

Privacy policy

This privacy policy applies to your use of the platforms located at <https://renewshare.com/> (hereafter known as “RenewShare Website”) but does not apply to any third-party sites that may be linked to them, or any relationships you may have with the portfolios listed on RenewShare Website.

The terms “we”, “us”, and “RenewShare” “RenewShare Website”, “RenewShare Applications” (Collectively referred to as “RenewShare Platforms”) refers to “Artha Energy Resource LLP” and the terms “you” and “your” refer to you as a “User” of RenewShare Platforms.

The capitalized terms that are used but not defined in this privacy policy will have the same meaning as in our terms of use.

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 Artha Energy Resource LLP. The terms of this privacy policy will be effective upon your acceptance of the same (directly or indirectly in electronic form, clicking on the ‘I accept’/ tick box of the privacy policies tab or by use of the website or by other means as applicable) and will govern the relationship between you and Artha Energy Resource LLP. for your use of the RenewShare Website or RenewShare Platform.

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, receipt, storage processing, disclosure, protection and transfer of sensitive personal data or information and personally identifiable data.

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 RenewShare Website or RenewShare Platform.

By providing us your information or by making use of the facilities provided on RenewShare website or RenewShare Platform, it will be deemed assumed and implied that you have read, understood and agreed to the practices and policies outlined in this privacy policy and agree to be bound by the privacy policy. Further you hereby consent to the collection, use, receipt, storage processing, disclosure, and transfer of any or all of your personal information and non-personal information by us as specified under this privacy policy. You further agree that such collection, use, receipt, storage processing, disclosure, protection, and transfer of your information shall not cause any loss or wrongful gain to you or any other person and further shall perpetually protect and indemnify us against any claims pursuant to that.

By using RenewShare, you agree to be bound by terms of this privacy policy. If you do not agree with these terms, do not use RenewShare website RenewShare Platforms and the services provided by us. We perpetually reserve the right to change, modify, add or delete portions of the terms of this privacy policy, at our sole and absolute discretion. If you use the services on behalf of someone else (such as your child i.e. a person below the age of 18 yrs.) or an entity (such as your employer), you represent that you are authorised by such individual

or entity to (i) accept this privacy policy on such individual's or entity's behalf, and (ii) consent on behalf of such individual or entity to our collection, use and disclosure of such individual's or entity's information as described in this privacy policy.

1. CONSENT:

- i. You acknowledge that any term not specifically mentioned in this Privacy Policy is a part of the Terms of Use of the Website and the other services offered by RenewShare Platforms, and you unconditionally accept and signify to abide by it either by explicitly accepting our Privacy policy and Terms of use or impliedly by accessing the RenewShare Website or by otherwise providing Us with your Personal Information or by making use of the services provided by the RenewShare platforms, further You unconditionally signify Your (i) assent to the Privacy Policy, and (ii) consent to the Utilisation of your Personal Information in accordance with the provisions of the terms of Use and this Privacy Policy.
- ii. You acknowledge that you are over 18 years of age and are providing your Personal Information out of your free will or have the appropriate authority (as parent and guardians) to represent a minor if availing service on their behalf. We strongly encourage parents and guardians to supervise the online activities of their minor children and consider using parental control tools).
- iii. Further, If you use the services on behalf of someone else (including but not limited to, as a legal representative of an individual with mental illness) or an entity (such as your employer), you represent that you are authorized by such individual or entity to (i) accept this Privacy Policy on such individual's or entity's behalf, and (ii) consent on behalf of such individual or entity to our Utilization of such individual's Personal Information as described in this Privacy Policy.
- iv. You have the option not to provide us the Personal Information sought to be collected. You will also have an option to withdraw your consent at any point, provided such withdrawal of the consent is intimated to us in writing at grievance.officer@renewshare.com If you do not provide us your Personal Information or if you withdraw the consent to provide us with your Personal Information at any point in time, please note that your withdrawal of consent, may result in RenewShare being unable to provide you with its services or to terminate any existing relationship RenewShare may have with you.
- v. As a registered RenewShare user, you can modify some of your personal information and your privacy preferences by accessing the My Profile / User Profile section of the RenewShare website.

2. PERSONAL INFORMATION COLLECTED:

In order to provide services to you we may collect personal Identifiable information from you, We collect such information when it is necessary for business purposes. We might require you to voluntarily provide us certain information that personally identifies you. You hereby consent to the collection of such information by RenewShare. The information that we may collect from you, or about you, may include but are not limited to, the following:

- i. Name of the User;
- ii. Birth date/age; Gender;
- iii. Address (including country and pin/postal code);

- iv. Financial and KYC information (such as passport, driving licence, proof of possession of Aadhaar number, Voter's Identity Card issued by the Election Commission of India,
- v. Phone number/mobile number;
- vi. Email address;
- vii. Records of interaction with our representatives;
- viii. Your usage details such as time, frequency, duration and pattern of use, features used and the amount of storage used;
- ix. Internet protocol address, browser type, browser language, referring URL, files accessed, errors generated, time zone, operating system and other visitor details collected in Our log files, the pages of our Website that You visit, the time and date of Your visit, the time spent on those pages and other statistics ("**Log Data**"); and
- x. Any other information that is willingly shared by you.

(collectively referred to as "**Personal Information**").

3. HOW WE COLLECT PERSONAL INFORMATION:

- i. Through this website, we only collect Personally identifiable information (PII) or Person Specific Information (PSI) specifically involuntarily provided by the users having regards to the purpose for its disclosure. We received limited personal information, Demographic information including gender and occupation, is not actively sought, but maybe submitted when user response to an online application. It is our policy to limit the information collected to only the minimum information required to complete a user's request.
- ii. If you choose to register or login to our website using a 3rd party single sign on service that authenticates your identity and connects your social media login information (example, LinkedIn, Google, or Twitter) space with a website, we will collect any information or content needed for the registration or login that you have permitted the social media provider to share with us, such as your name and email address. Other information we collect may depend on the privacy settings you have set with your social media provider, so please review the privacy statement or policy of the applicable service.
- iii. In some cases where you have registered for certain services we may store your email address temporarily until we receive confirmation of the information you provided via an email (i.e. Where we send an email to the email address provided as part of your registration to confirm a subscription request).
- iv. The methods by which We collect your Personal Information include but are not limited to the following:
 - a) When you access our Website or use any features of our Website;
 - b) When you provide your Personal Information to us;
 - c) During the course of services provided to you by us;
 - d) Through your computer/device, once you have granted permissions to our Website;
 - e) Through RenewShare representatives;
 - f) Through use of cookies; or We collect information that your browser/app sends whenever you visit our Website, such as, the Log Data.
 - g) when you visit or leave our website including our plugins or cookies or similar technology on the site of others, we received the URL of both the sides you came from and the one you go to next. We also get information about your IP address, proxy server, operating system, web browser and add-Ons, device identifier and

features, and/or ISP or your mobile carrier. If you use our service on website or if you use our services from a mobile device, that device will send us data about your location. Most devices allow you to prevent location data from being sent to us and we honour your settings.

- h) We record information relating to your use of RenewShare, such as the searches you undertake, the pages you view, your browser type, IP address, location, requested URL, referring URL, and timestamp information. We use this type of information to administer RenewShare and provide the highest possible level of security and service to you. We also use this information in the aggregate to perform statistical analyses of user behaviour and characteristics in order to measure interest in and use of the various areas of RenewShare. However, you cannot be identified from this aggregate information.

4. USE OF PERSONAL INFORMATION:

The main purposes of collecting personal information about individuals are as follows:

- i. providing services
- ii. Respond to an individual's request
- iii. maintaining contact with client
- iv. Keeping client and other contacts informed of the services we offer an industry development that may be of interest to them, and to notify them of service offerings seminars and other events we organise.
- v. Send you marketing/ promotional communications;
- vi. Send newsletter(s) to user, subject to their subscription;
- vii. general management and reporting purposes, such as invoicing and account management
- viii. Provide customer support and the services you request;
- ix. Resolve disputes, if any and troubleshooting;
- x. All other lawful purposes related to our business and in furtherance to fulfillment of lawful contract
- xi. Communicate with users and administrators regarding the use of the services;
- xii. enhance the security in safety of the services for your organization and other users;
- xiii. Personalise your and your organization's Experience as part of our provisions of the services;
- xiv. develop new tools, products, or services for our organization;
- xv. Associate activity on our services across different devices operated by the same individual to improve the services which we provide to your organization;
- xvi. Associate activity owner service across different device operated by the same individual;
- xvii. Contact data and system analytics, including research to improve the service. In these circumstances we shall to the extent possible use di-identified or aggregated data.
- xviii. To contact you via phone, SMS or email for appointments, technical issues, payment reminders, obtaining feedback and other security announcements;
- xix. To transfer information about you, if we are merged with another company;
- xx. To share with our business partners for provision of specific services you have ordered so as to enable them to provide effective services to you;
- xxi. To administer or otherwise carry out our obligations in relation to any agreement you have with Us;
- xxii. For purposes of KYC verification;

- xxiii. To investigate, prevent, or take action regarding illegal activities, suspected fraud, violations of our Terms of Use, breach of our agreement with You or as otherwise required by law.
- xxiv. To build your profile/user account on the Website;
- xxv. We may also use the information we collect to operate, maintain, and improve the systems and infrastructure that provide the services. You and your organization authorised to do so and acknowledge that this may also result in improvements to the company's services, centralised system and infrastructure support the services and Company's services. For example we may use crash logs from your use of the service to identify and fix bugs that may also be present in the RenewShare Services.

(collectively referred to as "**Purpose(s)**").

Personal information collected by us through This site is used only for the intended purpose stated at the time that the information is collected or for the purpose specified above.

5. SHARING AND TRANSFERRING OF PERSONAL INFORMATION:

We may disclose Personal Information about you to our representatives and other third parties to comply with applicable laws and regulations. We also reserve the right to disclose your Personal Information to third parties in an anonymous or aggregate form, to understand customer trends and patterns and manage and improve our business relationships. We provide your Personal Information to our business partners, representatives and third-party processors to administer and process for the purposes notified to you in this Privacy Policy, and we may also share such details with third parties (such as auditors or legal advisors) to obtain professional advice. Any such processing will be governed by an agreement in the form required by law, preserving any and all of your statutory data protection rights. You authorize us to exchange, transfer, share, part with all or any of your Personal Information, across borders and from Your country to any other countries across the world with our affiliates/agents/third party service providers/partners/banks and financial institutions for the Purposes specified under this Privacy Policy or as may be required by applicable law.

- i. You hereby consent and authorize us to publish feedback obtained by you on our Website.
- ii. You acknowledge that some countries where We may transfer your Personal Information may not have data protection laws which are as stringent as the laws of your own country. You acknowledge that it is adequate that when RenewShare transfers your Personal Information to any other entity within or outside India, RenewShare will place contractual obligations on the transferee which will oblige the transferee to adhere to the provisions of this Privacy Policy.
- iii. User's financial information are transacted upon secure sites of approved payment gateways which are digitally under encryption, thereby providing the highest possible degree of care as per current technology. However, User is advised to exercise discretion while saving the payment details.
- iv. You acknowledge that RenewShare may be obligated by law to disclose or transfer your Personal Information with Courts and Government agencies in certain instances such as for verification of identity, or for prevention, detection, investigation, prosecution, and punishment for offences, or in compliance with laws. You hereby consent to disclosure or transfer of your Personal Information in these instances.

- v. Notwithstanding the above, we are not responsible for the confidentiality, security or distribution of Your Personal Information by third-parties outside the scope of our agreement with such third-parties. Further, We will not be responsible for any breach of security or for any actions of any third-parties or events that are beyond the reasonable control of us including but not limited to, acts of government, computer hacking, unauthorized access to computer data and storage device, computer crashes, breach of security and encryption, poor quality of Internet service or telephone service of the User etc.
- vi. We may share your Personal Information with our other corporate and/or associate entities and affiliates to (a) help detect and prevent identity theft, fraud and other potentially illegal acts and cyber security incidents, and (b) help and detect co-related/related or multiple accounts to prevent abuse of our services.

6. USE OF COOKIES:

We send cookies to your computer and devices in order to uniquely identify your browser and improve the quality of our service. The term cookies refers to small pieces of information that a website sends to your computer's hard drive while you are viewing the site. We may use both session cookies (which expire once you close your browser) and persistent cookies (which stay on your computer until you delete them). Persistent cookies can be removed by following your browser help file directions. If you choose to disable cookies, some areas of RenewShare may not work properly or at all. RenewShare uses third party tools, who may collect anonymous information about your visits to RenewShare using cookies, and interaction with RenewShare products and services. Such third parties may also use information about your visits to RenewShare platforms and services and other web sites to target advertisements for RenewShare's platforms and services. No Personally identifiable information is collected or used in this process. These third parties do not know or have access to the name, phone number, address, email address, or any personally identifying information about users. RenewShare users can opt-out of sharing this information with third parties by deactivating cookies, the process of which varies by browser to browser. Please refer to the help file of your browser to understand the process of deactivating Cookies on your browser.

7. SECURITY:

- i. We use industry standard measures to protect the personal information that is stored with us. We limit the access to your personal information by role-based access, secure communication, encryption, etc. to ensure that the Personal Information collected is secure. We restrict access to your Personal Information to us and our affiliates' employees, agents, third party service providers, partners, and agencies who need to know such Personal Information in relation to the Purposes as specified above in this Privacy Policy. If you have any questions about the security on RenewShare, please contact us. Although we take appropriate measures to safeguard against unauthorized disclosures of information, we cannot assure you that your personal information will never be disclosed in a manner that is inconsistent with this Privacy Policy.
- ii. You hereby acknowledge that RenewShare is not responsible for any intercepted information sent via the internet, and you hereby release us from any and all claims arising out of or related to the use of intercepted information in any unauthorized manner. RenewShare will not be liable in any manner whatsoever to any breach of security or unintended loss or disclosure of information caused in relation to your Personal Information.

8. THIRD PARTY LINKS:

It may happen that we provide/include links and hyperlinks of third-party websites not owned or managed by us during your interaction with us ("Third-party Websites"). It may also happen that you or other Users may include links and hyperlinks of third-party Websites. The listing of such third-party websites (by you, other Users or by Us) does not imply endorsement of such third-party websites by RenewShare. when you access such Third-party Websites, you will be governed by the terms of such third-party websites. We do not make any representations regarding the availability and performance of any of the third-party websites. We do not bear any liability arising out of your use of third-party websites.

9. TERM OF STORAGE OF PERSONAL INFORMATION:

- i. RenewShare may keep records of the data collected including but not limited to phone calls received and made for making enquiries, orders, feedback or other purposes for rendering services effectively and efficiently. RenewShare will be the exclusive owner of such data and records. However, all records are regarded as confidential. Therefore, will not be divulged to any third party, unless required and permissible under law.
- ii. RenewShare will store your data PII and SPI as applicable at least for a reasonable period of time from the last date of use of the services as per the terms of this Privacy Policy, Website or for such period as may be required by law.

10. TERMS AND MODIFICATIONS TO THIS PRIVACY POLICY

- i. We may modify this Privacy Policy at any time, and we will post any new versions on this page. If we make any material changes in the way we use your personal information, we will notify you by sending an e-mail to the last e-mail address you provided to us and/or by prominently posting notice of the changes on our website. Any such changes will be effective upon the earlier of thirty (30) calendar days following our dispatch of an e-mail notice to you or thirty (30) calendar days following our posting of notice of the changes on our website. These changes will be effective immediately for new users of RenewShare. Please note that at all times you are responsible for updating your personal information to provide us with your most current e-mail address.
- ii. In the event that the last e-mail you have provided us is not valid, or for any reason is not capable of delivering to you the notice described above, our dispatch of the e-mail containing such notice will nonetheless constitute effective notice of the changes described in the notice. In any event, changes to this Privacy Policy may affect our use of personal information that you provided us prior to our notification to you of the changes. If you do not wish to permit changes in our use of your personal information, you must notify us prior to the effective date of the changes that you wish to deactivate your account with us. Continued use of RenewShare platforms and RenewShare websites following notice of such changes shall indicate your acknowledgement of such changes and agreement to be bound by the terms and conditions of such changes.

11. DISPUTE RESOLUTION/GRIEVANCE OFFICER:

- i. We have appointed a grievance addressal team, to address any concerns or grievances that you may have regarding this privacy policy. If you have any grievances, please write to our grievance addressal team, at grievance.officer@renewshare.com. In your email, please describe in as much detail as possible ways in which you believe the Privacy Policy has not been complied with. We will investigate your complaint promptly. If you have any questions about this Privacy Policy, you can contact us using the contact information listed above.
- ii. If you need to update your Personal Information or request that we no longer use your Personal Information to provide you services, or opt-out of receiving communications such as promotional and marketing-related information regarding the services, for any reason, You may send Us an email and we will take all reasonable efforts to incorporate the changes within a reasonable period of time.
- iii. If you provide any information that is untrue, inaccurate, out of date or incomplete (or becomes untrue, inaccurate, out of date or incomplete), or RenewShare has reasonable grounds to suspect that the information provided by you is untrue, inaccurate, out of date or incomplete, RenewShare may, at its sole discretion, discontinue the provision of the services to you. There may be circumstances where RenewShare will not correct, delete or update your Personal Information, including (a) where the Personal Information is opinion data that is kept solely for evaluative purpose; and (b) the Personal Information is in documents related to a prosecution if all proceedings relating to the prosecution have not been completed.

12. COMPLIANCE WITH LAWS:

This Privacy Policy is governed by the laws of India. You shall not use the RenewShare services if any of the terms of this Privacy Policy are not permissible under laws of your country.