

PRIVACY POLICY

We value the trust you place in us and recognize the importance of secure transactions and information privacy. This privacy policy (“**Privacy Policy**”) describes how Virya Logistics Technologies Private Limited and its affiliates (collectively “Agraga, we, our, us”) collect, use, share or otherwise process your personal information through Agraga’s website (www.agraga.com), our mobile application *Agraga*, and any other digital media platforms (hereinafter collectively referred to as the “**Platform**”).

By accessing the services provided by Agraga, you agree to the collection and use of your Information (*as defined below*) by Agraga in the manner provided in this Privacy Policy and the Terms of Service and agree to be governed by the laws of India including but not limited to the laws applicable to data protection and privacy. If you do not agree to any of the terms and conditions mentioned in this Privacy Policy, please do not use or access our Platform.

Collection of your Information

When you visit the Platform, we automatically collect certain information about your device, including Personal Information (*as defined under the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011*) about your web browser, IP address, time zone, and some of the cookies that are installed on your device.

Additionally, in order to avail the services as provided on our Platform, you expressly agree to provide Sensitive Personal Data Information (*as defined under the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011*) to us, including but not limited to the following:

1. In case you are a company/ entity:
 - 1.1. Goods and Services Tax (GST) number;
 - 1.2. Permanent Account Number;
 - 1.3. Importer-Exporter Code;
 - 1.4. Details and documents of commercial vehicles owned by you;
 - 1.5. Personal details of drivers, including their driving license number and other relevant information;
 - 1.6. Aadhar card number (*in case you are a sole proprietorship*);
 - 1.7. Tax Identification Number (*in case you are an entity registered outside India*); and
 - 1.8. Bank account information.

2. In case you are an individual:

- 2.1. Name;
- 2.2. Mobile Number; and
- 2.3. Email ID.

You further expressly acknowledge that we have the right to collect information, documents and other necessary details in relation to each booking that you place with us on our Platform or otherwise, including *inter alia* the following:

1. Harmonized System Codes of the commodity;
2. Value of the commodity;
3. Information related to the buyer and seller;
4. Dimensions, weight, number of pieces of the relevant commodity; and
5. Other information related to the commodity being exported and imported, and the type of packaging being used for a particular shipment.

Personal Information and Sensitive Personal Data Information shall collectively be referred to as “Information”.

Use of your Information

In order to obtain the services provided by us, we collect, use, possess, process, store, deal, disclose, transfer or handle your Information for the following purpose:

1. To provide products and services;
2. To monitor your usage of our services to understand your requirements better;
3. To perform accounting, auditing, invoicing, reconciliation, and collection activities; and
4. To provide you with related and ancillary functionalities, products, services, solutions, software and technologies developed and offered by us in the ordinary course of our business.

Retention of Information

We retain your Information for a period no longer than it is required for the purpose for which it was collected. Further we retain your Information in accordance with and as required under any applicable law. However, we may retain Information related to you if we believe it may be necessary to prevent fraud or future abuse, to enable Agraga to exercise its legal rights and/or defend against legal claims and/ or for other legitimate purposes as may be necessary under applicable law. We may continue to

retain your Information for analytical and research purposes; however, we will keep this Information anonymous.

Sharing of your Information

Agraga may disclose your Information to payment gateways, advertisers, logistics providers, and other such third-party service providers (collectively “**Third-Party Service Providers**”). You expressly acknowledge that Agraga shall not be liable for such disclosures and usage in accordance with this Privacy Policy. You agree not to hold us liable in the event of any breach of warranty, intentional or unintentional, by the Third-Party Service Providers. You agree that you have read and understood the policies of such Third-Party Service Providers.

You further acknowledge that Agraga may disclose your Information to government authorities, if such action is necessary to respond to subpoenas, court orders, or other legal processes. Agraga may also disclose your personal information to government authorities, third party rights owners, or other third parties if it believes that such disclosure is reasonably necessary to enforce this Policy or the Terms of Service; or protect your rights, property or personal safety.

You further expressly agree and acknowledge that Agraga shall bear no liability for the consequences in any event where your Information has been willingly or inadvertently shared by you with any third party.

Cookies

We use data collection devices such as “**Cookies**” to analyze your activity across our Platform. Cookies are small files placed on your hard drive that assist us in providing our services. Cookies do not contain any of your Information. We also use Cookies to allow you to enter your password less frequently during a session. Cookies can also help us provide information that is targeted to your interests. You are always free to decline/delete our Cookies if your browser permits, although in that case you may not be able to use certain features on the Platform and you may be required to re-enter your password more frequently during a session.

You are aware that you might encounter Cookies or other similar devices on certain pages of the Platform that are placed by third parties. You expressly agree and acknowledge that the Platform does not control the use of such Cookies by third parties. Agraga is in no way responsible for such Cookies, and that you assume any and all risks in this regard.

Your rights

You have a right to access, correct, and update your Information directly through the options provided on the Platform. You also have a right to withdraw your consent that you have provided, by writing to us at anoop.raghavan@agruga.com. You always retain the right to withhold personal information from us by writing to us at anoop.raghavan@agruga.com, with the understanding that your experience of our Platform may be affected. We will not discriminate against you for exercising any of your rights over your personal information. If you do provide us with Information, you understand that we will collect, hold, use and disclose it in accordance with this Privacy Policy.

Security Measures

When we collect and process personal information, and while we retain this information, we will protect it with the AWS WAF and as specified by the Information Technology Act, 2000, including the rules framed thereunder, or any other applicable law, to prevent loss and theft, as well as unauthorised access, disclosure, copying, use, illegal data breaches, or modification.

Although we will do our best as is reasonably possible in the circumstances to protect the Information you provide to us, we advise that no method of electronic transmission or storage is 100% secure, and no one can guarantee absolute data security. We will comply with laws applicable to us in respect of any data breach.

You expressly permit us to collect, store and process your personal information for the reasons provided in this Privacy Policy. You understand that processing of Information is required to enable your usage of the Platform and its services and to comply with the applicable laws.

Changes to this Privacy Policy

You acknowledge that Agruga retains the right to amend or modify this Privacy Policy at its sole discretion, without any prior intimation to you, and you expressly agree that any such amendments or modifications shall come into effect immediately and shall be binding on you. Please check our Privacy Policy periodically for changes.

Grievance Officer

In accordance with the Information Technology Act, 2000 and the rules made thereunder, the name and contact details of the Grievance Officer of Agruga are provided below:

Anoop Raghavan - anoop.raghavan@agruga.com - +91 99302 80292

Governing Law and Jurisdiction

This Privacy Policy shall be governed by and construed in accordance with the laws of India. All disputes arising out of this Privacy Policy shall be subject to the exclusive jurisdiction of the courts in Chennai.