



Privacy Policy

This Privacy Policy explains the policy regarding the collection, storage use, disclosure, transfer and protection of your sensitive personal data or information by Netsurf Research Labs Private Limited ("We") for all of our Products and/or Services ("Services"). This Privacy Policy forms part and parcel of the Terms of Use of this website. We value the information you provide to us and want you to be confident that we are committed to protecting your privacy.

This policy may change as we update, improve and expand the Services, so please check it periodically. By accessing our website or otherwise using the Services, you consent to collection, storage, and use of the sensitive personal data or information you provide (including any changes thereto as provided by you) for any of the Services offered by us.

1. SOURCES OF INFORMATION

We collect and process the information from you from the following sources to provide better services:

Personal details:

This includes basic contact information such as name, address, pin code and email address etc. We may also require you to provide additional information when you submit certain forms on our website to respond your queries or communicate with us.

Cookies:

We may collect information about your browsing device including your IP address, operating system, browser type for system administration, time that you spent on per webpage of our website, frequency of your visit.

We use data collection devices such as "cookies" on certain pages of its Site. Cookies are small files which are stored on your hard drive that assist us in providing customized services. We also offer certain features that are only available through the use of a "cookie". You may disable cookies by making certain settings on your browser; however, if you refuse to accept cookies, you may be unable to access certain parts of our website.

2. LINKS TO OTHER WEBSITES

This website may, from time to time, contain links to and from other websites or applications to give you a better service. Such websites or applications are governed by their respective privacy policies, which are beyond our control. Once you leave our servers, use of any information you provide is governed by the privacy policy of the operator of the application,

you are visiting and we do not accept any responsibility or liability for these policies. We do not provide any personally identifiable information to third party websites / advertisers / ad-servers without your consent.

3. USE OF YOUR INFORMATION

The Information as supplied by you enables us to improve the Services and provide you the most user-friendly experience. All required information is service dependent and we may use the above said user Information to maintain, protect and improve the Services and for developing new services. We may also use your email address or personally identifiable information to send commercial or marketing messages without your consent [with an option to subscribe/unsubscribe (where feasible)]. We may, however, use your email address without further consent for non-marketing or administrative purposes (such as notifying you of major changes, etc.).

Without limitation to the foregoing, your information may be used for the following purposes:

- Provide tips or guidance on how to use our website, inform you of new features on our website, or provide other information that may be of interest to you;
- Business processes, operations and management including but not limited to performance of the business, operation of the services, entering into or performing any contract, maintaining quality of the services, providing support to the products or services You have obtained from us, managing company assets;
 - Communicating with you;
 - Managing Client Contacts profiles including but not limited to the business relationship between the Clients and Client Contacts, administering and developing our business relationship with You, providing You with information, products or services that You request from us or which We feel may interest You, record keeping and other general administrative and services related processes;
- Ensuring the safety and protection of the rights or property of Netsurf Research Labs Pvt. Ltd. or its business;
 - Complying with applicable legal requirements including but not limited to governmental reporting, etc. and fulfilling statutory/legal obligations as a service provider under applicable laws, adhering to judicial or administrative orders, compliance with laws;
 - Contacting You via surveys to conduct research about Your opinion of current services or of potential new services that may be offered by us;
 - While conducting daily business/operations such Sensitive Personal Data or Information may be provided to affiliates and associate companies, our employees/staff and Third Party's for the purpose of processing such Sensitive Personal Data or Information for or on our behalf including but not limited to helping us to perform statistical analysis, send You email or postal mail, provide customer support/support services, etc;

- Marketing and promotional purposes;
- Operating Website, improving the content of our Website and for ensuring that content from our Website is presented in the most effective manner for You.

4. DISCLOSURE OF YOUR INFORMATION

We may share your information with any third party without obtaining your prior consent in the following limited circumstances:

- When it is requested or required by law or by any court or governmental agency or authority to disclose, for the purpose of verification of identity, or for the prevention, detection, investigation including cyber incidents, or for prosecution and punishment of offences. These disclosures are made in good faith and belief that such disclosure is reasonably necessary for enforcing these terms or for complying with the applicable laws and regulations.
- Netsurf Research Labs Private Limited proposes to share such information with its group companies/affiliated companies and employees of such group companies/affiliated companies for the purpose of processing personal information on its behalf. We also ensure that these recipients of such information agree to process such information based on our instructions and in compliance with this Privacy Policy and any other appropriate confidentiality and security measures.
- We may disclose information to third parties to detect, prevent or otherwise address fraud, security or technical issues or protect the rights, property or safety of us, our users or others or in order to enforce or apply our terms of use.

5. INFORMATION SECURITY

We take appropriate security measures to protect against unauthorized access to or unauthorized alteration, disclosure or destruction of data. These include internal reviews of our data collection, storage and processing practices and security measures, including appropriate encryption and physical security measures to guard against unauthorized access to systems where we store personal data. However, as effective as our security measures are, no security system is impenetrable. We cannot guarantee the security of our database, nor can we guarantee that information you supply will not be intercepted while being transmitted to us over the Internet.

6. OTHERS

Netsurf reserves the right to amend, modify, alter or change its Privacy Policy at any point of time. The updated policy will be applicable to you as soon as it is uploaded on the website. If you have any questions or concerns regarding this privacy policy, you should contact us at at 020 6711 1212 .