

Last updated as on 14th Aug 2024

PRIVACY POLICY

BioPrime Agrisolutions Private Limited, a private limited company incorporated under the laws of India (hereinafter collectively referred to as “**Company**”, “**We**”, “**Us**”, “**Our**” and terms of similar meaning), is involved in the business of research and development as well as manufacturing certain bioinputs in the category of bio-stimulants, bio-fungicides, bio-insecticides, bio-pesticides, bio-herbicides and bio-fertilizers (“**Products**”) and selling the same to the customers (collectively referred to as “**Business**”).

We also manage and operate the website <https://bioprimeagri.com/>, the domain name, and any other linked pages, features, content, mobile applications (if any), or any other services which the Company may offer from time to time in connection therewith (collectively the “**Platform**”), which is an online platform to enable Users to enquire about the Business of the Company.

This privacy policy, as amended from time to time (“**Privacy Policy**”) outlines how your Information (*as defined hereinafter*) will be collected, used, processed and shared in connection with your access to and/or use of the Platform.

This Privacy Policy, govern your association with us (including the use of the Platform) based on the Information provided by you to us. The Privacy Policy applies only to information collected through the Platform and not to information collected offline, or to the websites of our business partners, corporate affiliates or to any other third parties, even if their websites are linked to the site.

All users of the Platform or the Company’s customers (hereinafter referred to as “**You**”, “**Your**”, “**User**”, “**Customer**” as applicable) are advised to read and understand:

- a. our Privacy Policy carefully before registering, accessing, or using the Platform or any Products; and
- b. the respective privacy statements of the other parties with whom You interact.

By using the platform and/ or by providing Your Information, You consent to the collection and use and sharing of such Information in accordance with this Privacy Policy. You specifically agree and consent to us collecting, storing, processing, transferring and sharing Information (including Personal Information) related to you with third parties, service professionals or to vendors/users for the purposes as set out in this Privacy Policy.

As We update, improve and expand the Platform and in view of changing technology and legal requirements, this Privacy Policy may change, so please refer back to it periodically as You will be deemed to be governed by the terms of such modified Privacy Policy, as it comes into effect from time to time. If We make a significant or material change in the way We use or share Your Personal Information (*as defined hereinafter*), You will be notified via email and/or prominent notice in the Platform at least 7 (Seven) days prior to the changes taking effect.

1. This document, when published on the Platform, will be an electronic record in terms of

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applicable laws including the Indian Information Technology Act, 2000, Indian Information Technology (Intermediary Guidelines) Rules, 2011, the US Privacy Act, 1974, US Cybersecurity Information Sharing Act, 2015, UK Information Protection Act, 2018, UK Computer Misuse Act, 1990, their congruent rules, the General Data Protection Regulations for Europe and any other laws as may be applicable to the jurisdiction in which the Business is being undertaken and the amended provisions pertaining to electronic records in various statutes. This electronic record is generated by a computer system and does not require any physical or digital signatures. **TYPE OF INFORMATION COLLECTED**

1.1. **Personal Information:**

- 1.1.1 We may collect, use and process certain personal, non-personal and other information and correspondences from You with Your consent, as indicated below, that We consider necessary for You to access certain services on the Platform (such information and correspondences hereinafter collectively referred to as “**Information**”).
- 1.1.2 Personally identifiable information which shall include all information that can be linked to a specific individual or to identify any individual, including the following (“**Personal Information**”), such as:
- a. First and last name;
 - b. Contact data (such as Your e-mail address, phone number);
 - c. Address and postal code;
 - d. Any and all details that may be necessary from the User.

Please note that the above list is not an exhaustive list and is only an illustrative list and is without prejudice to our right to seek further Personal Information as may be required for the provision of the services to you.

- 1.1.3 When browsing the Platform, You are not required to provide any Personal Information unless and until You enquire relating to a Product or seek any further information with respect Business offered by Us.
- 1.1.4 Any Personal Information provided by you will not be considered sensitive if it is freely available and/or accessible in public domain. Any comments, messages, blogs, etc., posted or communicated by you on the public comments sections of any platform, being published, is not considered Personal Information per this Privacy Policy.
- 1.1.5 Any content on the Platform shared by You via reviews, comments, blogs, discussion boards, forums, user testimonials, scribbles, etc., becomes published content and are not considered as Personal Information and is not protected by the Company. We will not be responsible for the accuracy or filtration of any of the content posted on Our Platform by You or any end user, however, We will be entitled to remove any content posted by any person on Our Platform which We, in Our sole discretion, consider offensive, discriminatory, racist, defamatory or inappropriate in nature. Further, You are responsible for any third-party Personal

Information obtained, published or shared through the use of the Platform and confirm that You have the third party's consent to provide such Information to Us.

1.2. **Non-Personal Information:** When You visit the Platform, We may collect certain non-personal information, other than Personal Information, which may but not be limited to, domain and host from which You access the internet, Your internet protocol address, operating system, browser type, and internet service provider (“**Non-Personal Information**”). This type of information does not identify You personally.

1.3. **Other Information**

1.3.1 To improve the responsiveness of the Platform for you, we automatically collect certain information when you visit, use, or navigate through the Platform.

1.3.2 When You send emails or other communications to Us, we may retain those communications in order to process Your inquiries, respond to Your requests and improve our Platform. Further, the email address You provide for order processing (in relation to services availed), may be used to send You information and updates pertaining to Your order, in addition to receiving occasional company news, updates, related product or service information, etc.

1.3.3 We use “cookies” so that We can better serve You with customized information when You return to our Platform. Cookies are identifiers which a website can send to Your browser to keep on Your computer to facilitate Your next visit to the Platform. These server logs may include information such as Your web request, internet protocol address, browser type, browser language, the date and time of Your request and one or more cookies that may uniquely identify Your browser. We use cookies primarily for user authentication but may also use them to improve the quality of our services by storing user preferences and tracking user trends. In the event the browser You use contains a “Do Not Track” feature, please note that such features are not yet uniform across browsers and Our sites may not be currently set up to respond to those signals. By using this Platform, you agree that we can place cookies on your computer or device.

1.3.4 We endeavour to provide you with choices regarding the Personal Information You provide to Us. You can set Your browser or mobile device to refuse all or some browser cookies, or to alert You when cookies are being sent. If You disable or refuse cookies, or choose to decline to submit any Information, We may not be able to provide You access to the Platform or use certain aspects of the Platform. We will not be liable and/or responsible for the denial of providing access to the Platform to You on account of inadequacy of Information provided by You.

1.3.5 When you use the Platform through your mobile phone, we may receive information about your location and your mobile device, including a unique identifier number for your device. We may use this information to provide you with suggestions in respect of services if required. We may automatically collect device information (such as your mobile device ID, model, and manufacturer), operating system, version information, and internet protocol address.

2. USE OF YOUR INFORMATION

- 2.1. We use the Information that We collect from You or in relation to You in any one or more of the following ways:
- a. To process and fulfil Your request for the services and other associated services;
 - b. To personalize your experience;
 - c. For providing services, We may disclose Your Personal Information to the Company's and/or other business partners (as applicable);
 - d. The Company shall be entitled to process the Information in accordance with this Privacy Policy and as permitted by the applicable law;
 - e. To improve our Business and other associated services;
 - f. To contact You and to customise Our communication with You and the marketing material we share with You;
 - g. To protect the security or integrity of the Platform, Business and Users;
 - h. For preventing, detecting, investigating, and taking action against any violations of Privacy Policy in any jurisdiction;
 - i. To publish any testimonials or reviews that You may have provided on the Platform; and
 - j. For any other purpose to give effect to the aforementioned.
- 2.2. We may process Personal Information based on your consent, for performance of a contract/agreement with you, compliance with a legal obligation, to protect vital interests of Users or another natural persons and other legitimate interests. In case of any change in processing the Personal Information of the User, the User shall be duly notified at least 7 (Seven) days before the change in processing the Personal Information. The notice shall be provided in English and shall be sent through email to the registered email address of the User.
- 2.3. You may be asked to provide information anytime you access or browse the Platform or avail the services through the Platform, not only during the first time.

3. SHARING OF INFORMATION

- 3.1. We do not sell, trade, or otherwise transfer to outside parties, Your Information. We may disclose Personal Information that we collect or You provide, as described in this Privacy Policy, in the following ways:
- 3.1.1 sharing Your Information with other entities within the Company group and/or trusted third parties for legitimate business purposes (including operating Our Platform, conducting Our business, or providing services You), in accordance with applicable law;
 - 3.1.2 release Your Information when We believe such release is appropriate to comply with the law, enforce Our Platform policies, or protect Ours or others rights, property, or safety, however, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses;

- 3.1.3 professional advisors (such as accountants, auditors, or lawyers), subject to binding contractual obligations of confidentiality;
- 3.1.4 any relevant party, law enforcement agency or court, to the extent necessary for the establishment, exercise or defense of legal rights;
- 3.1.5 if the Company enters into any kind of business association with any other entity including but not limited to joint ventures, mergers, reorganization, sale, takeovers, assignment, transfer or other disposition of all or any portion of Our business, assets or stock (including in connection with any bankruptcy or similar proceedings), it shall share, assign or transfer with/ to the other relevant entity, Your Personal Information (*You acknowledge that such transfers may occur, and that any acquirer/business associate of Company may continue to use Your Personal Information as set forth in this Privacy Policy or a revised policy which will be notified on the Platform*);
- 3.1.6 disclose Information, in good faith, wherein the access, use, preservation or disclosure of such information is reasonably necessary to (i) satisfy any applicable law, regulation, legal process or enforceable governmental request; (ii) enforce applicable terms, including investigation of potential violations thereof; (iii) detect, prevent, or otherwise address fraud, security or technical issues; or (iv) protect against imminent harm to the rights, property or safety of the Company, its users or the public as required or permitted by law.

4. LAWFUL BASIS FOR PROCESSING INFORMATION

- 4.1. As outlined in this Privacy Policy, the Company will not process Your Personal Information without a lawful basis to do so. The Company may process Your Personal Information on the legal bases of: (a) consent (*where We have obtained your prior, free, unambiguous, express consent to the processing*); (b) contract (*if You have entered into an agreement with Us and such processing is a necessary part thereof*); (c) compliance with applicable laws; and/ or (d) to protect the vital interests of any individual.
- 4.2. Further, the Company may also process certain Personal Information on the basis of the following legitimate business interests, provided that such interests are not overridden by Your privacy rights and interests:
 - a. delivering the purchased Product and/or service or other associated service requested by You;
 - b. analysing and suggesting if any other related product/service shall be suitable for You;
 - c. developing and continuing to develop and improve the Platform, learning from Your behaviour on the website to better serve You and other users;
 - d. helping Us modify or enhance the Platform and its content, receiving insight as to what users like or dislike about our Platform or aspects thereof; and
 - e. providing a consistent and secure user experience in connection with the Platform.

5. RETENTION OF INFORMATION

- 5.1. We retain Personal Information for as long as needed or permitted in light of the purpose(s) for which it was obtained and consistent with applicable law. The criteria for determining the duration for which We will keep Your Personal Information are as follows:
 - 5.1.1 We will retain copies of Your Personal Information in a form that permits identification only for as long as is necessary in connection with the purposes set out in this Privacy Policy, including for the duration of time We have an ongoing contractual relationship with You and provide services to You;
 - 5.1.2 If there is a legal obligation to which We are subject (for example, certain laws require Us to keep records of Your transactions for a certain period of time before We can delete them); and/or
 - 5.1.3 Keeping in view the legitimate business interests of the Company (litigation or regulatory investigations).
- 5.2. The Company may also retain usage Information for internal analysis purposes. Usage Information is generally retained for a shorter period of time, except when this data is used to strengthen the security or to improve the functionality of our service, or we are legally obligated to retain this data for longer time periods.

6. RIGHTS OF USERS

- 6.1. To protect against loss, misuse and alteration of the Information under its control, the Company has in place appropriate physical, electronic and managerial procedures.
- 6.2. **Access and Update of Personal Information:** As a user of the Platform, You may at any time access, correct, delete, change or transfer Your Personal Information that We hold, including registration details. Additionally, You may at any time access, delete or change the subscribed services You have opted for. You can update or modify the Personal Information You have included in Your profile or change your username by logging in and accessing Your account.
- 6.3. **Withdrawal of Consent:** You can at any time withdraw your consent for collection and use of your Personal Information, but you may not be eligible to visit our Platform or make avail the services we offer if you do so.
- 6.4. You can log in to manage your email preferences and follow the “unsubscribe” instructions in commercial email messages. If required by You, the Company will delete the Personal Information provided by You in connection with the Platform and the services provided by the Company. We may retain information about You for the purposes authorized under this Privacy Policy, unless prohibited by law. Thereafter, We will either delete your Personal Information or de-identify it so that it is anonymous and not attributed to Your identity.
- 6.5. Though You may delete Your account, You acknowledge that it may be impossible to

remove your account without some residual information being retained by the Platform. We shall retain Your Information for Our record even after the deletion of Your account on the Platform only in consonance with this Privacy Policy, including for the purpose of compliance with legal obligations, resolving of disputes and enforcing of agreements.

- 6.6. Users may have rights when it comes to how their Personal Information is handled. These rights may vary depending on applicable laws, but may include the right to:
- a. review the Personal Information and non-personal Information the Company maintains about the User;
 - b. know the purpose of processing of Personal Information;
 - c. know the status of Personal Information processed;
 - d. request deletion or erasure or rectification of Personal Information;
 - e. restrict the processing of Personal Information;
 - f. withdraw the consent given to the terms of the Privacy Policy
 - g. data portability of the Personal Information provided in respect of the Platform or the services provided by the Company;
 - h. complain to a relevant authority about our collection and use of your Personal Information; and/or
 - i. opt-out from processing the Personal Information (unless the Company has otherwise compelling legitimate grounds).
- 6.7. You may exercise Your above-mentioned rights of by contacting us via e-mail at [info@bioprimeagri.com]. Please note that we may ask you to verify your identity before responding to such requests. If you make a request, we will try our best to respond to you and address the issue as soon as possible.

7. SECURITY

- 7.1. We use reasonable security measures to protect Information from unauthorized access, maintain data accuracy, and help ensure the appropriate use/disclosure of Information. These safeguards take into account the sensitivity of the information that We collect, process and store the Information. We follow generally accepted industry standards to protect the Personal Information submitted to Us. We host Our Platform in a secure server environment that uses firewalls and other advanced technology to prevent interference or access from outside intruders.
- 7.2. You are responsible for maintaining the security and confidentiality of Your user identifications and passwords while accessing the Platform as a User (“**User Account**”). You acknowledge that neither the Company nor any of its directors, shareholders or other representatives shall be liable to You under any circumstances for any direct, indirect, punitive, incidental, special or consequential damages that result from or arise out of a breach or compromise of registration of Your User Account with us and/or Your ability or inability to use the User Account.
- 7.3. Although we take measures to protect Your sensitive information and Personal Information that is not open to the public, You understand and acknowledge that there is no such thing as complete security. There are certain reasonable breaches beyond our

control like computer hacking, unauthorized access to computer data, and breaches of security and encryption.

- 7.4. We shall be entitled to retain Your Information for our record for as long as needed or permitted in light of the purpose(s) for which it was obtained and consistent with applicable law and such Information shall be used by Us only in consonance with this Privacy Policy.
- 7.5. In the event the Company becomes aware of any breach of the security of Your Personal Information it will promptly notify you (and the Data Protection Board, if any, appointed pursuant to the Digital Personal Data Protection Act, 2023), and take appropriate action to the best of its ability to remedy such a breach.

8. THIRD PARTY WEBSITES

- 8.1. The Platform may include links to third party applications/websites/platforms (“**Third Party Websites**”). If You connect to the Platform using Facebook, LinkedIn, Google Plus or any social networking sites, the default setting is generally that the Company will automatically share Your activity and activity-related activities with the relevant social networking site. You understand and agree that all such Third Party Websites are governed by their respective privacy policies, which are beyond Our control. Once You leave our Platform or link your account with any Third Party Websites, use of any Information is governed by the privacy policy of the operator of such Third Party Website, which may differ from this Privacy Policy.
- 8.2. We do not have access to or control over cookies or other features that advertisers and Third Party Websites may use, and the information practices of these advertisers and Third Party Websites are not covered by our Privacy Policy. Please contact them directly for more information about their privacy practices.
- 8.3. You further agree and acknowledge that neither the Company nor any of its directors, employees, shareholders or other representatives shall be liable to You under any circumstances for any direct, indirect, punitive, incidental, special or consequential damages that result from or arise out of Your use of such third party services or Third Party Websites.

9. PROTECTION OF CHILDREN

- 9.1. We do not knowingly collect any Personal Information from children under the age of 18 (eighteen) years. If You are under the age of 18 (eighteen), please do not submit any Personal Information through Our Platform. The Company would require consent of parents/guardians before processing data of such children under the age of 18 (eighteen) years.
- 9.2. We encourage parents and legal guardians to monitor their children’s Internet usage and to ensure no Personal Information is provided through Our Platform. If you have reason to believe that a child under the age of 18 (eighteen) has provided Personal Information to Us through the Platform, please contact Us at [info@bioprimeagri.com] and we will endeavour to delete that information and terminate the child’s account from our databases.

10. TRANSFER OF INFORMATION

- 10.1. By accessing the Platform, You agree and consent to the transfer to and processing of Personal Information on servers located outside of the country, as applicable, where You reside in and that the protection of such information may be different than required under the laws of Your nation.
- 10.2. The Company will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy and no transfer of your Personal Information will take place to an organization or a country unless there are adequate controls in place including the security of your data and other personal information.

11. UPDATE OF PRIVACY POLICY

- 11.1. From time to time, the Company may update this Privacy Policy to reflect changes to its information practices. Such changes shall be effective immediately upon posting to the Website. We encourage you to periodically review this page for the latest information on our privacy practices.
- 11.2. If the Company makes any material changes, including changes in processing of Personal Information, it will notify you by means of a notice prior to the change becoming effective. The notice shall be sent to the registered e-mail address of each User and the User shall have the option to withdraw their consent to the terms of the Privacy Policy.

12. GRIEVANCE OFFICER

- 12.1. Any complaints, abuse or concerns with regards to content and or comment or breach of this Privacy Policy shall be immediately informed to the designated Grievance Officer as mentioned below via in writing or through email:

Details of the Grievance Officer:

Name: Mr Shekhar R. Bhosle
Designation: Co-Founder, COO
Email: shekhar@bioprimeagri.com

13. GOVERNING LAW AND JURISDICTION:

- 13.1. Any kind of dispute arising out of this Privacy Policy, the Platform and the Information provided by the User shall be governed by and construed in accordance with the laws of India.
- 13.2. The courts at Pune, India shall have exclusive supervisory jurisdiction on the matters arising from or in connection with this Privacy Policy, subject to applicable laws.
- 13.3. All disputes and differences arising out of or in connection with any of the matters set out in the Privacy Policy shall be finally and conclusively determined by arbitration in accordance with the Arbitration and Conciliation Act, 1996. The seat and venue of the arbitration shall be located at Pune, India.

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