

**This Privacy Policy applies to Gaia, Smart Feedback, and SmartFeedback.in**

Gaia and SmartFeedback.in (“Gaia”, “Smart Feedback”, “we”, “our”, and/or “us”) recognizes the importance of maintaining the privacy of individuals who use our devices, applications, websites, and other related services (collectively, “Gaia Smart Feedback” and/or “feedback solutions”). We value your privacy and appreciate your trust in us. This Policy describes how we treat user information we collect via multiple channels such as button based devices, apps, interactive web pages, and others. This Privacy Policy applies to current and former visitors to our website and to our online customers. By visiting, reading, and/or using our website, our feedback solutions via offline or online channels, online platforms, dashboards, or offline interactions, you agree to this Privacy Policy.

Gaia and Gaia Smart Feedback is a property of Gaia Smart Cities Solutions Private Limited, an Indian Company registered under the Companies Act, 2013 having its registered office at No B - 1303 , Plot 1 - A/B, C Sector 46 A, Nerul, Navi Mumbai - 400 706.

**Information we collect**

**Contact information.** We might collect your name, email, mobile number, phone number, street, city, state, pin code, country and IP address.

**Payment and billing information.** We might collect your billing name, billing address and payment method when you buy a solution. We NEVER collect your credit card number or credit card expiry date or other details pertaining to your credit card on our website. We work with online payment transfers from your bank to our bank.

**Information you post.** We might collect information you post in a public space on our website or on a third-party social media site belonging to SmartFeedback.in and Gaia.in.

**Demographic information.** We may collect basic demographic information about you, such as gender, age, occupation, or any other information provided by you during the use of our feedback solutions. We might collect this as a part of a survey also.

**Other information.** If you use our website or online platforms, we may collect information about your IP address and the browser you're using. We might look at what site you came from, duration of time spent on our website, pages accessed or what site you visit when you leave us. We might also collect the type of mobile device you are using, or the version of the operating system your computer or device is running.

**We do not collect Sensitive Information.** We do not collect any sensitive information regarding race, ethnicity, religious beliefs, political views, genetic data, health or mortality information, or financial information.

**We collect information in different ways.**

**We collect information directly from you.** We collect information directly from you when you give feedback on a Smart Feedback portal or app. We also collect information if you post a comment on our websites or ask us a question through phone or email.

**We collect information from you passively.** We use tracking tools like Google Analytics, Google Webmaster, browser cookies and web beacons for collecting information about your usage of our website.

**We might get information about you from third parties.** For example, if you use an integrated social media feature on our websites. The third-party social media site will give us certain information about you. This could include your name and email address.

**We do not share your information with other third parties.** Your information resides safely with us, and remains private. If you are a business customer, details of your clients or users will be available only to you, but not to any other third parties.

#### **Use of your personal information**

**We use information to contact you:** We might use the information you provide to contact you for confirmation of your feedback or service request or for other promotional purposes.

**We use information to respond to your requests or questions.** We might use your information to confirm your response or send you status updates on your service request.

**We use information to improve our products and services.** We might use your information to customize your experience with us, or the services of the business to whom you are giving your valuable feedback. This could include displaying content based upon your preferences.

**We use information to look at site trends and customer interests.** We may use your information to make our website and products better. We may combine information we get from you with information about you we get from third parties.

**We use information for security purposes.** We may use information to protect our company, our customers, or our websites.

**We use information for marketing purposes.** We might send you information about special promotions or offers. We might also tell you about new features or products. These might be our own offers or products, or third-party offers or products we think you might find interesting.

**We use information to send you transactional communications.** We might send you emails or SMS about your feedback or service request or response to your complaint.

We use information as otherwise permitted by law.

#### **Sharing of information with third-parties**

**We might share information with third parties who perform services on our behalf.** We might share information with vendors who help us manage our transactional message processors or trouble ticket management system. Some vendors may be located outside of India.

**We will share information with our business partners.** This includes a business that uses our solutions to capture feedback, at a point of interaction or online. Our partners use the information we give them as described in their privacy policies.

**We may share information if we think we have to in order to comply with the law or to protect ourselves.** We will share information to respond to a court order or subpoena. We may also share it if a government agency or investigatory body requests. Or, we might also share information when we are investigating potential fraud.

**We may share information with any successor to all or part of our business.** For example, if part of our business is sold we may give our customer list as part of that transaction.

**We may share your information for reasons not described in this policy.** We will tell you before we do this.

## **Safety of Information**

**Information Security.** We save information with due encryptions and cybersecurity protection to ensure there is no loss, leakage, or misuse of information shared with us.

**Information Storage.** We save information to meet the business needs of our business partners, who are using our feedback solutions to interact with their own clients. Data could be stored for a year or more, depending on their own policies.

## **Email Opt-Out**

**You can opt out of receiving our marketing emails.**

To stop receiving our promotional emails, please email [sales@gaia.in](mailto:sales@gaia.in). It may take about ten days to process your request. Even if you opt out of getting marketing messages, we will still be sending you transactional messages through email and SMS about any responses to your services requests or feedback for services that use our feedback solutions.

## **Third party sites**

If you click on one of the links to third party websites, you may be taken to websites we do not control. This policy does not apply to the privacy practices of those websites. Read the privacy policy of other websites carefully. We are not responsible for these third party sites.

## **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. Rohit Nigam

Gaia Smart Cities

Phone: +91-9669916336.

Email: [sales@gaia.in](mailto:sales@gaia.in)

If you have any questions about this Policy or other privacy concerns, you can also email us at [sales@gaia.in](mailto:sales@gaia.in).

## **Updates to this policy**

This Privacy Policy was last updated on 06.09.2018. From time to time we may change our privacy practices. We will notify you of any material changes to this policy as required by law. We will also post an updated copy on our website. Please check our site periodically for updates.

## **Jurisdiction**

If you choose to visit the website, your visit and any dispute over privacy is subject to this Policy and the website's terms of use. In addition to the foregoing, any disputes arising under this Policy shall be governed by the laws of India.