

## METABOOK XR - CONSUMER PRIVACY POLICY

Welcome to our online portal. Metabook XR is a brand of **'Marketstrat Business Solutions Private Limited'**, which is professionally managed Edtech company established in 2019 by Mr. Sanjeev Singh and Mr. Ashish having its headquarter in 507, C-51, BSI Business Park, Sector 62, Noida, Uttar Pradesh - 201309, India.

Protecting individual privacy is important to Metabook XR and its employees. In order to provide our customers with a broad range of services as effectively and conveniently as possible, we use technology to manage and maintain customer information. This policy serves as a standard for all Metabook XR employees for collection, use, retention, and security of non-public personal information. It describes how Metabook XR collects, uses and shares your personal data.

As per G.S.R. 314(E).— In exercise of the powers conferred by clause (zg) of subsection (2) of section 87 read with sub-section (2) of section 79 of the Information Technology Act, 2000 (21 of 2000) we, Metabook XR published the terms and conditions, privacy policy and web user agreement for access-or usage on our Website [www.metabookxr.com](http://www.metabookxr.com). Our policy is to respond to guidelines of intermediary due diligence that comply with the formalities of Information Technology Act, 2000, its amendments along with the provisions of The Digital Personal Data Protection Bill, 2022 and **ISO / IEC 27001:2022, ISO 9001:2015 STANDARDS**.

By accessing our website and/or availing our product and services, you agree to be bound by the terms and conditions of this Privacy Policy. If you do not agree, please do not access or use our website.

### **WHAT IS PERSONAL DATA:**

We, at Metabook XR, strongly believe in safeguarding the fundamental privacy rights of our customers and users, irrespective of their location. We treat any data that relates to an identified or identifiable individual or that is linked or linkable by us to any individual as Personal Data. The data which is capable of directly identifying you – such as name, date of birth, etc. – is considered as personal data. Also, the data that does not directly identify you, but can be reasonably be used to identify you is also considered as personal data.

This policy covers how Metabook XR handles the personal data while you interact with us on our website or in person. We may also link third-parties on our website or make third-party products and services available through our website. This privacy Policy does not apply to how those third parties define personal data or how they use it. Metabook XR encourages you to read any third-party privacy policies and know your rights before you interact with them through our website.

## **INFORMATION WE COLLECT**

This privacy policy covers your personal information, including any information that we collect, use and share from you, as described further below. This privacy policy applies to our website [www.metabookxr.com](http://www.metabookxr.com) and our products and services (hereafter collectively referred to as “Services”). This privacy policy does not cover how our Users may use or share data that they collect using our services.

When you use our website, we collect and store your information which is provided by you from time to time. In general, you can browse the Website without telling us who you are or revealing any personal information about yourself. Once you give us your personal information, you are not anonymous to us. Wherever possible, we indicate which fields are required and which fields are optional while collecting information from you. You always have the option not to provide information by choosing not to use a particular service, product or feature on the website.

We also use Cookies to recognize you when you visit our Website. We use the cookies to remember your preferences, and give you a personalized experience that’s in line with your settings. Cookies are essential to make your interactions with Metabook XR faster and more secured.

**Our team may tele-call for sales, promotion, marketing, services etc, by accepting this Privacy Policy you are allowing us to call even if you are registered in DND.**

When you access our website and purchase a product or service from us, your personal information will be collected, used, and shared consistent with the provisions of this privacy policy as well as the following information will be viewed, collected from your environment while execution of products and services offered by Metabook XR, which are part of this privacy policy:

- **Account Information:**

When you create your account on our website, we may collect your account id and all related details including your email address, age, etc.

- **Device Information:**

Whenever you access your account with us or our website, we may collect data from which your device could be identified, such as device serial number, browser type, about your device, IP Address, etc.

- **Contact Information:**

We may collect your contact information such as your name and physical address, email address, phone number, your service provider name, domain name, host name or other contact information.

- **Payment Information:**

We may collect data about your billing address, method of payment, such as bank details, credit, debit or other payment card information.

- **Transaction Information:**

We may collect the data of your purchases of our products and services including purchases done on our website.

- **Usage Data:**

We may collect the data about your activity and use of our offers related to our products and services which may include browsing history, search history, product interaction, performance and other diagnostic data, crash data etc.

- **Location Information:**

We may collect information of your precise location only to support our services or where you agree for any region-specific services and also of the coarse location.

#### **INFORMATION WE DISCLOSE:**

- We may share certain personal information with Members of our Technical Support and Sales and Marketing team; in connection with a

sale, merger, acquisition or corporate reorganization; or to authorized users within your organization; for legal reasons.

- **With Corporate Family:**

We may also share the information to other members of the Metabook XR's corporate family to allow our corporate affiliates to contact you with offers, services or products that may be of interest to you and to provide you with their products and services. Any such corporate affiliate may use your information only according to the terms of this privacy policy.

- **With Partners:**

When we share personal information with certain third-party partners, including marketing and advertising partners, that information includes your name, email address and other information enabling partners to:

- assist you in using our products and services,
- contact you with offers, services or products that may be of interest to you, and
- provide you with their products or services.

- If you are located in a jurisdiction where such sharing requires your permission, we will only do so with your consent. Please note that if you access our services through a tool that hides your location, such as through a virtual private network, you may not receive our request for permission because we were not able to identify you as being located in a jurisdiction where your permission is required.

- Further, our partners are prohibited from using your contact information for any purpose beyond those set forth above without your consent. We will not provide our partners with your credit card information.

- **With Third Party Service Providers and Vendors:**

We may enter into contracts with carefully selected third parties so that they can assist us in servicing you (for example, remote access software tool, helpdesk ticketing tool, fraud detection and deterrence) or to assist us in our own marketing and advertising activities (including providing us with analytic information and search engine optimization services). Our contracts with such third parties prohibit them from using any of your personal information for any purpose beyond the purpose for which it was shared. Our third-party vendor/service providers have been

associated and complying with all regulatory compliances under Information Technology Act, 2011 and Rules under Intermediaries and also complied with the provisions laid down under Section 43A and Section 85 of the Information Technology Act, 2008.

- **Corporate Reorganizations:**

If we are involved in a merger, acquisition, a sale of all or a substantial portion of our assets, or other similar sale transaction, your information will be transferred as part of that transaction. We will notify you by email and/or a prominent notice on our website of any such transfer and any choices you may have regarding your information.

- **Your Authorized Users**

All users authorized by you to have access to your account can view personal and service-related information including the helpdesk ticket stored in the account. A primary account holder can view personal information saved in subaccounts to which they have authorized access. We share information to authorized users only for legitimate purposes consistent with this privacy policy, including servicing your account and marketing products and services to you.

- **Legal Process:**

If legally required to do so, or if we have a good faith and belief that such disclosure is reasonably necessary, we may disclose your personal information to courts of law, law enforcement authorities and other relevant third parties to conduct an investigation, respond to a third party or law enforcement subpoena or court order, bring legal action, prevent harm to others or pursue other relief when you or a third party are or may be –

- violating our terms and conditions of use;
- causing injury or other harm to, or otherwise violating the property or other legal rights, of us, other users, or third parties; or
- Violating federal, state, local, or other applicable law.

## **SECURITY PROCEDURES:**

We take steps to safeguard customer information. We restrict access to personal and account information to those employees who need to know that

information to provide products or services to our customers. Employees who violate these standards will be subject to disciplinary measures. We maintain physical, electronic and procedural safeguards that comply with statutory standards to guard non-public personal information.

## **INFORMATION SECURITY STANDARDS**

**We assure you that we have in place the ISO / IEC 27001:2022, ISO 9001:2015 STANDARDS** to protect your sensitive personal information and trying to get persistent improvement. We comply with all the statutory rules and regulations set under Section 43A of the Information Technology Act, 2000 and its amendments read with provisions of The Digital Personal Data Protection Bill, 2022.

## **USE OF YOUR INFORMATION**

We use personal information to provide the services you request; however, we shall provide you the option to opt-out of such uses. We use your personal information to resolve disputes; troubleshoot problems; help promote a safe service; collect money; measure consumer interest in our services, inform you about online and offline offers, services, and updates; customize your experience; detect and protect us against error, fraud and other criminal activity; enforce our terms and conditions; and as otherwise described to you at the time of collection.

In our efforts to persistently improve our service offerings, we collect and analyze demographic and profile data about our users' activity on our website.

We identify and use your IP address to help diagnose problems with our server, and to administer our website. Your IP address is also used to help identify you and to gather broad demographic information.

## **SHARING OF PERSONAL INFORMATION:**

We may disclose personal information to third parties. This disclosure may be required for us to provide you access to our services, to comply with our legal obligations, to enforce our user agreement, to facilitate our marketing and advertising activities, **or to prevent, detect, mitigate, and investigate**

**fraudulent or illegal activities related to our services.** We do not disclose your personal information to third parties for their marketing and advertising purposes without your explicit consent.

**We may disclose personal information if required to do so by law or in good faith believing that such disclosure is reasonably necessary to respond to subpoenas, court orders, or other legal process.** We may disclose personal information to law enforcement offices, third party rights owners, or others in the good faith believing that such disclosure is reasonably necessary to: enforce our terms or privacy policy; respond to claims that an advertisement, posting or other content violates the rights of a third party; or protect the rights, property or personal safety of our users or the general public.

### **LINKS TO OTHER SITES**

Our website may have links to other websites that may collect personally identifiable information about you. We are not responsible for the privacy practices or the content of those linked websites.

### **SECURITY PRECAUTIONS**

Our website has stringent security measures in place to protect the loss, misuse, and alteration of the information under our control. Whenever you change or access your account information, we offer the use of a secure server. Once your information is in our possession, we adhere to strict security guidelines, protecting it against unauthorized access.

### **CHOICE TO OPT-OUT**

We provide all users with the opportunity to opt-out of receiving non-essential (promotional, marketing-related) communications from us on behalf of our partners, and from us in general, after setting up an account.

## **YOUR CONSENT**

By using the website and/ or by providing your information, you consent to the collection and use of the information you disclose on the website in accordance with this privacy policy, including but not limited to your consent for sharing your information as per this privacy policy.

If we decide to change our privacy policy, we will post those changes on our Website so that you are always aware of what information we collect, how we use it, and under what circumstances we disclose it.

## **EXERCISING YOUR RIGHTS**

You have the right to access any personal data that you have provided to us or that we maintain about you. In addition, you have the right to withdraw any consent previously granted or to request correction, amendment, restriction, anonymization or deletion of your personal data and to request an explanation about the processing. In certain cases, your request may be denied on the basis of a legitimate exception such as where making information available would reveal personal data about another person or where we are legally prevented from disclosing such information.

## **CONTACTING US**

We value your feedback. If you have any questions or concerns about our privacy policy, our collection and use of your data or a possible breach of local privacy laws, you can contact us via email on [care@metabookxr.com](mailto:care@metabookxr.com) or you can call us on **91-9650413335 and +91-9650423335**. All communications will be treated confidentially. Upon receipt of your communication, our representative will contact you within a reasonable time to respond to your questions or concerns. We aim to ensure that your concerns are resolved in a timely and appropriate manner.

## **PRIVACY POLICY CHANGES**

If we modify our privacy policy, we will post the revised statement here, with an updated revision date. If we make significant changes to our privacy policy that materially alter our privacy practices, we may also notify you by other means, such as sending an email or posting a notice on our corporate website and/or



social media pages prior to the changes taking effect. This privacy policy was last updated on 25/07/2023.

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