

## What is this privacy policy about?

Melzo Guru is an educational platform to help students to learn their academic year more effectively using our platform. The personal data you choose to provide on this site is used to help Melzo Guru provide its services.

This privacy policy is to clarify how Melzo Guru (“Melzo Guru”, “we”, “us”, “our”) processes your ‘personal data’ (“data”, “information”) after you have granted us the permission to use it.

‘Personal data’ means any information relating to an identified or identifiable natural person (‘data subject’); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

Melzo Guru respects your privacy and we want you to understand none of your personal data is stored.

This Privacy Policy applies when you visit or use the Melzo Guru websites (e.g. <https://newguru-test.web.app>), websites (portals, academies, online businesses etc.) running on Melzo Guru application (white-labeled or otherwise), mobile applications running on Melzo Guru mobile solution, APIs and plugins.

## Data that we collect on you

Melzo Guru properties use automated ways of collecting your data, necessary to provide the products and services offered by us.

- Systems Data: Technical data about your computer or device, such as the IP address, device type, operating system type and version, unique device identifiers, browser, browser language, domain and other systems data, and platform types
- Usage Data: Courses created, live classes created, live classes and courses enrolments, attendance, revenue from the courses and classes and data on similar areas
- Cookies & Log Files :
- ◆ Like most web sites, Melzo Guru uses cookies and web log files to track site usage. A cookie is a tiny data file saved on your computer to allow Melzo Guru to recognize you as a user whenever you return to our site using the same computer and web browser. Unfortunately, if your browser settings do not allow cookies you will not be able to use our website. Like the information that you enter during registration or in your profile, in the cookie and in the log file data is used to customize your experience on the web site.
- ◆ One type of cookie, known as a “persistent” cookie, is set once you have logged into your Melzo Guru account. The next time you visit the Melzo Guru web site, the persistent cookie will allow us to recognize you as an existing user and thus you need not login to use the service. In order to access or change any of your private information (like a credit card number), you must login with your password even if your computer contains your persistent cookie. Additionally, if you log out of the

Melzo Guru site in any of your visits you will be prompted to input your password to log in to your Melzo Guru account. Another type of cookie, called a “session” cookie, is used to identify your particular visit to the Melzo Guru site. Session cookies expire after a short time or when you close your web browser.

- ◆ Complying with the communication standards on the Internet, we automatically receive the URLs of the sites you previously surfed and moved on while your visit to Melzo Guru site. We also receive the Internet protocol (IP) address of your computer (or the proxy server you use to access the World Wide Web), your computer operating system and type of web browser you are using, as well as the name of your ISP. This information is used to analyze overall trends to help us improve the Melzo Guru service. The linkage between your IP address and your personal data is never shared with third-parties without your permission or except when required by law.

## How do we collect your personal data?

- Sign-up on Melzo Guru for the free trial access
- Sign-up on website pages hosted in <https://newguru-test.web.app/> domain

## How do we use your personal data?

- Provide relevant and useful promotional offers related to Melzo Guru products
- Communicate periodically with you on email, calls, sms and chat tools to respond to your queries, inform about the product updates, company newsletters, provide support and service, share product tutorials and live session information
- Send information on relevant educational webinars over email and phone
- Process payments: Mezo Guru platform subscription, paid for user enrolments
- Create reports on your exams written and your activities done in the platform.

## Who we share your personal data with?

Melzo Guru takes the privacy of its users very seriously. We never sell, rent, or otherwise provide your personal data to any third party or parties for marketing or monetary purposes.

To provide necessary services, we only share this information with third party software application services who process your personal data with strict privacy constraints.

For instance, we use the services of a credit card processing company to bill our users for subscription fees. These third parties do not retain, share, or store this personal data or its part other than a purpose to provide these services and are bound by strict confidentiality agreements which limit their use of such information.

## Terms & Conditions

We have provided ten chapters across various subjects

We have the right to change chapters or content in the platform without your concern

Any violation by You of the terms of this Clause may result in immediate suspension or termination of Your Accounts apart from any legal remedy that the Company can avail. In such instances, the Company may also disclose Your Account Information if required by any Governmental or legal authority. You understand that the violation of these Terms could also result in civil or criminal liability under applicable laws.

In order to access the Services and to avail the use of the Application/products, You shall be required to register yourself with the Application/Services/products, and maintain an account with the Application/Services/products. You will be required to furnish certain information and details, including Your name, mobile number, e-mail address, residential address, grade/class of the student, school name, payment information (credit/debit card details) if required, and any other information deemed necessary by the Application. With respect to the provision of information, the following may be noted:-

- It is Your sole responsibility to ensure that the account information provided by You is accurate, complete and latest.
- You shall be responsible for maintaining the confidentiality of the account information and for all activities that occur under Your account. You agree to (a) ensure that You successfully log out from Your account at the end of each session; and (b) immediately notify the Company of any unauthorized use of Your account. If there is reason to believe that there is likely to be a breach of security or misuse of Your account, we may request You to change the password or we may suspend Your account without any liability to the Company, for such period of time as we deem appropriate in the circumstances. We shall not be liable for any loss or damage arising from Your failure to comply with this provision.
- You acknowledge that Your ability to use Your account is dependent upon external factors such as internet service providers and internet network availability and the Company cannot guarantee accessibility to the Application at all times. In addition to the disclaimers set forth in the Terms, the Company shall not be liable to You for any damages arising from Your inability to log into Your account and access the services of the Application at any time.

The Company has the right to change modify, suspend, or discontinue and/or eliminate any aspect(s), features or functionality of the Application or the Services as it deems fit at any time without notice. Further, the Company has the right to amend these Terms from time to time without prior notice to you. The Company makes no commitment, express or implied, to maintain or continue any aspect of the Application. You agree that the Company shall not be liable to You or any third party for any modification, suspension or discontinuance of the Application/Services.

## Changes to this privacy policy

Melzo Guru may update this privacy policy. In the event there are significant changes in the way we process your personal data, we will display a notice on this site. Unless stated otherwise, our current Privacy Policy applies to all information that we have about you and your account.