

**Address:**

N.B. Apartment, First Floor, Block 2,
Holding No. 13/A, Station Road (Nalta),
Kolkata, West bengal, India 700079

Email:

info@myehpl.com

Phone:

1800 3137 879

**ENROOTS HORIZON
PRIVATE LIMITED**

CIN No:U52100WB2022PTC258833

GST No:19AAHCE3661M1Z6

WEBSITE PRIVACY AND DATA PROTECTION POLICY

This Website Privacy and Data Protection Policy has been framed by ENROOT HORIZON PVT LTD (HEREINAFTER REFERRED TO AS EHPL) in compliance with the provisions of the Consumer Protection Act, 2019, and Rules framed thereunder, Consumer Protection (Direct Selling) Rules, 2021, Consumer Protection (E-commerce) Rules, 2020/2021, Information Technology Act, 2000 and the Digital Personal Data Protection Act, 2023, as amended upto date as on the 1st day of July 2024.

1.WHAT INFORMATION WE COLLECT AND HOW WE USE IT:

EHPL hereby declares that it complies with all the provisions applicable under the law of the land to safeguard all your personally identifiable information on this website. The information that we collect on our website comes under two general categories-

- a) Personally Identifiable Information
- b) Aggregate Information

2.PERSONALLY IDENTIFIABLE INFORMATION

This refers to information that lets us know who you are or things specifically about you.

3.FOR WEBSITE VISITORS

You can browse our website without necessarily sharing any Personally Identifiable Information. However, if you want to register with us, you may do so by voluntarily providing your Personally Identifiable Information (name, address, email ID, and contact number) to assist you with online registration and future product/service order placement. We might also maintain a record of your contact information to help us provide better services in case you contact us again.

4.PRODUCT ORDERS

When you place an order on our website, Personally Identifiable Information (such as name, contact info, order info, online payment details, and other transaction info) will be collected for processing and delivering your order. We may also provide certain necessary order details to our logistic partners to complete the delivery of the order.

5. ONLINE PAYMENT INCLUDING CREDIT CARD DATA:

The Online Payment details including Credit Card Information collected for online shopping is used only to process payments for the orders and, is not retained on our website. The information is securely transmitted to the bank, and we store only the transaction number and amount paid information provided by the bank or the online payment service provider.

6. SURVEYS, FEEDBACK AND PROMOTIONS:

You may voluntarily provide Personally Identifiable Information to participate in occasional surveys, feedback, user polls or to answer questionnaires. This information is used by us to better our products and services. We may also use this information to provide you with marketing and promotional material. If you do not wish to receive any such material, you can adjust the setting for the same through a link provided in the email communication or send us an email at support@myehpl.com



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7. AGGREGATE INFORMATION

a) This refers to information that does not distinguish you as a particular individual.

a) This information includes your browser and operating system type, your IP address, the URL (Uniform Source Locator) of the website that directed you to our site, and any search terms you enter on our site. Such information is aggregated by our web server to monitor the activities on the site and evaluate its performance. This helps us improve the features and functions of the website to provide you with a satisfactory user experience. We might compile, publish, store, collect, promote, disclose, or use any Aggregate Information. We generally do not correlate any Personally Identifiable Information with Aggregate Information. In case we do this, it will be protected as per the terms mentioned for Personally Identifiable Information in this Privacy Policy.

b) All your personally identifying information that you provide EHPL, by way of registering yourself as a retail customer or an independent business associate for availing various services provided by us are no more than what would be required by EHPL for administrative and management purposes for providing you with efficient and effective services and experience.

c) EHPL respects every individual's right to privacy and hence it is fully committed to protecting your privacy too. EHPL agrees to take every reasonable measure and due care of keeping such information of yours in strict confidentiality and to use them only for the purposes and in furtherance thereof for which the same has been disclosed by you and for legitimate business purposes. EHPL shall not release such information to any outside organizations, except to the organization/(s) which is a sponsor of the event/service for which such information has been collected. EHPL shall be entitled to release the requisite personal information for the provision of services to its third-party email service provider to send emails confirming registration, purchases, payments etc. However, EHPL reserves the right to disclose such information if and when required by any court order or a summon or in response to law enforcement and regulatory agency's request.

7. PERSONAL AND NON-COMMERCIAL USE:

The right to use the EHPL website is personal to you and is not transferable to any other person or business entity. Each registration is for a single user only as per the terms and conditions of online registration. We do not permit you to share your unique EHPL Tracking ID and Password with any other person or with multiple users on a network. Furthermore, you shall use the EHPL website, members' section, EHPL Notification and announcements section, and all its services and materials herein strictly for non-commercial purposes only and not indulge in any business activities, other than those provided by EHPL.



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8. USER MATERIAL AND CONDUCT:

a) You may send in your comments or any other general feedback and submit suggestions, ideas, proposals, questions, or other information to the management, wherever required or permitted, apart from the personal information you provide to us during the online registration process. Your information is defined to include any information you provide to us in the registration process, in the feedback area or through any e-mail feature, solely to enable EHPL to use the information you supply us with, so that we are not violating any rights you might have in your information, you hereby agree to grant us a non-exclusive, worldwide, perpetual, irrevocable, royalty-free, sub-licensable right to exercise the copyright, publicity, and database rights (but no other rights) you have in your information, in any media now or known in the future, concerning your information. EHPL will only use your information under this 'user agreement'.

b) You represent and warrant that you own or otherwise control all of the rights to the content that you may post or send to us, that the content is accurate, that the use of the content you supply does not violate this policy, rules and regulations and will not cause harm or injury to any person or entity, and that you will indemnify EHPL, its promoters, shareholders, partners, employees, and affiliates for all claims resulting from content you post or supply to EHPL. Kindly note, that EHPL holds the right but not the obligation to monitor and edit or remove any such activity or content. Further, EHPL takes no responsibility and assumes no liability for any content posted by you or any third party. It is once again clarified that other than personally identifiable information, which is covered under the Privacy Policy, any material you transmit or post to this website will be considered non-confidential and non-proprietary. We will have no obligations concerning such material.

c) We may collect the following personally identifiable information about you:

- ✓ Full name including the first, middle, and last/ family name
- ✓ Gender and date of birth
- ✓ Contact details such as landline, mobile number & WhatsApp number, and email ID
- ✓ Contact details such as postal address with PIN
- ✓ Bank Account details with a cheque image to transfer sales commissions
- ✓ PAN (Permanent Account Number)
- ✓ Aadhar Card
- ✓ Passport Size Photograph
- ✓ Nominee and the relationship with the nominee
- ✓ Financial information (like account or credit/debit card numbers)
- ✓ Other information as per our registration process.

d) We may also collect the following information:

- ✓ About the pages you visit /access
- ✓ The links you click on our site
- ✓ The number of times you access the page
- ✓ The number of times you have purchased on our website etc.



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e) You are solely responsible for 'Your Information':

✓ 'Your Information' shall not be false, inaccurate, misleading or fraudulent.

✓ Shall not infringe any third party's intellectual property, trade secret, or other proprietary rights or rights of publicity or privacy. It shall not be defamatory, libelous, unlawfully threatening or unlawfully harassing.

✓ Shall not be indecent, obscene, or contain pornography or contain an 'indecent representation of women' within the meaning of the Indecent Representation of Women (Prohibition) Act, 1986; seditious, offensive, abusive, liable to incite racial or religious hatred, discriminatory, menacing, scandalous, inflammatory, blasphemous, in breach of confidence, in breach of privacy or which may cause annoyance or inconvenience which constitutes or encourages conduct that would be considered a criminal offense, give rise to civil liability, or otherwise be contrary to the law.

✓ Or shall not be or include material that is technically harmful (including, without limitation, computer viruses, logic bombs, trojan horses, worms, harmful components, corrupted data or other malicious software or harmful data) or other computer programming routines that may damage, detrimentally interfere with, diminish the value of, surreptitiously intercept or expropriate any system, data or personal information.

✓ Shall not create liability for us or cause us to lose (in whole or in part) the services of our ISPs or other suppliers; and that is like political campaigning, religious messages, commercial solicitation, chain letters, mass mailings or any form of 'spam'; or that is illegal in any other way. EHPL reserves the right (but not the obligation) to remove or edit such content but does not regularly review posted content.

e) You shall abide by all the notices and all the terms and conditions, updated from time to time, contained and mentioned herein in this agreement, in good faith and with due diligence and care.

f) You shall not use the EHPL website, services, and/or materials therein for any purpose that is unlawful or prohibited by these terms, conditions, and notices. You shall not use the EHPL website, services, and /or materials therein in any manner that could damage, disable, overburden, and/or impair the EHPL website or any services therein or the network(s) connected to the EHPL website and interfere with other user's use and enjoyment of this EHPL website and/or services therein.

g) You shall not attempt to gain unauthorized access to any services on the EHPL website, other IBO's virtual office, computer systems, or networks connected to the EHPL website through hacking, password mining, or any other means. You shall not obtain or attempt to obtain any materials or information by any means not intentionally made available to you through the EHPL website.

h) We shall fully cooperate with any law enforcement authorities or court order requesting or directing us to disclose the identity or locate anyone posting any material in breach of clauses or elsewhere. Please be aware that even if you do not give EHPL your real name, your web browser transmits a unique IP address to us, which can be used by law enforcement officials to identify you.

i) Certain sections of the EHPL website may contain content/material submitted by other users. EHPL accepts no responsibility for the content, accuracy, or conformity to applicable laws of such material. Part of the EHPL website may contain advertising/other material submitted to EHPL by third parties. Responsibility for ensuring that material submitted for inclusion on this website complies with applicable laws is exclusively on the advertisers and EHPL will not be responsible for any claim, error, omission, or inaccuracy in advertising material. EHPL reserves the right to omit, suspend, or change the position of any advertising material submitted for insertion. Acceptance of advertisements on the EHPL website, if any, will be subject to EHPL terms and conditions which are available on request.