

# Privacy Policy

## Introduction:

At Vendekin Technologies Pvt. Ltd. and its subsidiaries and affiliates (hereinafter collectively referred to as “Vendekin”, “We”, “Us” or “Our”) we understand the care you assign towards usage and sharing of your information and we appreciate your unwavering trust that we will do so carefully. This notice describes our privacy policy.

This Privacy Policy describes how we collect, use, and disclose information when you visit or use our website <https://www.vendekin.com/> (the “Site”) and our mobile application in the name of Payekin in UK and US and Vendekin in India (the “Application”), collectively “Services”.

This Privacy Policy explains what information of yours will be collected by us when you access the Services, how the information will be used, and how you can control the collection, correction and/or deletion of information. We will not knowingly use or share your information with anyone except as described in this Privacy Policy. The use of information collected through our Site shall be limited to the purposes under this Privacy Policy and our [Terms of Use](#).

By visiting our Site or providing your personal information by signing up or logging in our Application you are accepting and consenting to the practices described in this policy. Please note that this includes consenting to the processing of any personal information you provide, as described below.

Please review this Privacy Policy carefully. By using our Services, you consent to the use and sharing of your personal information as described in this Privacy Policy. IF YOU DO NOT AGREE WITH THESE PRACTICES, PLEASE DO NOT USE THE SERVICES, OR OTHERWISE PROVIDE US WITH YOUR PERSONAL INFORMATION.

## Some key terms

In our Privacy Policy:

- **“User(s)”** (hereinafter collectively referred to as “You”, “Your”, “User”), mean our user(s) who use our Services
- **“User Content”** means all electronic data, text, messages or other materials, including personal data of Users, submitted to the Service(s) by You in connection with Your use of the Service(s).
- **“Applicable Data Protection Law”** means the General Data Protection Law, Data Protection Act and Personal Data Protection Bill.

## Scope:

This policy covers the below mentioned:

- [Applicability of this Privacy Policy](#)
- [What personal information about Customers does Vendekin collect?](#)
- [Use of Information](#)
- [Collection and Use of Non-Personal Information](#)
- [Legal Basis for Collecting and Using Information](#)
- [Cookies and Similar Technologies](#)
- [Sharing of Information](#)
- [Storage and Transfer of Personal Information](#)
- [How long we keep your information](#)
- [Security of your information](#)
- [Your Information Your Rights](#)
- [Location-Based Services](#)
- [Integrity and Retention of Personal Information](#)
- [Links to other sites](#)
- [Maintaining Accurate Contact Information](#)
- [Consent](#)
- [Electronic delivery of communications](#)
- [Your Information Your Choice](#)
- [Privacy of Children](#)
- [Your acceptance of these terms](#)
- [Privacy Policy Changes](#)
- [We respect your valuable comments](#)

## **Applicability of this Privacy Policy**

This Privacy Policy applies to information that we collect about you when you use:

- Our websites;
- Our mobile applications for Android and iOS;

## **What personal information about Customers does Vendekin collect?**

Personal information is information that can be used to specifically or explicitly identify or contact a single person. The information we learn from customers can be broadly classified into three categories as mentioned below, such information helps us personalize and continually improve our services and hence your experience:

### **✓ Information you provide us:**

We receive and store any information you enter when you access our Services by signing up or logging in our Application or give us in any other way. For example, during account registration, you provide us with name, email address, phone number. We use the information that you provide for purposes such as giving you our Services, responding to your requests/complaints, to convey across any promotional offers (such as reward points) from us.

You may also provide us with information when you respond to surveys, communicate with our customer support about a support question, post a question about any dispute, or sign up for a newsletter. When you communicate with us via form, email, phone, we store a copy of our communications (including any call recordings as permitted by applicable law).

By providing us with this information, you expressly consent to our use of your personal data in accordance with this Privacy Policy.

#### ✓ **Information we collect automatically:**

We receive and store certain types of information whenever you are logging in our Application or are looking for any of the Services. For example, like many mobile Applications, we use location to provide you with location-based services, but this is only done with your permission.

We collect information about your location and your mobile device including a unique identifier for your device other technical information about user means of connection to our Application. Also we collect technical information about the hardware of your mobile device such versions of phone model, Bluetooth identifier and other similar information if any for making you avail out Services, We also use information about whether you have clicked on any links in any e-mails sent from us and whether you have chosen to opt-out of certain services or information sharing and other metadata concerning with your usage of our Services.

#### ✓ **Information from Other Sources:**

Application may collect information that you submit to any third-party service you access from the links contained within the Services (for example, "Paytm, Paylo"). We shall not be responsible for or liable for the use or misuse of the same by any third party. Please read that company's privacy policy for more information. Please refer to our Disclosure Policy for information about the third parties we work with.

In the case you take advantage of our gifting services, such as sending vouchers or invite others to join the services, Vendekin may collect the information you provide about those people such as name, address, email address, and telephone number.

We may also collect information from your social media sites if any associated with the Application, such information is solely controlled by them, and if information from any social media sites is sent to us, you agree that we may collect store and use this information in accordance with our own privacy policy.

## **Use of Information**

We may use your personal information including but not limited to the following purposes:

- To administer your use of our Services
- To provide you with our products you explicitly requested for

- To better understand your needs and interests
- To better understand and improvise our products and services by improvising and modifying our Application
- To facilitate your use and personalize your experience
- To resolve any dispute that occurs in the course of providing you with our services and products
- To respond to your inquiries or fulfil your requests for information about our Service(s)
- To provide you with information about our Services and sending you information and materials from us including promotional marketing communication
- To help you address problems with the Application, including any technical problems
- To detect and prevent identity theft, fraud, and other potentially illegal acts as well as protecting the integrity of our Application.
- To personalise the user experience by using your information to understand, customer interest and other trends among our users
- To provide information to law enforcement agencies or in connection with an investigation on matters related to public safety
- To resolve disputes and troubleshoot problems
- To help with any investigations or complaints
- To help develop Vendekin business by using the information for promotions and marketing purposes
- To provide you with relevant information or Services that you request from us or which we feel may interest you based on previous interactions
- To access your phones' camera to scan the QR code to identify machines.

### **Collection and Use of Non-Personal Information:**

We may collect non-personal information; data we collect about the use of the services or about a group or category of services or users, from which individual identities or other personal information has been removed or in an anonymized form that does not directly identify you.

We may also collect

- ✓ **Technical Communication:** We use secured Bluetooth connectivity for technical communication only i.e. communication between Hardware and the Application, where no personal information is transferred/shared.
- ✓ **Demographical Information:** We may use data such as age range, gender, time zone, state, city, area code, zip code, climate characteristics, language preference & device identifier to determine to whom we should tailor services.

- ✓ **Transactional Data:** We may use data such as what kind of device was used to make the transaction, was the transaction successful, over what route the transaction came, how long it takes to complete the transaction, etc to improve our Services.
- ✓ **Behavioural Information:** We may use behavioural data such as where the transaction took place, time of year, time of day, what was purchased, whether it is a repeat transaction as such information helps our corporate customers improve the products and services they provide to you as a consumer and helps us to determine how we should tailor services.

In the case non-personal information is combined with personal information, the result will be treated as personal information.

## **Legal Basis for Collecting and Using Information**

Our legal grounds for processing information about, which is that our use of your information is based on the grounds that:

- (1) The use is necessary in order to fulfil our commitments to you under the applicable terms of service or other agreements with you or is necessary to administer your account.
- (2) The use is necessary for compliance with a legal obligation; or
- (3) We have a legitimate interest in using your information — for example, to provide an update with our Services; to improve our Services so that we can offer you an even better user experience; to safeguard our Services; to communicate with you; to measure, gauge, and improve the effectiveness of our advertising; and to understand our user retention and attrition; to monitor and prevent any problems with our Services; and to personalize your experience; or
- (4) You have given us your consent — for example before we access your camera on your device for scanning the code, we ask for explicit consent from you.

## **Cookies and Similar Technologies**

Cookies are bits of electronic information that a website may transfer to a visitor's computer to identify specific information about the visitor's visits to a website. The Site uses a browser feature known as a cookie, which assigns a unique identification to your computer, in case you do not wish us to collect such information kindly change the settings on your web browser.

The Vendekin services are enabled through Bluetooth technology. So, cases wherein the Bluetooth is not working properly due to which we are not able to deliver our products to you in such cases only Application may restart the Bluetooth connection.

## **Sharing of Information**

We provide your personal information to our other corporate entities and affiliates. These entities and affiliates may market to you as a result of such sharing unless you are explicitly opt-out.

We may disclose your personal information to third parties who are obligated to use the personal information that we share with them, in order to enable you to avail and access our Services in order to help us run our business, to comply with our legal obligations, to enforce our User Agreement, to facilitate only our marketing and advertising activities, or to prevent, detect, mitigate, and investigate fraudulent or illegal activities related to our Services.

These third parties include but are not limited to anyone whom we may employ to provide customer support, managing data, delivering products and services, conduct research, and assess your interest in the products and services.

We may also disclose personal information when necessitated or compelled by law, or for any legal process, or in case of any legitimate requests from authorities it may become important or may believe in good faith that such disclosure is reasonably necessary to respond to the summons, court orders, or another legal process.

We may also disclose personal information for the purposes of public importance, such as the enforcement of the law, public health and safety or national security.

We may disclose some or all of your personal information with another business entity should we plan to merge with or be acquired by that business entity, or reorganisation, amalgamation, restructuring of business. In these cases, your information will likely be one of the assets that are transferred.

In the course of our business and to provide you with the Services we may also share with third-party aggregate information or information that does not personally identify you.

For example, we use Stripe to manage our payments, but we reserve the right to change this service provider at any time for any reason. Your credit card information will also be subject to our payment processor's privacy policy in addition to ours.

PLEASE READ THE PRIVACY POLICY ON THE WEBSITE OF ANY PAYMENT PROCESSOR THAT YOU ARE DIRECTED TO REGARDING THE USE, STORAGE AND PROTECTION OF YOUR CREDIT CARD INFORMATION BEFORE SUBMITTING ANY CREDIT CARD INFORMATION. When you make a charge, we shall display a completed charge screen. This is your electronic receipt. You should print or save this electronic receipt for your records. YOU REPRESENT AND WARRANT THAT YOU HAVE THE LEGAL RIGHT TO USE ANY CREDIT CARDS, DEBIT CARDS OR OTHER PAYMENT MEANS USED TO INITIATE ANY TRANSACTION.

## **Storage and Transfer of Personal Information**

Your personal data and files are stored in India, on our servers and our cloud partners i.e. Google Cloud Platform

The information that we collect from you may be transferred to and stored in, a country outside India. It may also be processed by staff operating outside India who works for us. By submitting your personal information, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal information, we cannot guarantee the security of your information transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorized access.

## **How Long We Keep your Information**

We discard information about you when we no longer need the information for the purposes for which we collect and use it and also when we are not legally required to continue to keep it. Also, we shall retain your personal and non-personal information after closing your account, when that information is reasonably needed to comply with legal obligations such as law enforcement requests, or reasonably needed for our legitimate business interests.

## **Security of your information**

We understand that the security of your personal information is important. Vendekin uses multiple safeguards to protect your personal information against misappropriation, loss, theft, unauthorized access, alteration and destruction. These include physical devices, technical know-how, policies and procedures and administrative steps. In addition, Purchase made through Vendekin are made through an encryption known as SSL. While we provide administrative, technical, and physical security controls to protect your personal information. At the same time, it is important for you to protect against unauthorized access to your password and to your mobile. However, despite our efforts, no security controls are 100% effective and we cannot ensure or warrant the security of your personal information. For more information about the security practises we follow please write to us at [dpo@vendekin.com](mailto:dpo@vendekin.com).

## **Your Information Your Rights**

You have the right with respect to your personal data, as applicable by law for the country you reside in and use our Services, subject to any exemptions provided by the law.

Your right includes but not limited to the following:

Right to access to your personal data;

Right to correction or deletion of your personal data;

Right to object to our use and processing of your personal data;

Right to request that we limit our use and processing of your personal data; and

Right to request portability of your personal data.

You can usually access, correct, or delete your personal data using your account settings, but if you aren't able to do that, or you would like to contact us about one of the other rights, you can reach out to us at [dpo@vendekin.com](mailto:dpo@vendekin.com)

## **Location-Based Services**

Vendekin may collect, use and share location data, including precise location data and real-time geolocation data in combination with Transactional Data in order to provide other users product and service information in real time. This information is anonymized and aggregated and will not personally identify users.

## **Integrity and Retention of Personal Information**

Vendekin has a commitment to privacy which we communicate and reiterate to our employees, and strictly enforce privacy and security. Should you wish to close your account and end your relationship with Vendekin, we will “close” such account, but retain personal information to collect fees or redeem the value, resolve disputes, or assist with any action required or permitted by law.

## **Links to other sites**

You may choose to enable or log in to our Services via various online services like Google, including social networking services like Facebook etcetera. Our services also may enable you to access social networking services such as Facebook, Twitter, LinkedIn, or Google (collectively, “Social Network”) directly or indirectly through our Services.

When you link a Social Network account to our App or log into our Service(s) using your Social Network account, we may collect relevant information necessary to enable our Service(s) to access that Social Network and your data contained within that Social Network. We may share your information with the operator of that Social Network to facilitate or enhance the delivery of that Social Network or other Service(s) to you. A Social Network may provide us with access to certain information that you have provided to them, and we will use, store, and disclose such information in accordance with this Privacy Policy. Additionally, a Social Network may collect personal information and information about your use of our Site or Service(s) automatically. The manner in which a Social Network collects, uses, stores, and discloses your information is governed by the policies of such third parties and Vendekin shall have no liability or responsibility for the privacy practices or other actions of any Social Network that may be enabled within its Service(s).

## **Maintaining Accurate Contact Information**

You agree to keep the email address, the phone number you give us to use to communicate with you up to date, complete and accurate.

You agree to update your contact information when needed and acknowledge that if we do not have accurate contact information, we may not be able to communicate with you.

For receiving any written, physical communications from Vendekin, you must provide your complete and accurate physical address.

## **Consent**

By using the Application and/ or by providing your information, you consent to the collection and use of the information you disclose on the Application in accordance with this Privacy



Policy, including but not limited to your consent for sharing your information as per this privacy policy.

You may withdraw your consent to collection and use of the information by writing to us at Epi Centre, 403, Old Mumbai highway Above Royal Enfield showroom Near shoppers Stop Wakdewadi, Pune 411004 India , or, ironically, contacting us by email at [support@vendekin.com](mailto:support@vendekin.com) .

## Electronic delivery of communications

You agree and consent to receive electronically all communications, that we provide in connection with your Vendekin account (“Account”) and your use of our services. You agree that Vendekin may rely on your information as complete and accurate. you agree to keep the email address you give us to use to communicate with you up to date, complete and accurate. You agree to update your contact information when needed and acknowledge that if we do not have accurate contact information, we may not be able to communicate with you.

## Your Information Your Choice

- ✓ **Limit Access to Information on Your Mobile Device:** Your mobile device operating system should provide you with the ability to discontinue our ability to collect stored information or location information via our Application. If you do so, you may not be able to use certain features.
- ✓ **Opt-Out of Marketing Communications:** You may opt out of receiving promotional communications from us. Just follow the instructions in those communications or let us know. If you opt out of promotional communications, we may still send you other communications, like those about your account and legal notices.
- ✓ **Delete Your Account:** While we’d be very sad to see you go, if you no longer want to use our Services you can ask us to delete your account, and in case you instruct us to delete your account we shall retain your personal and non-personal information after closing your account, when that information is reasonably needed to comply with legal obligations such as law enforcement requests, or reasonably needed for our legitimate business interests.

## Privacy of Children

We recognize the importance of children's safety and privacy. We do not request, or knowingly collect, any personally identifiable information from children under the age of 18 in India, over 13 - 18 in the US and 18 in the UK. Vendekin is very sensitive to privacy issues regarding children. By providing your personal information to one of our representatives or signing up or logging in you are claiming yourself to be an adult.

If you believe that any child under the age has posted any personal information anywhere on our website, please contact us immediately at and provide as much information as you can to help us locate and delete the personal information.

If a parent or guardian becomes aware that his or her child or any other child under the age of 18 has provided us with personal information, he or she should write to us at

## **Your acceptance of these terms**

By using our Application, you signify your acceptance of this policy. If you do not agree to this policy, please do not use our Application. Your continued use of the Application following the posting of changes to this policy will be deemed your acceptance of those changes.

## **Privacy Policy Changes**

Although most changes are likely to be minor, Vendekin may change its Privacy Policy from time to time. Vendekin encourages visitors to frequently check this page for any changes to its Privacy Policy. If we make changes, we will notify you by revising the changelog below, and, in some cases, we may provide additional notice. Your further use of the Services after a change to our Privacy Policy will be subject to the updated policy.

## **We respect your valuable comments**

Vendekin welcomes your comments regarding this Privacy Policy. If you believe that we have not adhered to this Policy or If you have questions or concerns with respect to our Privacy Policy, please write to us at Epi Centre, 403, Old Mumbai highway Above Royal Enfield showroom Near shoppers Stop Wakdewadi, Pune 411004 India or email us at [dpo@vendekin.com](mailto:dpo@vendekin.com)

This Privacy Policy was last updated on 11 July 2019