

# Ramco Mobile Hub App Privacy Policy

Ramco understands that privacy is an important concern for Ramco mobile hub app users. This Privacy Policy is intended to inform you of our policies and practices regarding the collection, use and disclosure of any information you submit in the app.

## User Consent

By accessing the app, you agree to the terms of this Privacy Policy.

## Personal Information

"Personal Information" means information that allows someone to identify or contact you, for example, your name, address, telephone number, e-mail address, Location info as well as any information about you that is associated with or linked to any of the foregoing information.

## Anonymous Information

"Anonymous Information" means information that does not directly identify you individually. We collect Personal Information and Anonymous Information, as described in the following sections.

## Types of Information We Collect

When using our app, with relevant Mobile App access rights as given by your IT Administrator, you may provide, or the app can derive your current location or related details aligned with the business function. The app can identify your location using the mobile device's in-built capabilities. Additionally, the app may ask you permission to access your camera which allow you take pictures as part of your (Client) business functionality.

Please refer to below describing the information collected from the Ramco mobile hub app

- Geo Location
- NFC
- Camera

## When do we collect information?

We may collect the above information from you when you use the app as per the defined usage instructions to support your required business function.

The information collected is aligned to the business function requirements of your organization.

For example – Employees will use the App with NFC card readers for timesheet attendance booking. This is the expected business function of the Client.

Similarly, Geo Location will be used in specific functions to get the App user location.

Another example - Camera access will be used to gather evidence (pictures) of part damage in transit if any.

### **How do we use your information?**

We may use the information we collect from you when you use certain other app features such as view the location map (if the mobile user is given access), or use the mobile device camera to record pictures and attach to the app. These activities help you utilize the features of the app as expected by the Client's business function.

### **How do we protect your information?**

We only provide you access to the data that you are authorized to use in accordance with the license agreement that you have signed with Ramco with respect to the app. This information is never shared outside the sphere of access as configured by Ramco and/or your IT team as part of the implementation or ongoing support. We never ask for private information like credit card numbers in the app.

### **Do we use 'cookies'?**

Yes. Cookies are small files that a site or its service provider transfers to your device's hard drive through your Web browser (if you allow) that enables the site's or service provider's systems to recognize your browser and capture and remember certain information. For instance, we may use cookies to help us remember and process the items in your app. They may also be used to help us understand your preferences based on previous or current site activity, which may enable us to provide you with improved services. We may also use cookies to help us compile aggregate data about app traffic and app interaction so that we can offer better experiences and tools in the future.

We use cookies to - Understand and save user's preferences for future visits.

You can choose to have your device warn you each time a cookie is being sent, or you can choose to turn off all cookies. You do this through your browser settings. Since browser is a little different, look at your browser's Help Menu to learn the correct way to modify your cookies.

If you turn cookies off, some of the features that make your app experience more efficient may not function properly. It won't affect the user's processes but may only impact usability and efficiency.

### **Third-party disclosure**

We do not sell, trade, or otherwise transfer to outside parties your Personally Identifiable Information.

### **Third-party links**

Occasionally, at our discretion, or as per our agreement with our clients, we may include third-party products or services on our app. These third-party sites, products or services have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites, products or

services. Nonetheless, we seek to protect the integrity of the data and welcome any feedback about these sites, products or services.

### **Disclosure of Personal Information**

We do not generally sell, trade, rent, or share your Personal Information with third parties. However, we may share your Personal Information with third parties to fulfill your request for products or services or to deliver newsletters or promotional e-mails.

We employ other companies and individuals offer to perform functions on our behalf. Examples include sourcing of customer lists, analyzing customer data, providing market intelligence, lead generation etc. They have access to personal information needed to perform their functions defined in contracts but may not use it for other purposes.

These third parties are required not to use your Personal Information other than to provide the services requested by Ramco. The privacy notice provided to you at the time of collection will include details about the personal data that is shared with third parties and the purposes for which it will be used

Ramco may use or disclose your Personal Information, User Data and other information if required to do so by law or in the good faith belief that such action is necessary to

- be in compliance with legal obligations
- protect and defend the rights or property of Ramco or its affiliates
- to protect the personal safety of users of the Site or the public in urgency like situations for protection against legal liability.

We only provide your personal information to third parties when we believe it is appropriate to comply with the law; enforce or apply our agreements; or protect the rights, property, or safety of Ramco, our users, or others.

### **Use and Disclosure of Anonymous Information**

Except as required by law or court order, Ramco will not disclose any of your Personal Information linked to Anonymous Information to any third party. Anonymous Information is usually only used by Ramco in aggregated, rather than in individual form, to determine and analyze such things as site usage, specific analysis of app usage for diagnostics of the client, traffic patterns of site visitors and the like. Ramco may use Anonymous Information to identify your organization.

### **Legally Required Disclosure of Personal and Anonymous Information**

We may disclose your Personal Information if we believe in good faith that such disclosure is necessary to (a) comply with relevant laws or to respond to subpoenas or warrants served on Ramco; or (b) protect and defend the rights or property of Ramco or users of our website. To the extent required by applicable law or by subpoenas

or warrants served on Ramco court orders, we reserve the right to combine Anonymous Information with Personal Information that you actively submit, or other information obtained through technological means to identify you.

### **Security of Personal Information**

We use reasonable measures to maintain the security of your Personal Information. Ramco has implemented industry-standard electronic means of protecting your Personal Information. We store Personal Information behind a computer firewall, a barrier designed to prevent outsiders from accessing our servers. In addition, Ramco protects your Personal Information from unauthorized physical access by storing your Personal Information in a controlled facility. Except as provided elsewhere in this Privacy Policy, Ramco limits access to Personal Information in electronic databases to those persons (including employees and contractors) in Ramco' organization who have a business need for such access. Even though Ramco has taken significant steps to ensure that your Personal Data is not intercepted, accessed, used, or disclosed by unauthorized persons, you should know that Ramco cannot eliminate security risks associated with Personal Data.

We secure your information during data transmission on the public network by encryption.

### **COPPA (Children Online Privacy Protection Act)**

When it comes to the collection of personal information from children under the age of 13 years old, the Children's Online Privacy Protection Act (COPPA) puts parents in control. The Federal Trade Commission, United States' consumer protection agency, enforces the COPPA Rule, which spells out what operators of websites and online services must do to protect children's privacy and safety online. We do not specifically market to children under the age of 13 years old.

### **CAN SPAM Act**

The CAN-SPAM Act is a law that sets the rules for commercial email, establishes requirements for commercial messages, gives recipients the right to have emails stopped from being sent to them, and spells out tough penalties for violations. We do not collect your email address in this app to send you any kind of commercial messages.

### **To be in accordance with CANSPAM, we agree to the following:**

If at any time you would like to unsubscribe from receiving future emails, you can email us at **contact@ramco.com** and we will promptly remove you from ALL correspondence.

### **Privacy Policy Revisions and Updates**

This Privacy Policy is subject to revision, and if we make any substantial changes in the way we collect, use, or disclose your Personal Information, we will post a notice on this page or send the periodic reminders of our notices and conditions.

We stand behind the promises we make, however, and will never materially change our policies and practices to make them less protective of customer information collected in the past without the consent of affected customers.

**How can you contact us?**

If you have any questions, comments or complaints about our privacy policies or your personal information, or if you'd like a copy of this Privacy Policy, please contact us at [privacy@ramco.com](mailto:privacy@ramco.com) or in writing to:

**The Chief Data Protection Officer**

Ramco Systems Ltd

No. 64, Sardar Patel Road,

Taramani

Chennai 600 113, India

Telephone: +91-44-6653 5000

We take complaints seriously and any complaint will be assessed with the aim of resolving any issue in a timely manner.

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