

WEGOT Privacy Policy

This Privacy Policy applies only to the information collected through WEGOT Utility Solutions Private Limited's websites located at www.wegot.in, www.venaqua.com, www.venaqua.in ("**Websites**") or through the Applications downloaded from these websites. By visiting these Websites and/or downloading any Applications ("**Apps**") therefrom, you accept the practices described in this Privacy Policy for any information you provide and have provided in the past through the Websites/Apps. If you are uncomfortable with our policies and practices, please do not provide any personal information to us through these Websites/Apps. As used in this Privacy Policy, the terms "you" and "your" refer to each visitor to the Website and to any subscriber that downloads a WEGOT Apps, and the terms "we," "our," "us," and "WEGOT" refer to WEGOT UTILITY SOLUTIONS Private Limited.

WEGOT understands how important privacy is to our users and subscribers. We are committed to protecting your privacy and want to make sure that you understand how your personal information is used.

What we collect. When you subscribe to our services or use our Website/ Apps, we ask for basic information such as your name, contact information, physical address and other autobiographical information. We keep track of your subscribed utility, access and activities so we can understand our users/subscribers needs and evaluate the effectiveness of our offerings and products. We also collect demographic information from other sources to help us learn more about subscriber/user characteristics and needs. When you visit the Website or use the Apps, we receive data about your interaction with various functionalities on the Website/Apps. As explained in the Questions and Answers below, we may ask for additional information in your visits to the Website/Apps. All of this information helps us better serve our subscribers and improve our products.

Information Sharing. We share your personal information only with the builder/ building association to whom we are providing services or to our associate corporate entities engaged in helping us provide these services. We may also release personal subscriber information when we are required to do so by law, or when necessary or appropriate to comply with legal process or to protect or defend WEGOT. We do not sell or rent subscriber information to telemarketers, mailing list brokers or any other companies.

For more detailed information about our privacy practices, and about privacy on the Website/Apps, please review the frequently asked questions below. To ask questions about your personal or other subscriber information, please contact us at:

Address:

WEGOT UTILITY SOLUTIONS PVT. LTD.

Plot no.45, Raju Nagar, Second Street, Okkiyam Thoraipakkam, Chennai – 600 097

Phone: +91 9840851800

Email: support@wegot.in

WEGOT Website/Apps Privacy: Questions and Answers

The following Questions and Answers address WEGOT Website and Applications privacy issues in more detail. We want to make sure that you understand the types of information that are collected at WEGOT and through the Website/Apps and the ways in which that information is used and protected. Specifically, this privacy policy answers the following frequently asked questions:

1. Do I have to submit any personal information in order to use the Website/Apps?
2. Do the Website/Apps collect non-personal information, using "cookies" or otherwise?
3. How is this information used, and can I control its use?
4. Is any information shared with other companies or organizations?
5. How do the Website/Apps protect security and confidentiality?
6. Will this privacy policy ever change?

7. Who can I contact with questions or comments about privacy issues?

1. Do I have to submit any personal information in order to use the Website/Apps?

If you want to take advantage of being a user of WEGOT's technology or use of the services available on the Website/Apps, we will request information that allows us to identify you. You will receive emails and we may also ask for personal information when you participate in other activities or services on the Website/Apps, such as surveys.

Again, regardless of whether you are visiting/using the Apps,Website or an affiliated site, you do not have to disclose any personal information if you do not want to. We are only interested in offering you convenient services that match your needs.

2. Do the Website/Apps collect non-personal information, using "cookies" or otherwise?

We also collect other types of information that do not allow us to identify your name, email address, or other personal characteristics. This "non-personal information" includes the number assigned to your computer whenever you access the Internet ("IP address"), and the type of browser you use. None of this non-personal information allows us to identify or contact you. We use this information to help us evaluate how the Website/Apps are being used. By gathering this information, we can learn, among other things, how many people visit the Website, use the Apps, etc.

We may also assign a "cookie" to your computer in some situations. Like an IP address, a "cookie" is a kind of online identification tag that allows us to recognize your computer each time you visit the Website.

We may use similar tools similar to Google Analytics, in the future, so as to capture the GUID (Globally Unique Identifier) for each user, region or chapter, age range, gender and user type. The information is may be also stored for web analytics. In addition, we may use cookies to store the user login name when he or she chooses the "Remember Me" option on the login page. We may also use an authentication cookie that lets the Website know the user has a valid login. If a user disables session cookies, the Website/Apps may not work. Users can only disable first party and third party cookies.

3. How is this information used?

Our primary purpose in collecting this information is to provide you with the services you request, allow you to interact with us, the building association and other personnel, both on the Website/Apps and offline. As explained above, for example, we ask for information so that we can send you detailed billing for utilities used, immediate alerts on the usage of utilities, providing personalised tips, analytics on usage patterns, high-usage alarms, tracking budgets, and/or raise any concerns in usage patterns.

4. Is any information shared with other companies or organizations?

WEGOT takes seriously its responsibility to keep your personal information confidential and private. We do not sell or rent any of our subscribers' personal information to telemarketers, mailing list brokers, or any other companies. However, like most organizations, we also hire companies to provide certain administrative services that require access to Subscriber information, such as processing address labels, managing databases, and sending information by sms or online. We may further share these details with our marketing partners for promotion our own products and services. We require all of these service providers to also hold subscriber information in confidence. These providers are contractually required to maintain the security and confidentiality of all Subscriber information, and are prohibited from using that information for any purpose other than providing the services specified in their contracts with WEGOT. We may, at our discretion, audit and monitor these companies to ensure that the Subscriber information is protected.

We may also disclose personal information when required to do so by law or when such action is necessary or appropriate to comply with legal process served on WEGOT, to protect and defend the rights or property of WEGOT, or to protect the personal safety of users of the Website/Apps. We reserve the right to contact the appropriate authorities in our discretion when visitors' activities appear to be illegal or inconsistent with our policies.

5. How do the Website/Apps protect security and confidentiality?

In order to protect your personal information, we use technologies and processes such as encryption, access control procedures, network firewalls, physical security and other measures. These measures increase, but do not guarantee, the security and privacy of information traveling to, from, and within the Website/Apps. Only our authorized employees, agents or independent contractors carrying out permitted business functions are allowed to access personal information. Employees who violate our privacy access policies may be subject to disciplinary actions, including termination when appropriate.

In order to receive some services, we may require you to use a password to protect your subscriber account from unauthorized access by others. You are responsible for maintaining the secrecy of your unique password and account information, and for controlling access to your communications on the Website/Apps at all times. If you do allow others, including family or household members, to access WEGOT Subscribers-only services through your personal password or to use your Subscriber account number, please understand that you are responsible for the actions of those individuals. Please note that emails, instant messaging and similar means of communication with others are not encrypted, and we advise you not to communicate any confidential information through these means.

6. Will this privacy policy ever change?

This privacy policy describes the types of information we currently collect, and the ways we use and protect that information. If you are uncomfortable with our policies and practices, please do not provide any personal information to us through the Website/Apps. However, this may prevent/hinder you from using our Website/Apps.

From time to time, we may collect different types of information and use that information in different ways - for example, when we add features or services to the Website/Apps. In these cases, we may edit this policy to explain the new practices. Because protecting Subscribers' privacy is very important to us, we do not expect major changes in policy. However, if we do make significant changes in our practices, we will include announcements on the Website home page and/or the Appso that you will know to review the revised policy. If you object to any changes, you may delete your account by contacting us. By continuing to use the Website/Apps after notice of changes has been sent to you or published on the site, you are consenting to the changes.

7. Who can I contact with privacy questions?

If you have any questions or comments about your Subscriber information or this privacy policy, please send an email to admin@wegot.in. We will do our best to investigate any question you may have and respond promptly to your concerns.