

# JIOTALKS

## PRIVACY POLICY

Last updated on 28-05-2019

***Thank you for using Jiotalks! Your privacy is important to us. To better protect your privacy and enhance your experience, we provide this privacy policy.***

### 1. Scope

This Privacy Policy (the “**Privacy Policy**”), the [Terms of Use](#), any other rules, policies and terms of Jio, as may be posted on [www.jiotalks.com](http://www.jiotalks.com) (“**Website**”) from time to time, and corresponding hyperlinks separately provided on the Website, if any, shall govern the use / access of the domain name www.jiotalks.com, its related content, any other linked pages, features, content, sites and hyperlinks [(including but without limitation to any mobile application services)] that is owned, maintained and operated by [insert name of Company owning the website] and/ or its affiliates (“**Jio**” or “**we**” or “**our**” or “**us**”).

By visiting or accessing or using this Website (even when you do not avail of any services provided in this Website (“**Services**”), you (“**User**” or “**you**”) agree to be bound by this Policy pertaining to your use of any content including any visual and audio-visual works, audio, sound recordings, trademarks, brands, including all interactive content, texts or literary work, photographs, etc, including any adaptations thereof made available, provided, accessed or distributed through the Website (“**Content**”). It shall be assumed that you have read, understood and unconditionally accepted this Privacy Policy. This Privacy Policy constitutes a binding and enforceable agreement between you and Jio. IF YOU DO NOT AGREE TO ANY OF THE CONDITIONS PROVIDED IN THIS PRIVACY POLICY, PLEASE DO NOT USE AND/OR ACCESS THIS WEBSITE OR ITS CONTENTS. This document is an electronic record, generated by a computer system and does not require any physical or digital signatures.

While you use and enjoy our services, we want to keep you informed about our privacy policy towards management and security of your personal information. We value the trust you place in us, and hence insist upon the highest level of protection for securing your personal information. We are obligated to protect your personal information in accordance with applicable laws, and regulations.

This Privacy Policy shall be construed to be provided in compliance with the Information Technology Act 2000 and the rules framed thereunder (as amended from time to time) (“**IT Act**”). The words and expressions used in this Privacy Policy but not defined herein will have the meaning assigned to them under the IT Act.

### 2. Changes to the Privacy Policy

This Privacy Policy is subject to modification based on changes in the business, legal and regulatory requirements and will be made available to you online. We will make all efforts to communicate about significant changes to this Privacy Policy. You are encouraged to periodically visit this page to review the Privacy Policy and any changes hereto.

### 3. Collection of information

3.1 In order to enable us in providing you with the best in class services, we require certain information be shared by you with us. We may collect the following types of information:

3.1.1 “**Personal Information**” which shall mean information which could reasonably be used to identify you personally, which may include, but not limited to the following:

- a. Basic details which you provide during the registration process such as name, phone number, email address, communication or permanent address.
- b. Proof of identity and Address documents such as PAN card, driving license, passport etc.
- c. Transactions performed which can identify you as an individual through your customer ID or other relevant unique identifier.
- d. Demographic details such as gender, city, PIN code or nearest location.
- e. Usage logs/Server logs/Cookies which may contain details of your personal or sensitive personal information.

3.1.2 [**“Sensitive Personal Data or Information”** shall have the meaning as provided under the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011.]

3.1.3 **“Non-Personal Information”** which shall mean information that does not identify you or any other individual, and includes session, web beacons and usage and transaction data, aggregate log data and aggregate information. We use this information to inter-alia deliver our web pages to you upon request, to tailor our services to the interests of our users.

#### **4. Use of information**

4.1 The information provided by you to us is used for a number of purposes connected with our business operations which may include the following:

- a. Verifying your identity, access, privileges assigned and relationship with us;
- b. Processing your requests, enquiries and complaints, customer services and related activities;
- c. Conducting analytics and reviews for improvement of our services;
- d. Improving your experience while using our services by presenting advertising, products and offers tailored to you;
- e. Support to law enforcement agencies or in connection with an investigation on matters related to public safety, as permitted by law or anti-fraud activities/systems; and
- f. Other usages that you may consent to.

4.2 We will strive to keep your Personal Information confidential and will place reasonable security controls to protect it. Your Personal Information will be kept confidential as required under applicable laws. You represent that the information you provide from time to time is and shall be correct, current and updated and you have all the rights, permissions and consents to provide such information or data. Your providing the information and Jio' s consequent storage, collection, usage, transfer, access or processing of the same shall not be in violation of any third-party agreement, laws, judgments, orders or decrees.

4.3 However, any comments, messages, blogs, scribbles etc. posted / uploaded / conveyed / communicated by you on the public sections of the Website becomes published content and is not considered personal information subject to this Privacy Policy. You may request that such information be taken down and, we may attempt to remove any such information if it is technically feasible to do so and as per the applicable laws.

4.4 Further, with respect to Non-Personal Information automatically collected and stored in files, we shall use this information to understand and analyze trends, to administer our services, to learn about user behaviour on the Website. As Non-Personal Information does not personally identify you, we may use and disclose Non-Personal Information at our discretion.

#### **5. Sharing and Disclosure**

- 5.1 We do not sell or rent Personal Information to any third party entities. We limit the disclosure of the Personal Information to certain circumstances, as provided below:
- a. **Mergers or acquisitions:** In a scenario where we or our assets are merged or acquired by the other business entity, or during restructuring of business or re-organization, we may have to share information provided by you with the other business entities. Rest assured, if such a transaction occurs the other business entity or the newly combined business entity would be required to follow this Privacy Policy.
  - b. **Partners:** We engage a number of vendors, consultants, contractors and take support of our group companies or affiliates (hereon referred to as our “**Partners**”). Our Partners provide a host of services including contact information verification, website hosting, IT services, and other similar services. These Partners play a key role in seamless delivery of our products and services to you. These Partners and their employees operate under a contract and strict security and confidentiality restrictions. We may provide our Partners access to your information through our systems or may share your Personal Information with them to enable them to provide their services to you.
  - c. **Customer initiated sharing:** Whenever you request us to share your information with a third party website (for example, login to a third party using your RelianceID), we will provide a fresh notice and obtain consent from you regarding the details of the information that will be shared, before sharing the same. In such a case, Jio will not be in control of the information (shared with the third party website/ or data generated based on your usage on that website) and this Privacy Policy will not be applicable for any such use, access etc. Any processing, use, sharing of information provided by you to such third party website shall be as per the respective privacy policy of such applications and websites. The customer shall read and provide consent to the third party’s privacy policy before requesting Reliance to share the information.
  - d. **Government or judicial process:** We may share your information with the government / government authorities or agencies and legal or judicial authorities for any investigation or to comply with legal process or in response to a request by any of these authorities or to enforce applicable terms and conditions or to protect our, our users and Partners rights, privacy, safety or property.
  - e. **Legal reasons:** The information provided by you may be shared with our other entities and affiliates to help in detecting and preventing identity theft, frauds and other illegal activities; correlate or map related accounts to prevent misuse of our products & services and to provide you our services.
  - f. **Protection of Jio:** To protect your rights and/or those of our Partners, and to allow Jio to pursue available remedies or limit the damages that it may sustain in case of unauthorised use / misuse of our products or the content thereon, by third parties.

## 6. Storage, Retention and Security

- 6.1 We have adopted reasonable security practices and procedures, in line with international standard IS/ISO/IEC 27001, to include strategic, operational, managerial, technical, and physical security controls to safeguard and protect your Personal Information and Sensitive Personal Data or Information. We have implemented such measures, as stated above, to protect against unauthorized access to and unlawful interception of Personal Information and Sensitive Personal Data or Information. Additionally, we have adopted measures to ensure that your Personal Information and Sensitive Personal Data or Information is accessible to our employees or partners employees strictly on a need to know basis.
- 6.2 Our website, applications, portals, and network equipment have industry standard security precautions in place to protect from loss, misuse and alteration of information which is in our possession. Whenever you change or access your account information, we facilitate the use

of secure systems. The information in our custody and control is protected by adherence to reasonable security procedures in order to safeguard against unauthorized access. We apply encryption or other appropriate security controls to protect Personal Information and Sensitive Personal Data or Information when stored or transmitted by us.

- 6.3 Your information or data will primarily be stored in electronic form. However, certain information or data can also be stored in physical form.
- 6.4. We may enter into agreement with third parties to collect, store, process your information or data but under full compliance with applicable laws. These third parties may have their own security standards to safeguard your information or data and we will require such third parties to adopt reasonable security standards to safeguard your information / data on commercially reasonable basis.
- 6.5 We have taken appropriate steps for the security and protection of all our digital platforms including internal applications, however, we shall not be responsible for any breach of security or the disclosure of Personal Information for reasons outside our control, such as hacking, social engineering, cyber terrorism, espionage by third parties, or any events by way of force majeure such as sabotage, fire, flood, explosion, acts of God, civil commotion, strikes or industrial action of any kind, riots, insurrection, war, acts of government.
- 6.6 [The data collected from you shall be retained only for a limited duration necessary to fulfil the purposes outlined herein unless a longer retention period is required or permitted by law and only for the purposes defined above. Once the purpose is achieved, all Personal Information is deleted in a safe and secure mode.]

## **7. Third Party Websites, Applications and Services**

- 7.1 The Website may include links to other websites. Such websites/ are governed by their respective privacy policies, which are beyond our control. Once you leave our servers (you can tell where you are by checking the URL in the location bar on your browser), use of any information you provide is governed by the privacy policy of the operator of the website/application you are visiting. That policy may differ from ours. If you can't find the privacy policy of any of these websites/application via a link from the website's homepage, you should contact the website/application directly for more information.

## **8. Access, Correction and Deletion**

- 8.1 We strive hard to keep our records updated and accurate with your latest information. You shall be responsible to ensure that the information or data you provide from time to time is and shall be correct, current and updated and you have all the rights, permissions and consent to provide such information or data to us.
- 8.2. Based on technical feasibility and requirements of applicable laws, we will provide you with the right to review, access and modify the Sensitive Personal Data or Information that we maintain about you. We may perform verification before providing you access to this information. However, we are not responsible for the authenticity of the Sensitive Personal Data or Information provided by you.
- 8.3. Further, you have the right to withdraw the consent provided to us in relation to your Sensitive Personal Data or Information at any time in writing by sending an e-mail to us at [jjotalks@jio.com](mailto:jjotalks@jio.com), in accordance with the terms of this Privacy Policy. However, please note that withdrawal of consent will not be retrospective in nature and shall be applicable prospectively. In case you do not provide your information or consent for usage of Sensitive Personal Data or Information or subsequently withdraw your consent for usage of the Sensitive

Personal Data or Information so collected, Jio reserves the right to discontinue the Services for which the said information was sought.

- 8.4. You may note that correction or deletion of certain information or data may lead to cancellation of your registration with the Website or your access to certain features of the Website. You also agree and acknowledge that certain data or information cannot be corrected or deleted and/or is prohibited from being deleted under any applicable law or in lieu of law enforcement requests or under any judicial proceedings.

**9. Queries and Complaints**

We are committed to protect your Personal Information collected and processed by us and look forward to your continued support for the same. In case of any complaints regarding protection of your Personal Information, you can contact us at [jiotalks@jio.com](mailto:jiotalks@jio.com). Alternatively, you may also direct your privacy-related feedback or concerns to us at [jiotalks@jio.com](mailto:jiotalks@jio.com)