



Date: 20 October 2020

PRIVACY POLICY

This Privacy Policy governs the manner in which the Company collect, use, maintain and disclose information collected from users of this Website, in our endeavor and commitment of protecting your personal information, the Company has designed this comprehensive Privacy Policy and it encourages you to read this Privacy Policy. To understand the policies and procedures for the collection, use and dissemination of such Personal Information (*defined hereunder*) by the Company.

Updation of privacy policy

This Privacy Policy is subject to undergo change and review without any prior notice or approval. So, to keep yourself updated on the changes introduced, please keep visiting and reviewing the terms and conditions of this Privacy Policy.

User information

By accessing, visiting, browsing, using the Website, you agree to abide by the rules laid out by us and emanate consent to collect, store and use of all such information that you may furnish to, or through, our Website.

In some cases, while you visit our website, you may not need to provide any personal information. But in certain instances, the Company, in a variety of ways, including but not limited to subscription to mail list, filling out forms, interaction with customer teams, seeks your personal information in order for us to grant you access to some of the links or sites. Such links/ pages may ask for your name, email address, phone number etc.

This personal identification information including name, email address, phone number, PAN No., Aadhar no. or any other information pertaining to your identity ("Personal Information") provided you to the Company will be governed under the terms of this Privacy Policy.

You can always refuse to provide your Personal Information to the Company, except that it may prevent you from engaging or browsing in certain products and services.

Non-Personal Identification Information:

The Company may automatically collect non-personal identification information whenever you interact or browse our website. Non-personal identification information may include technical information including, the IP address, your login information, the browser type and version, operating system and platform, page interaction information, lengths of visits to certain pages and other similar information.

How Company uses collected Information

The Company may collect and use the Personal Information provided by you as well as the non-personal identification information automatically collected by us, for the following purposes:

- (a) To improve customer service: Information provided by you helps us respond to the customer service requests and support needs, more efficiently.
- (b) To personalize user experience: Company may use information in the aggregate to understand how the users as a group use the services and resources provided on the Company's website.
- (c) To improve the Company website: Company may use feedback provided by the user/s to improve its products and services.
- (d) To run a promotion, contest, survey or other application feature.
- (e) To send the user/s information they agreed to receive about topics of interest to them.
- (f) To send periodic emails.

The Personal information furnished by you may be used by the Company to provide relevant products and services and to acknowledge receipt of your communication or to send out information and updates to you. If you opt to be part of the Company mailing list, then you will receive emails about Company news, updates, related products or service information etc. You have the option to unsubscribe from receiving future mails.

Where does company store your Personal Information

A. The Personal Information collected from you may be transferred, stored and processed by expert staffs who work for the Company. By submitting your Personal Information you agree and allow the Company to transfer, store or process such Personal Information. The Company shall take all steps reasonably necessary to ensure that your Personal Information is treated securely

B. The Company has devised appropriate technical and organizational measures to guard against unauthorized or unlawful processing, unlawful access of Personal data and accidental loss or destruction of, alteration or damage to, personal data. The security of your Personal Information is of utmost importance to us, but unfortunately, the transmission of information via the internet, or method of electronic storage is not 100% secure. You should take all precautions to safeguard your passwords and any account information that you may have or provide and to employ current virus-scanning or firewall software and other security safeguards. You should also log out of your account and close your browser window when you finish your transaction on the website. While the Company strives to use commercially acceptable means to protect your Personal Information, but the Company cannot guarantee absolute security of your Personal Information transmitted to our website and any transmission is at your own risk.

Security

To ensure security while transmitting Personal Information, all the ongoing transmissions between you and the Website servers are encrypted using advanced and standard protocols. The Company also

practices restricted access by its employees and hold them to high levels of confidentiality.

Cookies

The Company use cookies for security, session continuity, and customization purposes in order to provide you with a good experience when you browse the Company's website. By continuing to access the Company website, you are agreeing to Company's use of cookies. Tracking technologies also used are beacons, tags, and scripts to collect and track Information and to improve, analyze and personalize our content for you. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, in case of a user opting to reject a cookie, he/she may not be able to gain access to some of the limited services or use some features of the website.

Third-Party Service Providers

The Company may use third-party service providers ("Service Providers") to monitor and analyze the use of the website. Company may employ third party companies and individuals to facilitate its website, to provide the services on its behalf or to assist the Company in analyzing how various services are used. These third parties have access to your Personal Information only to perform these tasks on behalf of the Company and are obligated not to disclose or use it for any other purpose.

Sharing Personal Information of user/s:

The Company do not sell, trade, or rent the Personal Information provided by you or automatically collected by us to others. The Company may share generic aggregated demographic information not linked to any Personal Information, with our subsidiaries, business partners, trusted affiliates and advertisers for the purposes outlined above.

Disclosure of Personal Information and/or Non-personal identification information:

The Company may disclose your Personal Information and/or Non-personal identification information provided under this Privacy Policy, in the following situations:

- a) if the Company is required by the applicable laws to do so or if you violate our terms and conditions mentioned in this Privacy Policy;
- b) For reasonable purposes specified by any concerned/government authority.

Age of Consent:

By using this website, you represent that you are at least the age of majority as per the applicable laws, or that you are the age of majority as per the applicable laws. If the website is being used by the minor, then his/her legal guardian or parent shall be responsible to adhere to the terms and condition of this Privacy Policy on behalf of the minors.

Contact

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to customercare@glinfra.in

PAYMENT POLICY

The Company offers a convenient and secure way to make payments towards your perspective booking or allotment of flat/office/shop etc. using a valid Payment Account. The Company assumes no responsibility and shall incur no liability if it is unable to affect any Payment Instruction(s) on the Payment Date owing to (including but not limited to) any one or more of the circumstances listed below:

- If the Payment Instruction(s) issued by you is/are incomplete, inaccurate, invalid, and delayed.
- If the Payment Account has insufficient funds/limits to cover for the amount as mentioned in the Payment Instruction(s).
- If the funds available in the Account are under any encumbrance or charge.
- If your Bank or the NCC refuses or delays honoring the Payment Instruction(s).

- Circumstances beyond the control of the Company (including, but not limited to, fire, flood, natural disasters, epidemics, bank strikes, power failure, systems failure like computer or telephone lines breakdown due to an unforeseeable cause or interference from an outside force).

Security

- Transactions on the Website are secure and protected. Any information entered by you when transacting on the Website is encrypted to protect you against unintentional disclosure to third parties.
- Your credit and debit card information are not received, stored by or retained by the Company / Website in any manner. This information is supplied by you directly to the relevant payment gateway which is authorized to handle the information provided, and is compliant with the regulations and requirements of various banks and institutions and payment franchisees that it is associated with.
- To protect the secrecy of your identification and/or password, you shall take all such measures as may be necessary (including but without limiting to changing your password from time to time and shall not reveal the same to any other person(s)).
- Since your identification is necessary to access the Website; You shall use only your own user identification.
- In the event of theft or/and loss of your identification or/and password or/and security word, you shall notify the Company immediately via telephone or/and concurrently in person provide the Company with a written notice to the same effect. You shall remain liable for use of Website by any third party until such theft or loss is notified to the Company.

CANCELLATION & REFUND

You may request to cancel your booking by contacting our Customer Care team on the helpline number provided on the website Contact Us page, along with an email requesting for the cancellation of the same to customercare@glsinfra.in by clearly stating the reason for cancellation. For projects under the Haryana Government's Affordable Housing Policy, 2013 ("*Policy*"), the cancellation and refund policy shall be as per the Policy, as amended from time to time. For any queries or issues regarding the cancellation, you could write us at customercare@glsinfra.in or call at one of the helpline numbers provided on the website.

This document is legally binding and, in all respect, up to date as per 20th October 2020.

You may contact the Customer Care team in case of any queries or issues related to any of the listed projects at our site sales/marketing office or reach us at customercare@glsinfra.in

Thank you

Director

GLS Infratech Private Limited

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Date: 20 October 2020