

## **PLAY PICKUPS PRIVACY POLICY**

Welcome to **Play Pickups!**

We, at **Play Pickups**, aim to adhere to the ethical standards pertaining to collection, usage and safeguarding of the information provided by you during the use of the Platform. Play Pickups is committed to protecting the privacy of visitors of the Play Pickups website(s) and the individuals who register to use our products and services. The following privacy notices explain our privacy practices related to these activities and how Play Pickups may collect, use, and/or share personal information.

This Privacy Policy is meant to help you understand, among other things, what personal data we collect, why we collect it, and what we do with it.

**Arpit Bansal HUF** a Hindu Undivided Family represented by its Karta, Mr Arpit Bansal, residing at 504 Signia Pearl, G-Block, Bandra Kurla Complex, Mumbai 400051, Maharashtra, India hereinafter referred to as ("**Company**"; "**We**"; "**Our**"; "**Play Pickups**"). The Company owns, operates and manages the website **www.playpickups.app** ("**Website**") under the brand '**Play Pickups**' (collectively referred to as the '**Platform**') whereby We, through the Platform, provide various SAAS based services to the Users and all the features, functionalities and other allied services and products therein ("**Services**"), subject to term and conditions indicated in the terms of use and/or any part of the Platform.

This privacy policy governs your use of the Platform and the other associated applications, products, websites and services managed by the Company and describes the online information collection of the users and the usage of the information collected therein. This Privacy Policy ("**Policy**") applies to the Platform and the Services. Please read the Policy before using the Services. Your usage of the Services and/or the registration with us via any mode or device shall signify your acceptance of this Policy and you agree to be legally bound by the terms and conditions mentioned therein. If you do not agree with the terms of this Policy, kindly do not register or use the Platform or avail any of our Services.

This Policy sets out the following:

- What data we collect and what we do with it
- What technology we use
- What data protection rights you have and how you can exercise your rights

### **1. Definition**

In addition to other words and expressions that may be defined elsewhere in this Policy, unless the context otherwise requires, the following capitalized terms wherever used in this Policy shall have the meanings as ascribed hereunder:

- (1) "**Client**" means any User who avails/has availed the Services offered on the Platform subject to the terms and conditions stipulated in these Terms, and any additional

conditions, undertakings and disclaimers indicated in this document and/or any part of the Platform.

- (2) **"Payment Method"** means a payment method that You have added to Your User Account, such as a credit card, debit card or net banking and is being used for undertaking the payment for the Services.
- (3) **"Services"** means the community sports platform and related services made available by the Company to the Users through the Platform.
- (4) **"Users" "you" or "your"** means any natural or legal persons/entity(ies) (including the Clients), as the case may be, who have access to and uses the Platform for the purpose of providing and/or availing the Services offered by the Company, in accordance with these Terms. The term **"Users" "you" or "your"** shall mean and include any other persons/entity who access the Platform without such a User Account.

## **2. USER INFORMATION: INFORMATION WE COLLECT AND RECEIVE**

### **(a) User Provided Information and Access**

- (i) After accessing the Platform, you are prompted to make an account and during this process we may collect your email address, name, phone number, address, transaction related information while availing any offers and other personal details. We may also collect information to enable us to check and verify your identity, unique identifiers, such as username or password; details entered to and stored in the account of the User on the Platform, information provided to us through our Service, interaction with our customer service, participation in surveys or marketing promotions. We may also ask you to share the password sent to you or to verify a link sent on your e-mail address. All this is necessary to uniquely identify and authenticate you.
- (ii) While you are using our Services on the Platform, we record your responses and activity data, including but not limited to, textual and session details.
- (iii) The said personal data/ information collected from the users shall collectively be referred to as **"Information"** in this Policy.
- (iv) We may use the Information to contact you from time to time, to provide you with the Services, important information and circulate marketing and promotional material. We may ask you for more information for identification purposes if required (personal information). The User shall be permitted to access the Platform via any device provided that the log in/access credentials match with the User credentials.

### **(b) Automatically Collected Information**

We may collect and store certain information automatically when you login to the Platform, including but not limited to, the IP address, your device ID and device type.

### 3. DATA NOT PROCESSED

We do not process personal data revealing your racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation.

### 4. COOKIES

We also use cookies for data collection. A cookie stores small bit of information stored by your browser and track your preferences which can be utilized in order to provide customised services. This data is used to improve the services and offerings, such as providing more content in areas of interest to a majority of users. However, you can disable cookies and reset the browser whenever you want through your browser settings. Although, some of the features, services or products may not function in a proper manner if the cookies are disabled and we would not be able to provide certain personalised services and a better user experience.

### 5. USER RIGHTS

You may contact us at any time if there are any queries pertaining to the data privacy rights or if you wish to exercise any of the following rights essential for protecting your data:

- (i) **Right to withdraw your consent:** You shall have the right to withdraw your consent at any time with regard to the processing of the Information or personal data.
- (ii) **Right to access your data:** You have the right to obtain confirmation as to whether or not personal data concerning you is being processed, and, where that is the case, access to the personal data and the Information.
- (iii) **Right to rectification:** You shall have the right to rectify any inaccurate data. For instance, you can contact us if your contact details have changed and you would like us to update the details that have been stored with us.
- (iv) **Right to erasure:** You can contact us to delete or erase any personal data concerning you that has been stored with us.
- (v) **Right to restrict processing:** You can contact us to restrict the processing of certain data in certain situations such as in the event we no longer need the personal data for the purposes of the processing, but they are required by the data subject for the establishment, exercise or defence of legal claims.
- (vi) **Right to data portability:** You can contact us to receive your data in a commonly used and machine-readable format if you want to transmit or upload it to another website.

(vii) **Right to object how your data is handled:** If you do not agree with the processing of your personal data at any time (for instance analytical proposes), you can contact us to discontinue the same.

(viii) **Right to lodge a complaint:** You may lodge a complaint with the Company, if you feel that the processing of the data relating to you infringes your rights.

## 6. DATA PROTECTION OFFICER

(a) If you have any questions or comments regarding this Policy, or if you wish to exercise your individual rights, please contact us using the following method:

Email: [privacy@playpickups.app](mailto:privacy@playpickups.app)

(b) Our Data Protection Officer or another data protection relevant officer can be reached at the email provided above.

## 7. USE OF THE INFORMATION AND DISCLOSURE

(a) We collect the Information for the reasons including but not limited to the following:

- To analyse and draw trends from the aggregated statistics of the User activity.
- To provide personalised recommendations and maintain general and personalised content
- Identification and authentication of your use of Company Services
- To improve our features and provide seamless service
- To conduct research, to administer the Services and products
- To undertake promotional activities and/or contest
- To send you relevant notifications through e-mails and SMS which add to the effectiveness of the service
- To respond to any queries/doubts raised by you
- To protect against imminent harm to the rights, property or safety of the Platform / Company or its users or the public as required or permitted by law;
- To send periodic emails for sharing information and updates pertaining to your order, occasional company news, updates, related product or service information, etc.

(b) We may disclose Information to:

- The employees, representatives, advisors or contractors or affiliated organizations on a need-to-know basis in order to undertake process on the behalf of the Company or to facilitate smooth functioning of our Services, such as providing network services, IT support, and customer service.
- Any parent company, investor, subsidiary or acquirer in the event of corporate sale, merger, reorganization, sale of assets, dissolution, or bankruptcy;
- Third party service providers in order to personalize the Website/Services/products for a better user experience and to perform behavioural analysis;
- Any legal, governmental or regulatory authority if it is required to comply with any legal order or process, issued or commenced, in accordance with the applicable laws

## **8. THIRD PARTY PAYMENT SERVICES AND INFORMATION COLLECTION**

(a) We use a third party payment platform and payment aggregator services to bill you for products and Services. We may use and share the User Information with reliable and reputed third-party payment gateway to whom we are associated in order to ensure swift and comfortable payment mechanism for the User. The third party service providers shall provide the Company the phone number of the User utilised while completing the payment transaction.

(b) After the User is directed to the payment mechanism and the payment gateway, the Company is not liable for any data stored, used or accessed by such a third party service provider and the User Information is no longer governed by this Policy or our Website's Terms of Service. The same shall be subject to the terms and conditions and privacy policy of the third party service provider. For these third party service providers, we recommend that you read their privacy policies in order to understand the manner in which your personal information and your credit/debit card details will be handled by these providers.

## **9. SHARING OF DATA WITH THIRD PARTIES**

(a) We will share your information with third parties only in the ways that are described in this Policy. We may use the individual data and behaviour patterns combined with personal information to provide you with personalized content, and better your learning objectives.

(b) The Company may provide and utilise the Information and data collected to certain third parties for undertaking data analysis via third party analytical tools. The third party analytical tools are utilised in order to analyse the data and information to personalize, drive insights and thereby provide a better performance, improve the quality of features and provide seamless services to the User.

- (c) The Company does not sell, trade or rent your Information to any third party unless, we have been expressly authorized by you either in writing or electronically to do so.
- (d) We share your data with the following third parties for the above mentioned purposes:<sup>1</sup>

**(i) Google Analytics**

We use Google Analytics, a web analysis service provided by Google Inc. (Google) to track the Platform visitors. Google Analytics uses cookies, which are text files saved on your computer that is an aid as to the data analysis of your usage patterns. You can find additional information on Google Analytics' use of data and data protection at <https://marketingplatform.google.com/about/analytics/terms/us/>.

**10. AGGREGATE STATISTICS**

We may at times provide aggregate statistics about our Users, their behavioural pattern, and related site information to third parties; however this information when disclosed will be in an aggregate form and does not contain any of your individual detailed personal data or Information.

**11. DATA SECURITY AND RETENTION**

- (a) We follow the customary security measures and adopt the required processes as per industry standards to protect and safeguard the personal information and data provided to us.
- (b) Once you delete your Information through your account settings such as name and e-mail address on the Platform, this deleted information is not stored in any form at our end<sup>2</sup>. You have every right to cease to hold an account with us. However, the past activity data associated with your account is intact in anonymous form with us and we may utilise it for research and analysis purposes in order to improve the quality of our Services.

**12. DATA BREACH**

In case of any data breach of personal data or Information/Website's database / third-party data, processors is apparent, we will inform relevant authorities within 72 hours about the same. Further, we shall inform you about the same without any undue delay, as may be required.

**13. POLICY FOR CHILDREN**

We do not collect personal information of children under 16 years of age. If knowingly or unknowingly, some child under the age of 16 has given us personal data or Information, we will get in touch with parent for consent or delete the said personal data or Information. In the event you want to inform us about such an event, please email us at [privacy@playpickups.app](mailto:privacy@playpickups.app).

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<sup>1</sup> Please confirm. We have specified a sample for reference.

<sup>2</sup> Please confirm. Further, kindly confirm the retention period of the stored data.

#### **14. EXTERNAL LINKS**

The Platform may include advertisements or external links to third party websites, applications, content or resources which are not owned/controlled by the Company. We have no control over such external links available in the Platform. You acknowledge and agree that the Company is not responsible for any collection or disclosure of any details or information by any external websites or applications or links.

You further acknowledge and agree that the Company is not liable for any loss or damage which may be incurred by You as a result of the collection and / or disclosure of your information by external applications, sites or resources, or as a result of any reliance placed by You on any advertising, products or other materials on, or available from such third party applications, websites or resources. We do not control or endorse any such third party links or websites. The external applications or websites or links may have their distinct privacy policies governing their collection, storage, retention and disclosure of information and data. We suggest that You should review the privacy policy prior to accessing such third party external links.

#### **15. REVISION OF POLICY**

We reserve the right to revise this Policy as and when needed and a notice of revision, in case of material changes, will be provided on the Website. We would appreciate if you would stay updated on any policy revisions. We will take your continued use of our Services as the deemed acceptance of the new policies. If you have any queries or issues about the Policy, you may contact us at [privacy@playpickups.app](mailto:privacy@playpickups.app).