

PRIVACY POLICY

DEL PD PUMPS & GEARS PRIVATE LIMITED (hereinafter referred to as “**We**”, “**Us**”, or “**Our**”) is concerned about the privacy of the users (hereinafter referred to as “**User**”) of its website accessible via the domain name www.delpump.com (“**Website**”). This privacy policy (“**Privacy Policy**”) describes Our policies and procedures for collection, use, storage, processing, disclosure and protection of any information, including, but not limited to, business, sensitive or personal information provided by the User while using the Website.

This Policy constitutes a legal agreement between the User, as the user of the Website, and Us, as the owner of the Website. The User must be a natural person who is at least 18 years of age. If the User is less than 18 years of age, the User must read through this Privacy Policy with his/her parent or legal guardian, and in such a case this Privacy Policy shall be deemed to be a contract between Us and User’s legal guardian or parent and to the extent permissible under applicable laws, enforceable against the User.

By visiting or accessing the Website and voluntarily providing Us with information (personal and/ or non-personal), the User is consenting to Our use of it in accordance with the terms of this Privacy Policy. If the User does not agree with the terms and conditions of this Privacy Policy, the User shall not proceed further to use and access this Website.

The use of the Website by the User will be governed by this Privacy Policy as applicable to the Website together with all policies, notices, guidelines, disclaimers that are published and shared by Us from time to time which are incorporated herein by way of reference and such other terms as may be applicable to the User in his/her capacity as a user of the Website. This Privacy Policy shall be enforceable against the User in the same manner as any other written agreement.

We may update this Privacy Policy from time to time. The User must periodically review the Privacy Policy for the latest information on our privacy practices prior to sharing of information or use of the Website hereof.

1. PURPOSE

The purpose of this Policy is to ensure that the information provided by the User is used, processed, disclosed, and stored in accordance with the applicable laws. The information stored in such manner shall be protected by Us in accordance with the terms and conditions set out in this Privacy Policy. This Privacy Policy explains:

- (a) What information is collected and why such information is collected;
- (b) How such information is used; and
- (c) How such information can be accessed and updated.

Please read the following Privacy Policy to learn about Our information gathering and dissemination practices.

2. INFORMATION WE COLLECT

We collect information for Our business. During the use of the Website by the User, We may collect and process such information provided by the User, including but not limited to the information mentioned below:

(a) Personal Information

This includes the information that can be used to uniquely identify or contact the User. In order to provide access to the Our Website, and provide relevant information desired by the User, We may collect a variety of information, including but not limited to, the name, postal address, phone number, and email address (“**Personal Information**”). We may collect any other information that We are required to collect as required to provide information specific to the User’s requirements (including but not limited to liquid for which pump is required, flow rate of required pump, suction pressure, specific gravity, solids percentage, solids size, viscosity range, pumping temperature range and discharge pressure) and as may be required under applicable law in India.

Personal Information is collected from the User in a voluntary fashion when the User provides the credentials on the Website. The User may choose to not provide such Personal Information to Us. However, it is clarified that Personal Information may also contain any chats, texts, videos, audios, files which are used or shared by the User, either alone or in conjunction with any other user of the Website and any such chats, texts, videos, audios, files may be recorded and/or stored by the Website.

The User is required to ensure that their contact information and preferences are accurate, complete and up to date. We shall also provide the User with the opportunity to request correction of the User’s Personal Information if the same is inaccurate or to delete the data. Further, We may decline to process requests which We find to be contrary to the terms laid down in this Privacy Policy or any other applicable laws, or which require disproportionate technical effort, jeopardize the privacy of others or are extremely impractical.

(b) Non-Personal Information

Non-Personal Information is any information that does not reveal the User’s specific identity, such as, browser information, information collected through Cookies (*as defined below*), pixel tags and other technologies, demographic information, *etc.* As is true with most websites or applications, Our Website gathers some information automatically when the User visits the Website and stores it in log files. When the User uses the Website, We may collect certain information about the User’s computer to facilitate, evaluate and verify the User’s use of the Website. For example, We may store environmental variables, such as browser type, operating system, speed of the central processing unit (CPU), referring or exit web pages, click patterns and the internet protocol (IP) address of computer of the User. This information is generally collected in aggregate form, without identifying any user individually.

(c) Cookies

Cookies are pieces of information that are stored on a User's PC when the User accesses a Website. The Website may use temporary cookies to help the User access some of the special functions within the database driven areas of the Website. Once the User leaves Our Website, these cookies expire.

We partner with certain third parties such as vendors, service providers to offer You some services, and We may receive certain information directly from those third parties. We will not collect Sensitive Personal Information from You unless the collection of such information or data is considered necessary for the purpose for which it is being collected.

3. USE OF THE INFORMATION

We, or third parties authorised by Us, may use the information provided by the User in the following ways, viz:

- (a) For advertising and marketing communications. We may also share Non-Personal Information with third parties such as, Our advertisers, sponsors, investors, advisors, business partners;
- (b) To provide Users with Our product/service recommendations based on their specified requirements;
- (c) To update the User about the status of the Website and provide the User any agreed assistance or support with respect to the Website;
- (d) To verify whether the User is entitled to access and use the Website, or any of the products and services made available through the Website;
- (e) To provide any value-added services, either through itself or through a third party service provider in the Website;
- (f) To update the User upon the development and news in relation to the Website;
- (g) Provide the User updates for any events conducted by Us;
- (h) Analyze how the Website is used, diagnose service or technical problems, maintain security;
- (i) To help the User efficiently access the Website;
- (j) Monitor aggregate metrics such as total number of viewers, visitors, traffic, and demographic patterns;
- (k) To carry out Our obligations and to process transactions arising from any contracts entered into between the User and Us or the User and any other user of the Website;
- (l) To notify the User about changes on the Website;
- (m) Notify the User, if possible, in the event We become aware of any breach of the security of information of any User and take appropriate action to the best of Our ability to remedy such a breach; and

- (n) To enable Us to comply with legal and regulatory obligations.

We will use and retain the User's information for such periods as necessary to comply with Our legal obligations, resolve disputes, and enforce Our agreements.

4. INFORMATION SECURITY

- (a) We use reasonable safeguards to protect and preserve the integrity and security of the information of the User against unauthorized access, loss, theft, unauthorised, reproduction, use or amendment, disclosure or destruction of information We hold. We encrypt Our Website using secure server software. We use reasonable security practices and procedures and use secure servers as mandated under applicable laws for the protection of information of the User.
- (b) We limit the disclosure of Personal Information to Our employees, affiliates, and business associates, on a "need-to-know" basis, and only if the disclosure will enable that entity to provide Us with business, professional, or technical support or fulfill the User's request. However, We are not responsible for any breach of security or for any actions of any third parties that receive the Personal Information of the User. We are also not liable for any voluntary disclosure of Personal Information by the User to any other user of the Website or any other person who the User have contacted through the Website.
- (c) By using the Website, the User accepts the inherent security implications of data transmission over the internet and the world wide web which cannot always be guaranteed as completely secure. Therefore, use of the Website by the User will be at its own risk.
- (d) Notwithstanding anything contained in this Privacy Policy or elsewhere, We shall not be held responsible for any loss, damage or misuse of Personal Information of the User, if such loss, damage or misuse is attributable to a Force Majeure Event (*as defined below*) or any act or omission attributable to the User or any person claiming on the User's behalf. A "**Force Majeure Event**" shall mean any event that is beyond Our reasonable control and shall include, without limitation, sabotage, fire, flood, pandemic or epidemic, explosion, acts of God, civil commotion, strikes or industrial action of any kind, riots, insurrection, war, acts of government, computer hacking, unauthorised access to computer, computer system or computer network, computer crashes, breach of security and encryption (provided beyond Our reasonable control), power or electricity failure or unavailability of adequate power or electricity.
- (e) The User agrees and acknowledges that We shall retain all information provided by the User until such time as is required by the applicable law or until it is required for Our internal use, whichever is later.

5. INFORMATION WE SHARE

- (a) We may disclose any information provided by the User on the Website as may be deemed to be necessary or appropriate: (i) under applicable law, including laws outside the User's country of residence; (ii) to comply with legal process; (iii) to respond to requests from government authorities including government authorities outside the User's country of residence; (iv) to protect Our operations or those of any of Our affiliates; (v) to, safety protect Our rights, privacy or property, and/or that of Our affiliates, the User or others; and (vi) to allow Us to pursue available remedies or limit the damages that We may sustain.
- (b) We may share Personal Information with other corporate entities and affiliates to help detect and prevent identity theft, fraud and other potentially illegal acts and to prevent abuse of Our Website. We may disclose Personal Information to Our third-party providers including but not limited to those who provide products or services such as contact information verification, payment processing, Website hosting, data analysis, infrastructure provision, IT services, auditing and legal services and other similar services. In such an event, the third parties' use of the User's information will be bound, among other things, by confidentiality obligation and the Privacy Policy. We may store information in locations outside Our direct control (for instance, on servers or databases co-located with hosting providers). Other than as described in this Privacy Policy and, where relevant, other applicable privacy policies or addendums, we will never provide the User's Information to any third parties without the User's consent, unless We believe in good faith that We are required or permitted to do so under applicable laws or to protect and defend the Our rights and/or property.
- (c) We may share your Personal Information with our partners, service providers and other users on the Website so that they provide their services effectively and smoothly as per your requirements.
- (d) We may be involved in the transaction of a merger, acquisition, sale of assets, business re-organization, bankruptcy etc. During such a process, We may sell, transfer or otherwise share some or all of our assets which may include the Personal Information of the User. Any such third party to whom We transfer, or sell shall have the right to continue to use the information that the User provide to Us or collected by Us immediately prior to such transfer or sale. On completion of the sale or transfer, the Privacy Policy of the third party shall apply with respect to the information of the User. To stay updated about such business transactions, please read this Policy from time to time.
- (e) We assume no liability for any disclosure of information due to errors in transmission, unauthorised third party access or other acts of third parties, or acts or omissions beyond Our reasonable control and the User agrees that the User will not hold Us responsible for any breach of security unless such breach has been caused as a direct result of Our gross negligence or wilful default.

6. LINKS TO THIRD PARTY SITES

Our Website may, from time to time, contain links to the websites of Our partner networks, affiliates and other third parties, whose privacy policy may differ from that of Ours. The inclusion of a link does not imply any endorsement by Us of such third-party website, the website's provider, or the information on the third-party website. If the User follows a link to any of these websites, please note that these websites may be governed by their own privacy policies and We disclaim all responsibility or liability with respect to these policies or the websites. Please check these policies and the terms of the websites before the User submit any information to these websites.

7. CHANGE IN PRIVACY POLICY

We may update this Privacy Policy at any time, with or without advance notice. In the event there are significant changes in the way We treat the Personal Information of the User, We will display a notice on the Website. Unless stated otherwise, this Privacy Policy applies to all information that We have about the User. Notwithstanding the above, We shall not be required to notify the User of any changes made to the Privacy Policy. If the User uses the Website after notice of changes has been published on the Website, the User's continued use of the Website shall mean the User's deemed consent to the changed practices.

8. DELETION AND CORRECTION OF INFORMATION

If the User wishes to have the information or data that the User have provided to Us deleted, the User can always do so by sending a request to via e-mail to [•]. The User agrees and acknowledges that certain data or information cannot be corrected or deleted or prohibited to be deleted as required under any applicable law, law enforcement requests or under any judicial proceedings. Any information that is sought to be deleted, shall be deleted from the user interface of the Website but may be retained on our servers for such period as may be required under applicable laws or as per our internal policies or any third-party vendor engaged by us. The User acknowledges and agrees that We and/or any third-party vendor engaged and authorised by Us shall be entitled to retain such information to the extent required under this clause and We disclaim any liability or obligation not specifically agreed hereunder with respect to such information. The User also agrees that any aggregated information or data based on the analysis or benchmarking activity undertaken by Us, either manually or through related algorithms, shall be Our sole property and We shall neither have the obligation to delete it or provide such aggregated information or data to the User.

9. EXCLUSION

This Privacy Policy does not apply to any information other than such information collected by Us through the Website. This Privacy Policy shall not apply to any unsolicited information the User provides Us through this Website or through any other means. This includes, and is not limited to, information posted to any public areas of the Website. All such unsolicited information shall be deemed to be non-confidential, and We shall be free to use, process or disclose such unsolicited

information without any limitations. We make no representation that the content contained on the Website is appropriate. Our responsibility with respect to such information shall be as per the applicable laws. If the User intends to use or access the Website from outside territory as may be defined by Us from time to time, the User may do so at the User's own risk and is responsible for compliance with the laws of such jurisdiction.

10. SEVERABILITY

We have taken every effort to ensure that this Privacy Policy adheres with the applicable laws. The invalidity or unenforceability of any part of this Policy shall not prejudice or affect the validity or enforceability of the remainder of this Privacy Policy. This Privacy Policy does not apply to any information other than the information collected by Us through the Website.

11. WAIVER

Any rights or remedies under this Privacy Policies may be waived by a notice provided to Us in writing. Delay in exercising or non-exercise of any such right or remedy does not constitute a waiver of that right or remedy, or any other right or remedy.

12. GOVERNING LAW AND JURISDICTION

This Privacy Policy are governed by and construed in accordance with the laws of India. Any dispute arising out of or in connection with the use of the Website or this Privacy Policy shall be subject to the exclusive jurisdiction of the courts in [•].

13. QUESTIONS AND GRIEVANCES

The User's grievances, questions, o4 feedback regarding this Privacy Policy should be directed to Our grievance officer whose details are as follows:

Name: **Hemant Niranjn Deliwala**

Email Id: hnd@delpump.com