



1 Privacy and Data Protection Policy

1.1 Introduction

Maapan Labs Private Limited, a private limited company incorporated under the Indian Companies Act, 2013, with Corporate Identification Number (CIN) U33125KA2021PTC152472, having its registered office at 503, 5th Floor, Pratham CASA Serene Apts, SM Rd, Near Jalahalli Cross, T. Dasarahalli, Bangalore KA 560057, INDIA (hereinafter referred to as the “Maapan Labs”, “Company”, “we”, “us”, or “our”), is committed to safeguarding privacy of individual, customers, clients, suppliers, vendors, agents, associates, partners, collaborators and parties sharing personal information.

This Privacy and Data Protection Policy (“Policy”) has been formulated in accordance with the Information Technology Act, 2000 and applicable rules framed thereunder, including the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011. For our global operations Maapan Labs may comply with General Data Protection Regulation (EU), California Consumer Privacy Act (US) and other regulations applicable for those geographies depending on the location based digital information and data transactions.

The Policy outlines our practices concerning the collection, use, storage, processing, and disclosure of personal data of individuals and information shared by parties with the company in normal course of business transactions. (hereinafter referred to as “you”, “your” or “Data Subject”) who visit our website, use our products or services, or engage with us digitally.

1.2 Definitions

- a. **Data Subject:** Individuals whose personal data is collected or processed by Maapan Labs.
- b. **Personal Information:** Information including but not limited to names, emails, phone numbers, IP addresses, and voice data.
- c. **Employees:** Employees and Consultants of the Maapan Labs
- d. **Users, Customers and Clients:** Users of products, solutions and services of Maapan Labs
- e. **Vendors, Suppliers and Agents:** suppliers of raw materials, components, modules and services for manufacturing, logistics, distribution, delivery, deployment, maintenance and business support processes.
- f. **Associates, Partners and Collaborators:** Active stake and responsibility bearer in business objects and operations of the Maapan Labs.
- g. **Third Party:** Entities not controlled by Maapan Labs involved in storing and processing data, e.g. cloud service providers.
- h. **Representative(s):** For entities other than individuals and sole proprietorship firm are represented through their employees, officer, directors, key management personals who are treated as entity itself.

1.3 Scope of Data Collection

Personal and business information collected from employees, users, customers, clients, vendors, suppliers, agents, associates, partners, collaborators. Additionally, data is submitted through website, email or other digital means for any enquiry by individuals and representatives of entities.

1.4 Purpose of Data Collection and Use

Personal and business data and information used for:

- Respond to queries or service requests



- Improving user experience
- Fulfilling contractual obligations (e.g., service delivery, procurement)
- Managing vendor and partner relationships
- Ensuring compliance with legal and regulatory requirements
- Internal audits, quality assurance, and operational analytics
- Conducting research, testing, product development, service enhancement, etc.
- Security and protection our systems

1.5 Collected Information and Data Type

Maapan Labs may collect the following categories of personal data:

- Identity Data: Name, date of birth, gender
- Contact Data: Email address, phone number, postal address
- Technical Data: IP address, browser type, device information
- Usage Data: Pages visited, time spent, clicks
- Marketing Data: Preferences, feedback, survey responses

1.6 Legal Basis for Data Collection and Processing

1.6.1 Under IT Act (India)

- **Consent-based processing** for sensitive personal data
- **Reasonable security practices** for data protection

1.6.2 Under GDPR

- **Consent:** For marketing or optional data collection
- **Contractual Necessity:** For service or supply agreements
- **Legal Obligation:** Tax, compliance, and regulatory reporting
- **Legitimate Interest:** Business operations, fraud prevention

1.6.3 Under CCPA

- **Right to know, delete, and opt-out** of data sale (we do not sell data)

1.7 Data Security

Maapan Labs practice robust security measures including:

- Role-based access controls
- Digital certification of documents and records for tamper protection
- Encryption of sensitive data
- Secure servers and firewalls
- Regular vulnerability assessments

1.8 Data Retention

Maapan Labs retain personal data only as long as necessary for:

- Contractual and legal obligations
- Warranty and service support
- Research traceability and audit trails

1.9 International Data Transfers

Where applicable, data may be transferred to and stored in countries outside the borders of the jurisdiction where data is collected. Maapan Labs ensure appropriate safeguards inline with:

- **Data localization compliance** (India)
- **Standard Contractual Clauses** (EU)
- **Adequate safeguards** for third-country transfers with applicable law



1.10 Cookies & Tracking Technologies

Maapan Labs may use cookies, analytics tools and similar technologies to:

- Improve website performance
- Understand user behavior
- Customize content and services

Cookie and tracking preferences can be managed through browser settings.

1.11 Third-Party Sharing

Maapan Labs may share data with:

- Affiliates and subsidiaries
- Logistics and Service Partners under confidentiality agreements
- IT and cloud service providers
- Legal and regulatory authorities when required
- Auditors and consultants
- Business partners (with consent)

We do **not** sell personal data without your explicit consent.

1.12 Children's Data

Our products and services are not directed at children under 13 (US) or 16 (EU). We do not knowingly collect data from minors.

1.13 Your Rights

1.13.1 Under IT Act (India)

- Right to review and correct personal information
- Right to withdraw consent

1.13.2 Under GDPR

- Right to access
- Right to rectification
- Right to erasure (“Right to be Forgotten”)
- Right to restrict processing
- Right to data portability
- Right to object

1.13.3 Under CCPA

- **Right to know what personal data is collected**
- **Right to delete personal data**
- **Right to opt-out of sale of personal data**
- **Right to non-discrimination**

1.14 Exercising Your Rights and Withdrawal of Consent

To exercise any of these rights including withdrawal of consent, requests should be made in writing to our Grievance Officer for Privacy.

Please note that withdrawal of consent might affect your access to certain features or services.

1.15 Transparency & Changes to this Policy

Maapan Labs commits to transparent communication. We may periodically update this Policy and will notify users clearly, 15 days prior to any significant changes.



1.16 Grievance Officer for Privacy

In accordance with applicable laws, our designated Grievance Officer for privacy is:

Name: Dr. P. B. N. Prasad

Email: legal@maapan.com

Phone: +91 7899729065

For concerns or complaints related to privacy and data protection, please reach out directly to the Grievance Officer for Privacy.

By continuing to interact with Maapan Labs digitally or using websites.

- ***www.maapan.com***
- ***www.maapan.net***
- ***www.maapan.in***
- ***www.maapan.org***

user acknowledge and accept this Privacy Policy.
