



# IT PRIVACY POLICY

Doc. Ref. No. SIPL/PR/062

Rev: 00

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Classification: RESTRICTED

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 a legally binding document between you and soneparindia.com (both terms defined below). the terms of this privacy policy will be effective upon your acceptance of the same (directly or indirectly in electronic form, by clicking on the "I agree" tab or by use or the website or by other means) and will govern the relationship between you and soneparindia.com for your use of the website (defined below).

This document 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.

Please read this privacy policy carefully. by using the website, you indicate that you understand, agree and consent to this privacy policy. if you do not agree with the terms of this privacy policy, please do not use this website. you hereby provide your unconditional consent or agreements to soneparindia.com as provided under section 43a and section 72a of information technology act, 2000.

By providing us your Information or by making use of the facilities provided by the Website, You hereby consent to the collection, storage, processing and transfer of any or all of Your Personal Information and Non-Personal Information by Sonepar India as specified under this Privacy Policy. You further agree that such collection, use, storage, and transfer of Your Information shall not cause any loss or wrongful gain to you or any other person.

SONEPAR INDIA is concerned about the privacy of the data and information of users (including sellers and buyers/customers whether registered or non- registered) accessing, offering, selling, or purchasing products or services on Sonepar India's websites, mobile sites, or mobile applications ("Website") on the Website and otherwise doing business with Sonepar India. "Associate Companies" here shall have the same meaning as ascribed in Companies Act, 2013.

The terms "We" / "Us" / "Our" individually and collectively refer to each entity being part of the definition of Sonepar India and the terms "You" / "Your" / "Yourself" refer to the users. This Privacy Policy is a contract between You and the respective Sonepar India entity whose Website You use or access or You otherwise deal with. This Privacy Policy shall be read together with the respective Terms of Use or other terms and condition of the respective Sonepar India entity and its respective Website or nature of business of the Website.

We value the trust you place in us. That's why we insist upon the highest standards for secure transactions and customer information privacy. Please read the following statement to learn about our information gathering and dissemination practices.

Prepared by: Abhishek Mishra	Issued by: MR	Issue Date: 06-Jan-2020	Approved by: Seema Ahluwalia
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Note: Our privacy policy is subject to change at any time without notice. To make sure you are aware of any changes, please review this policy periodically.

By visiting this Website, you agree to be bound by the terms and conditions of this Privacy Policy. If you do not agree please do not use or access our Website.

By mere use of the Website, you expressly consent to our use and disclosure of your personal information in accordance with this Privacy Policy. This Privacy Policy is incorporated into and subject to the Terms & Conditions.

## 1. Collection of Personally Identifiable Information and other Information

When you use our Website, we collect and store your personal information, which is provided by you from time to time. Our primary goal in doing so is to provide you a safe, efficient, smooth, and customized experience. This allows us to provide services and features that most likely meet your needs, and to customize our Website to make your experience safer and easier. More importantly, while doing so we collect personal information from you that we consider necessary for achieving this purpose.

In general, you can browse the Website without telling us who you are or revealing any personal information about yourself. Once you give us your personal information, you are not anonymous to us. Where possible, we indicate which fields are required and which fields are optional. You always have the option to not provide information by choosing not to use a particular service or feature on the Website. We may automatically track certain information about you based upon your behaviour on our Website. We use this information to do internal research on our users' demographics, interests, and behaviour to better understand, protect and serve our users. This information is compiled and analysed on an aggregated basis. This information may include the URL that you just came from (whether this URL is on our Website or not), which URL you next go to (whether this URL is on our Website or not), your computer browser information, and your IP address.

We use data collection devices such as "cookies" on certain pages of the Website to help analyse our web page flow, measure promotional effectiveness, and promote trust and safety. "Cookies" are small files placed on your hard drive that assist us in providing our services. We offer certain features that are only available using a "cookie". We also use cookies to allow you to enter your password less frequently during a session. Cookies can also help us provide information that is targeted to your interests. Most cookies are "session cookies," meaning that they are automatically deleted from your hard drive at the end of a session. You are always free to decline our cookies if your browser permits, although in that case you may not be able to use certain features on the Website and you may be required to re-enter your password more frequently during a session.

Additionally, you may encounter "cookies" or other similar devices on certain pages of the Website that are placed by third parties. We do not control the use of cookies by third parties.

If you choose to buy on the Website, we collect information about your buying behaviour.

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If you transact with us, we collect some additional information, such as a billing address, a credit / debit card number, and a credit / debit card expiration date and/ or other payment instrument details and tracking information from cheques or money orders.

If you choose to post messages on our message boards, chat rooms or other message areas or leave feedback, we will collect that information you provide to us. We retain this information as necessary to resolve disputes, provide customer support and troubleshoot problems as permitted by law.

If you send us personal correspondence, such as emails or letters, or if other users or third parties send us correspondence about your activities or postings on the Website, we may collect such information into a file specific to you.

We collect personally identifiable information (email address, name, phone number, credit card / debit card / other payment instrument details, etc.) from you when you set up a free account with us. While you can browse some sections of our Website without being a registered member, certain activities (such as placing an order) do require registration. We do use your contact information to send you offers based on your previous orders and your interests.

## 2. Use of Demographic / Profile Data / Your Information

We use personal information to provide the services you request. To the extent we use your personal information to market to you, we will provide you the ability to opt-out of such uses. We use your personal information to resolve disputes; troubleshoot problems; help promote a safe service; collect money; measure consumer interest in products and services, inform you about online and offline offers, products, services, and updates; customize your experience; detect and protect us against error, fraud and other criminal activity; enforce our terms and conditions; and as otherwise described to you at the time of collection.

In our efforts to continually improve our product and service offerings, we collect and analyse demographic and profile data about our users' activity on our Website.

We identify and use your IP address to help diagnose problems with our server, and to administer our Website. Your IP address is also used to help identify you and to gather broad demographic information.

We will occasionally ask you to complete optional online surveys. These surveys may ask you for contact information and demographic information (like zip code, age, or income level). We use this data to tailor your experience at our Website, providing you with content that we think you might be interested in and to display content according to your preferences.

### Cookies

A "cookie" is a small piece of information stored by a web server on a web browser so it can be later read back from that browser. Cookies are useful for enabling the browser to remember information specific to a given user. We place both permanent and temporary cookies in your computer's hard drive. The cookies do not contain any of your personally identifiable information.

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### 3. 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 our Services, to comply with our legal obligations, to enforce our User Agreement, to facilitate our marketing and advertising activities, or to prevent, detect, mitigate, and investigate fraudulent or illegal activities related to our Services. 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 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.

### 4. Links to Other Sites

Our Website links to other websites that may collect personally identifiable information about you. Soneparindia.com is not responsible for the privacy practices or the content of those linked websites.

### 5. Security Precautions

Our Website has stringent security measures in place to protect the loss, misuse, and alteration of the information under our control. Whenever you change or access your account information, we offer the use of a secure server. Once your information is in our possession we adhere to strict security guidelines, protecting it against unauthorized access.

### 6. 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 Soneparindia.com lists and newsletters, please visit unsubscribe.

### 7. Your Consent

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By using the Website 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 sharing your information as per this privacy policy. 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.

## 8. Software Disclaimer

The software downloads from this Website have been thoroughly scanned and tested at all stages of production, but - as with all new software - we still recommend that you run a virus checker before use. We also recommend that you have an up-to-date backup of your hard disk before using the software. We cannot accept responsibility for any disruption, damage and/or loss of data on your data or computer system that may occur while using the software. Consult your network administrator before installing any software on a networked computer.

We do not make any warranty that the functionality of the Website will be uninterrupted or error free.

These Terms & Conditions shall be governed by and construed in accordance with the laws of India. Disputes arising here from shall be exclusively subject to the jurisdiction of the courts of Gurgaon to the exclusion of any other. If any of these Terms should be determined to be illegal, invalid or otherwise unenforceable by reason of the laws; it shall be severed and deleted from this clause. All other Terms of Use and Terms & Conditions shall remain in full force and continue to be binding and enforceable. We reserve the right to change any of its terms and conditions at any time by posting changes online.

No ideas, material, computer code, information or other communication you submit or post to the Website will be considered confidential or proprietary. All such material becomes the exclusive property of Soneparindia.com, which is entitled to use such material for any purpose without restriction or compensation. You are prohibited from posting or transmitting to or from the Website any unlawful, infringing, threatening, libelous, defamatory, obscene or pornographic material or any other material that would violate any law and We reserves the right to delete such material without giving any notice. We reserves the right to block such user from entering the Website permanently. Views expressed or comments offered by the users shall be personal in nature of the users and We shall not have any responsibility whatsoever in this regard. If you do not accept these Terms in full, you must stop using this Website immediately.

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## 9. Grievance Officer

In accordance with Information Technology Act 2000 and rules made there under, the name and contact details of the Grievance Officer are provided below:

Mr. Rajnish Chahal

Email: [email protected]

Time: Mon - Fri (9:00 - 18:00)

## Amendment Record:

S. No.	Amendment Details	Version	Date	Author
1	Initial Issue	00	06-Jan-2020	Abhishek Mishra