

Examples of information we collect are as follows:

- i. **Log data.** When you use the Platform, our servers may automatically record information (“**Log Data**”), including information that your browser sends whenever you visit the Platform. This Log Data may include your IP address, the address of the web pages you visited that had the Platform features, browser type and settings, the date and time of your request, how you used Platform, and cookie data.

- ii. **Cookie data.** Depending on how you are accessing our Platform, we may use “cookies” (small text files sent by your mobile, computer or other device, each time you visit the Platform, unique to your Account or your browser) to record Log Data.
- iii. **Non-Personal Information.** In addition to Log Data, we may also collect information about the device you are using to access Platform. The non-personal information may also include your geographic location, details of your telecom service provider or internet service provider, the type of web browser (internet explorer, firefox, opera, google chrome etc.), the operating system of your system, device and the website you last visited before visiting our Platform or the duration of your stay on the Platform is also stored in the session along with the date and time of your access.
- iv. Additionally, in connection with the payment of any service on the Platform (if any) or through any other Company platform (whether offered by the Company or its partner), we may seek further information pertaining to the payment instrument/modes used by the user for payments towards such service fee.

### **Use of information**

- i. We will collect personal information by lawful and fair means and, with the knowledge or consent of the individual concerned.
- ii. Before or at the time of collecting personal information, we will identify the purpose for which information is being collected.
- iii. We will collect and use personal information solely for fulfilling those purposes specified by us and for other ancillary purposes, unless we obtain the consent of the individual concerned or as required by law.
- iv. Personal Information should be relevant to the purposes for which it is to be used, and, to the extent necessary for those purposes, should be accurate, complete, and up-to-date.
- v. We will protect personal information by using reasonable security safeguards against loss or theft, as well as unauthorized access, disclosure, copying, use or modification.
- vi. We will make readily available to customers information about our policies and practices relating to the management of personal information.
- vii. We will only retain personal information for as long as necessary for the fulfilment of those purposes.

Please do note that personal information and non-personal information may be treated differently as per this Privacy Policy.

### **Purpose for collecting, using, storing and processing of information**

The Company collects, uses, stores and processes your information for any purpose as may be permissible under applicable laws (including where the applicable law provides for such collection, usage, storage or processes in accordance with the consent of the user) and shall include the following:

- to facilitate your use of the Platform;
- to send you important information regarding the Platform, changes in terms and conditions, user agreements, and policies and/or other relevant information;
- to send you surveys and marketing communications;
- to personalize your experience on the Platform by presenting advertisements, services and orders tailored to your preferences;
- to conduct internal reviews and data analysis for the Platform;
- to conducting academic research, surveys, analytical studies on various aspects, including user behaviour, user preferences etc.;
- to implement information security practices and to determine any security breaches, computer contaminant or computer virus;
- to investigate, prevent, or take action regarding illegal activities and suspected fraud; and/or
- to enable a potential buyer or investor to evaluate the business of the Company.

### **Information share**

You provide your consent and all rights necessary to enable us to sync (including through an application) your devices with Platform.

In the event, you change or deactivate your mobile number/email address, you will update your account information on Platform, within 48 hours to ensure that your messages are not sent to any unintended recipient.

### **Sharing of personal information**

We may share personal information with our other corporate entities and affiliates. These entities and affiliates may market to you as a result of such sharing unless you explicitly opt-out. We may disclose personal information to third parties. This disclosure may be required for us to provide you access, to comply with our legal obligations, to enforce our Terms of Use, to facilitate our marketing and advertising activities, or to prevent, detect, mitigate, and investigate fraudulent or illegal activities. We do not disclose your personal information to third parties for their marketing and advertising purposes, without your explicit consent.

We may disclose personal information if required to do so by law or in the good faith belief that such disclosure is reasonably necessary to respond to subpoenas, court orders, or other legal process. We may disclose personal information to law enforcement offices, third party rights owners, or others in the good faith belief that such disclosure is reasonably necessary to: enforce our Terms of Use or Privacy Policy; respond to claims that an advertisement, posting or other content violates the rights of a third party; or protect the rights, property or personal safety of our users or the general public.

We and our affiliates will share / sell some or all of your personal information with another business entity should we (or our assets) plan to merge with, or be acquired by that business entity, or re-

organization, amalgamation, restructuring of business. Should such a transaction occur that other business entity (or the new combined entity) will be required to follow this privacy policy with respect to your personal information.

### **Choice/Opt-Out**

We provide all users with the opportunity to opt-out of receiving non-essential (promotional, marketing-related) communications from us on behalf of our partners, and from us in general, after setting up an account. If you want to remove your contact information from all our lists and newsletters, please visit unsubscribe.

### **Security Procedures**

All information gathered on Platform is securely stored in Company controlled database. The database is stored on servers secured behind a firewall; access to such servers being password-protected and strictly limited based on need-to-know basis. However, we understand that as effective as our security measures are, no security system is impenetrable. Thus, we cannot guarantee the security of our database, nor can we guarantee that information you supply will not be intercepted while being transmitted to us over the internet. By using the Platform, you understand and agree that your information may be used in or transferred to countries other than India, subject to compliance with applicable laws.

### **Advertising**

When Company presents information to its online advertisers to help them understand our audience and confirm the value of advertising on the Platform, it is usually in the form of aggregated statistics on traffic to various pages within our Platform. When you register with Platform, we contact you from time to time about updating your content to provide features which we believe may benefit you.

Several deceptive emails, websites, blogs, apps, etc. claiming to be from or associated with Company may circulate on the internet. These emails, websites, blogs, apps, etc. may include our logo, photos, links, content or other information. Some emails, websites, blogs, apps, etc. call the user to provide login name, password etc. or provide a method to commit illegal/ unauthorized act or deed or request detailed personal information or a payment of some kind. The sources and contents of these emails, websites, blogs, apps, etc. and accompanying materials are in no way associated with Company. For your own protection, we strongly recommend not responding to emails or using websites, blogs, apps, etc. We may use the information provided by you to Company, including your email address or phone number, to contact you about the services availed by you or to inform you of our updated services, if any.

### **Changes to Privacy Policy**

We may change this Privacy Policy from time to time, and if we do we'll post any changes on this page. If you continue to use Platform after those changes are in effect, you agree to the revised Privacy Policy.

### **Applicable Law and Jurisdiction:**

By visiting this Platform, you agree that the laws of India govern this Privacy Policy and any dispute arising in respect hereof shall be subject to and governed by the courts at Bengaluru, Karnataka.

### **Contact**

Any questions or clarifications with respect to this Privacy Policy or any complaints, comments, concerns or feedback can be sent to the Company at:

**Name:** Saurav Goyal

**Email ID:** [info@metastable.in](mailto:info@metastable.in)