

We at Innovatiview are committed to protect our clients' personal information and/or sensitive personal data and strive to maintain the privacy of your personal information.

For your information, "**Personal information**" is any information that can be used by itself to uniquely identify, contact, or locate a person, or can be used with information available from other sources to uniquely identify an individual. For the purpose of this policy, sensitive personal data or information has been considered as a part of personal information.

Innovatiview does collect your personal information for a variety of regulatory and business purposes. These include, but are not limited to:

- » Verify your identity
- » Respond to your request for service or assistance
- » Perform business and operational analysis
- » Provide, maintain and improve our products and services
- » Anticipate and resolve issues and concerns with our products and services
- » Ensure adherence to legal and regulatory requirements for prevention and detection of frauds and crimes.

Innovatiview's Privacy Policy is designed and developed to address the privacy and security of your personal information provided to us. This Privacy Policy describes the personal information which we may collect and provides our approach towards handling or dealing with the same. The policy is designed to make you understand:

- » kinds of personal information that may be collected by us
- » measures taken by us to ensure its privacy and security
- » duration for which when it may be retained by us; and
- » how you may access and control its use

Collection of Personal Information

Innovatiview and its authorized third parties will collect information pertaining to your identity, demographics, and related evidentiary documentation. For the purposes of this document, a 'Third Party' is a service provider who associates with Innovatiview and is involved in handling, managing, storing, processing, protecting and transmitting information of Innovatiview.

This definition also includes all sub-contractors, consultants and/or representatives of the Third party.

We may also collect your personal information when you use our services or websites or otherwise interact with us during the course of our relationship.

Personal information collected and held by us may include your name, father's name, mother's name, spouse's name, date of birth, current and previous addresses, telephone number, mobile phone number, email address, occupation and information contained in the documents used as proof of identity and proof of address.

In case you do not provide your information or consent for usage of personal information or later on withdraw your consent for usage of the personal information so collected, Innovatiview reserves the right to not provide the services or to withdraw the services for which the said information was sought.

Disclosure and Transfer of Personal Information

Internal Use: As explained in the section "Collection of Personal Information" airtel and its employees may utilize some or all available personal information for internal assessments, measures, operations and related activities.

Authorized Third Parties: airtel may at its discretion employ, contract or include third parties (as defined in section 1: Collection of personal information) external to itself for strategic, tactical and operational purposes. Such agencies though external to airtel, will always be entities which are covered by contractual agreements. These agreements in turn include airtel's guidelines to the management, treatment and secrecy of personal information.

Government Agencies: We may also share your personal information with Government agencies or other authorized law enforcement agencies (LEAs) mandated under law to obtain such information for the purpose of verification of identity or for prevention, detection, investigation including but not limited to cyber incidents, prosecution, and punishment of offences.

Security Practices and Procedures

Our security practices and procedures limit access to personal information on need-only basis. Further, our employees are bound by Code of Conduct and Confidentiality Policies which obligate them to protect the confidentiality of personal information.

- » We take adequate steps to ensure that our third parties adopt reasonable level of security practices and procedures to ensure security of personal information.
- » We may retain your personal information for as long as required to provide you with services or if otherwise required under any law.
- » When we dispose of your personal information, we use reasonable procedures to erase it or render it unreadable (for example, shredding documents and wiping electronic media).
- » Internet Use - We maintain the security of our internet connections, however for reasons outside of our control, security risks may still arise. However, we will strive to ensure the security of your information. We observe reasonable security measures to protect your personal information against hacking and virus dissemination.

Feedback and Concerns

We are committed to safeguard your personal information collected and handled by us and look forward to your continued support for the same. In case of any feedback or concern regarding protection of your personal information, you can contact us at support@innovatiview.com.

We will strive to address your feedback and concerns in a timely and effective manner.