

Privacy Policy

- The purpose of this Privacy Policy is to describe how **Rance Computer Pvt. Limited** ("We", "Us", "Our", "Company"), respect the privacy of everyone who visits this website, uses the desktop application and/or uses
- our mobile applications (the website, desktop application and the mobile application are collectively called the "Rancelab Application"). The Company has created the Rancelab Application and licensed the use of the same, as part of its business operations.
- We are highly committed to the privacy of your data and information and in providing services to all the subscribers / users of the Rancelab Application. As a result, we would like to inform you
- regarding the way we would collect, process, store and use your personal data. We recommend you to read this privacy policy (hereinafter referred to as "Policy") so that you understand our
- approach towards the use of your personal data. This Policy shall form part of the Terms of Services and any other additional Terms of Use issued by the Company with respect to the use of the Services in the Rancelab Application and is in compliance with applicable laws and regulations, including, but not limited to the Information Technology Act, 2000, as well as with the European Union General Data Protection Regulation ("GDPR") standards.
- By submitting your Personal Information (as defined hereinafter) to us and indicating your agreement with this Privacy Policy, you (or anyone who accesses and uses the Rancelab Application shall be referred to as "You", "Your" or "User" as the context may require) will be treated as having given their permission, wherever necessary and appropriate to our collection, use and disclosure of Personal Information and accept this Policy along with any amendments or modifications as may be made from time to time. If you do not wish to provide any Personal Information, you are not entitled to use any of the Rancelab Application or avail any of the services provided in the Rancelab Application ("Services"). This Privacy Policy is subject to our general Terms of Services provided at the time of signing up. ("Terms").

Personal Information

We limit the collection of personal data to only that which is absolutely necessary to carry out our legal or business obligations. In some cases however the provision of personal data may be partly required by law (e.g. tax regulations), is needed as part of or as a result of contractual

negotiations, or as part of providing a service. The non-provision of the personal data would have the consequence that the contract or service with the data subject could not be provided or concluded, therefore is considered legitimate interest for processing.

Any information that is collected from you during the process of registration and subscription of the Services available at the Rancelab Application, further during the course of accessing and using

the Services available at the Rancelab Application, shall be referred to as Personal Information. Personal Information shall include, but not limited to:

Name/ Company Name

Email

Phone number

Address

We also collect your billing information when you use our Services through our Rancelab Application.

During the process of completing any customer survey, any information or reviews or comments mentioned by you.

Any sensitive personal data information as provided under the Information Technology (Reasonable security practices and procedures and sensitive personal data or information) Rules, 2011 such as passwords, financial data, data identifying the gender of the person, etc.

When you visit the app, we may collect certain non-personal information as well. We may collect additional information including, the type of device you use for accessing the Services, IP address of your device and any other information about the manner of usage of the Rancelab Application and access to the Services. We are entitled to collect the information relating to the pattern of your use of the Rancelab Application.

Where the legal basis for Us processing Your personal data is that You have provided Your consent, You may withdraw Your consent at any time. You will not suffer any detriment for withdrawing consent. If You withdraw such consent, this will not make processing which We undertook before such withdrawal of your consent unlawful.

You can withdraw Your consent by contacting the Data Protection Officer, details of which are provided within this Privacy Policy.

Rights of a Data Subject

- Right to be informed: You have the right to be informed about what information is being collected, and how it is being used.

- Right of access: You have the right to access and receive a copy of Your data
- Right to rectification: You have the right to correct any inaccurate data, or complete any incomplete data.
- Right to erasure: You have the right to request the erasure of your data, under the following circumstance:
 - The data has been collected or processed in contravention with relevant laws;
 - The data is no longer required for the provision of Services;
 - You wish to withdraw your consent for the use of Your data; or
 - Such erasure is necessary for compliance with any laws in force at the applicable time and jurisdiction.
- Right to restrict processing: You have the right to request us to restrict the use of the data You have provided, but continue to retain it in our database.
- Right to data portability: You have the right to request a copy of Your personal data for personal use and/or to have their personal data transmitted to another party.
- Right to object to processing: You have the right to object to the processing of Your personal data in certain circumstances such as for direct marketing purposes.
- Rights in relation to automated decision making and profiling: You have the right not to be subject to a decision that is based on:
 - Automated individual decision-making - Making a decision solely by automated means without any human involvement.
 - Profiling - Automated processing of personal data to evaluate certain things about an individual.
- Depending on the circumstances and the nature of Your request it may not be possible for Us to do what You have asked, for example, where there is a statutory or contractual requirement for Us to process Your data and it would not be possible to fulfill Our legal obligations if We were to stop. However, where You have consented to the processing, You can withdraw Your consent at any time by emailing the Data Protection Officer. In this event, We will stop the processing as soon as such processing is no longer necessary for the provision of the Services.
- If You want to exercise any of the rights described above or are dissatisfied with the way we have used your information, please contact Our Data Protection Officer. We will seek to deal with your request without undue delay, and in any event in accordance with the requirements of the GDPR. Please note that We may keep a record of Your communications to help us resolve any issues which You raise.

If You remain dissatisfied, You have the right to lodge a complaint with the Information Commissioner's Office at the ICO website.

Transfer of information to Third Parties

- You understand that the Rancelab Application not only provides Services directly from the Company, it also provides certain Services through API integration of certain third party service providers.
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- You agree and acknowledge that we shall appoint certain third party vendors and service providers to provide such services in the Rancelab Application or facilitate the provision of Services in the Rancelab Platform. Whenever the Rancelab Application redirects you to the Application / apps owned by such third party service providers, such third party service providers shall have access to your Personal Information, which may be recorded by such third party service providers as required under the applicable law. When you agree to use the Rancelab Application and subscribe to the Services provided by the Company through the Rancelab Platform, you understand and acknowledge that there are third party vendors involved in the marketplace services and you agree to accept the privacy policy provided on the website or apps or Application of such third party vendors. Further, we shall not have any access to such personal information recorded by the third party service providers and thus we shall not be held liable for any breach of confidentiality obligations by any third party service providers. We are not aware of the modus operandi of such third party vendors individually. It is your duty to study and understand the privacy terms of such third party sites.
- The types of third parties we may share elements of your personal data with include, but are not limited to:
 - payment processors engaged by Us to securely store or handle payments information, such as credit or debit card details, required for facilitating the delivery of Services;
 - providers of data aggregation and analytics software services that enable us to effectively monitor and optimize the delivery of our services;
 - providers of online cloud storage services and other essential IT support services.
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Changing Our Privacy Policy

Please note that we review and may make changes to this Privacy Policy from time to time. Any changes to this Privacy Policy will be effective immediately upon posting on this page, with an updated effective date. By accessing the Website after any changes have been made, you signify your agreement to the modified Privacy Policy and all of the changes. In case you miss the notation described above, be sure to return to this page periodically to ensure familiarity with the most current version of this Privacy Policy.

Governing Law:

This Privacy Policy shall be governed by the laws of India and courts in Kolkata, West Bengal, shall have exclusive jurisdiction over any matter arising out of this Privacy Policy

Grievance Officer

In accordance with the Information Technology Act, 2000 and applicable rules made thereunder, the Grievance Officer for the purpose of your personal sensitive information as governed by this privacy policy is Mr. xxx and can be reached at support@rancelab.com

Data Protection Officer:

As required under the GDPR, We have appointed a Data Protection Officer who is well versed with the intricacies of the Company's internal data privacy policies and practices. You can contact the official for any query regarding the same as under:

Email: support@rancelab.com

By using the App and/or the Services, you agree to Terms enlisted under this Privacy Policy.