



Terms and Policies (User Agreement)

Definitions

- **“Rewarder”**, **“Rewarder Global”**, or **“rewarder.in”** refers to the website/web application and also refers to its promoters either directly or indirectly. This is a platform which offers services for Users/Subscribers/Merchants to sign up and manage their own CRM (Customer Relationship Management) Program. A subscription fee/SMS pack purchase is applicable with or without a free trial use.
- **“Merchant/Subscriber/User”** may mean or refers to any individual or independent business who will use/subscribe to the benefits or services offered by Rewarder on the Rewarder web application/website with or without paying a subscription fee. Merchant/ Subscriber/User is also the primary account user. It also refers to any person using this web application/website for the purpose of uploading information, hosting, displaying, sharing, transacting, browsing or publishing their views.
- **“Sub-User”** refers to a user under the primary account user having the same validity as the primary account user with or without full access to its features. Additional subscription fee may be applicable to activate a Sub-User account. All terms, conditions and privacy policy mentioned herein are equally applicable to a Sub-User as well.
- **“Member”** refers to a Subscriber/User of the Membership Program/Customer Loyalty Membership Program managed by the Merchant/User (after sign up) on the Rewarder web application/website for a specific tenure. Rewarder or its affiliates do not communicate with the members directly.
- **“Points”** refers to the points offered by the Merchant/User to its Members on spends at their establishment. These may vary by individual Merchants/Users and by business needs.
- **“Subscription/Subscription Fee”** refers to a subscription fee that is payable to Rewarder after the free trial period for a specific tenure. The subscription fee charged to the user is for availing the services/benefits offered by Rewarder on its web platform to manage his/her Customer Relationship Management Program. The prevailing subscription fee will be applicable to all Users/Subscribers as decided by Rewarder from time



to time. This subscription is available as Free Plan, Monthly Plan and a Yearly Plan.

- **“Tenure”** refers to a specific period of the subscription/membership of the user on the Rewarder website/web platform. It also refers to a Member/Subscriber/User of the Customer Loyalty Membership Program managed by the merchant/user on the Rewarder website/web platform.
- **“Customer Relationship Management/ Membership Program/Customer Loyalty Membership Program/Loyalty Program”** refers to a program in which a customer of the Merchant/User has accepted the terms & signed up for the membership as a Member managed by the merchant/user on the Rewarder website/web platform.
- **“Communication”** refers to any form of communication that Rewarder may want to share with its Subscribers/Users via e-mail, telephone, post or any other mode of communication. It also refers to the communication between the Merchant/User and their Members/Users.
- **“Rewarder Services/Benefits”** refers to access of features under the Rewarder web application/website that includes communication with Members via SMS & E-mail, awarding of points, redemption of points, assigning of Sub-Users, tracking spends etc. that a user can access by signing up on the Rewarder platform. All such services/benefits may or may not involve subscription fees/usage charges.
- **“SMS/SMS pack”** refers to the SMS mode of communication either by Rewarder to its Merchants/Users/Subscribers or by Merchants to its Members as a service on the Rewarder platform. This service is functional via a contractual third party service provider.

General Terms

- Use of or access by signing up on the Rewarder website/web platform implies that you agree to the terms, conditions and policies mentioned herein that will automatically be bound to you. These terms and policies of use are a legal agreement between you and Rewarder. All such policies, terms and conditions may be reviewed by Rewarder from time to time. Please check these periodically on our website for the latest updates. Rewarder will make all attempts to keep all users informed of any updates on our policies.



- Rewarder does not guarantee or take any responsibility that the Merchant/User will necessarily benefit/succeed from just the use/ access of the Rewarder platform website/web application.
- Nothing in Rewarder is intended or shall be construed to create or establish any partnership or joint venture between Rewarder and its Subscribers/Users.
- Rewarder has no predetermined termination date and may continue until such time as the Promoters decide to terminate the program at any time, with sufficient notice period to its Subscribers/Users.
- Terms and conditions of Rewarder are governed by the laws of the Republic of India and will be restricted to Mumbai jurisdiction only, under the Mumbai High Court, in case of any dispute arising between the Promoters of Rewarder and Merchants/Subscribers/Users.

Merchant/User/Subscriber Terms

- You accept and warrant to Rewarder that you are at least 18 years of age and have the authority to enter into an agreement that is binding on you.
- Rewarder is not responsible, and assumes no liability, for changes or discontinuance of goods or services provided by the Merchant/User to its Members/Subscribers or closure of business/services that may affect the membership program, its services, the accrual of points, redemption of points, devaluation of points or any other any action or omissions by the Merchant/User.
- Merchants/Users are solely responsible for all liabilities, disputes, changes or discontinuance of goods or services provided to its Members/Subscribers or closure of business/services that may affect the membership program, its services, the accrual of points, redemption of points, devaluation of points or any other any action or omissions by the Merchant/User.
- The promoters of Rewarder or Rewarder Global as an entity is not responsible, and assume no liability, for disputes arising between a Merchant/User and its Members/Users/Subscribers either during or after the membership program/subscription or any other time.
- As a Merchant/User, you understand that Rewarder is a platform for you to use its technology, software and other related services for which you



may be charged a certain subscription fee/any other related fees that may be required for functioning of this application/website. The fees may vary from time to time and the prevailing fee will be applicable to all Users of this website/application. However, a one-time free subscription period of 30 days is offered to a Merchant/User for trial use.

- All data/information that you input on our website either initially during registration or at any given stage will be stored with us in order to serve you better. We do not access the business data inputs like your customer information, revenue generation, communication, number of Subscribers etc. Detailed information is available in our "[Privacy Policy](#)" document mentioned herein.
- You understand that Rewarder may, from time to time, modify or upgrade the application/website, release new editions or modules to enhance the user experience. All such modifications will be solely at Rewarder's discretion.
- You are not allowed to copy, reproduce, modify or use our application/website or trademarks in any way. You are not allowed to attempt to extract the source code of this application, translate this application into other languages or make derivative versions. All trademarks, copyright, database rights and other intellectual property rights related to it belong to the promoters of Rewarder only.
- You are not allowed to misuse this application/website in any manner whatsoever in violation of the law that may attract legal action against you. Use of any kind of objectionable content like inappropriate description/audio/video/text submission, obscene photographs, defamation, use of Trojans and viruses of any kind or any other applications that may adversely affect the overall security and sanctity of this application/website. You or your representatives shall be solely responsible for any inputs into this application. All inputs into this application/website must be in compliance with the Terms, Privacy Policy and applicable laws of the country/state at any given time.
- You are not allowed to use our services to send any messages that are immoral, obscene, racial, religious, abusive, defamatory, personal or political in nature. We strictly disallow spamming and you are not allowed to use our services for this purpose. You, Sub-Users under your primary



account or your representatives shall be solely responsible for any non-compliance of the terms mentioned herein or prevailing privacy laws of the state/country.

- Any content uploaded by you on Rewarder which is non-compliant with The Information Technology Act, 2000, its rules and regulations, Rewarder user agreement or privacy policy mentioned herein and of the state/country, as amended from time to time, we will have the right to immediately terminate your user account. Furthermore, Rewarder shall have the right to take recourse to such remedies as available to us under the applicable laws of the state/country. No refund/rebate of subscription fees/SMS pack charges will be eligible in such case.
- You also agree to abide by the "[Privacy Policy](#)" mentioned in this agreement/document that is binding on you.

Subscription and Membership

- Only individuals can enroll as a User/Subscriber who may represent their establishment.
- Subscription fee (applicable after a free trial use) is exclusive of Goods and Services Tax and will be charged automatically on your credit card (after your first payment) on a monthly/yearly basis depending on the membership level. Non payment of subscription fee or renewal fee will result in the account being blocked/de-activated. Discontinued subscription/membership may result in the loss of subscription fees, SMS pack charges and cancellation of all benefits and privileges associated with Rewarder. No refund of subscription fees/SMS pack charges will be eligible in such case.
- Apart from the monthly subscription fee, a Merchant/User has to subscribe/buy an SMS pack from Rewarder to effectively communicate with its Members/Users. Every transaction is followed by an SMS & an e-mail being sent to a Member. It is mandatory to have sufficient SMS balance for all Subscribers to keep their account active during the tenure of the subscription period. SMS packs are chargeable (exclusive of Goods and Service Tax) and the prevailing rates as decided by Rewarder will be applicable to all Users/Subscribers. Insufficient SMS balance will result in the account be deactivated/suspended. Discontinued subscription/membership may result in the loss of subscription fees, SMS



pack and cancellation of all benefits and privileges associated with Rewarder. No refund of subscription fees/SMS pack charges will be eligible in such case.

- No direct charges are applicable for e-mail services currently.
- Rewarder offers one free Sub-User account in the Monthly Plan and two free Sub-User accounts in the Yearly Plan. For each additional Sub-User account, a nominal subscription fee has to be paid by the Merchant/User. All terms, conditions and privacy policies mentioned herein are applicable to a Sub-User as well.
- The validity of the Sub-User account will be the same as the primary account, regardless of the Sub-User account activation date.
- Rewarder reserves the right to add, modify, delete or change any of the rules, terms or benefits pertaining to the application/website at its sole discretion, with or without sufficient notice period to its Subscribers.
- Rewarder reserves the right to grant or refuse the subscription to any individual or establishment at its sole discretion.
- Rewarder reserves the right to revoke subscription/membership from any subscriber who acts in a manner inconsistent with local or state laws or terms, conditions and privacy policies mentioned herein. Discontinued subscription may result in the loss of subscription fees, SMS pack fees, GST charges and cancellation of all benefits and privileges associated with Rewarder. No refund of subscription fees/SMS pack charges, GST charges will be eligible in such case.
- Any data you input on the Rewarder application/website cannot be deleted. You may get in touch with us on support@rewarder.in for any assistance. However, we do not guarantee that your data input can be deleted.
- Rewarder does not take any responsibility for data not captured on the Rewarder application/website, either partially or at all due to poor internet/Wi-Fi or mobile connectivity.
- A Merchant/User at any time can decide to discontinue his/her subscription by opting out of the services offered by Rewarder. However, the subscription fee once paid will be charged for the entire subscription period regardless of a Subscriber's discontinuation during the month/year. No refunds will be eligible to a Subscriber in such case. A



Subscriber must communicate in writing to discontinue his/her subscription to support@rewarder.in.

- You agree and abide that once you enroll as a Subscriber/User on our website/web platform, we have your consent to approach you via telephone, e-mail, post or any other mode of communication should there be an absolute need with regards to your membership/subscription. Detailed information about your privacy is available in our “[Privacy Policy](#)” document.

Accrual of Points

- Points can be earned by a Member/User on purchase of merchandise or utilizing the services offered by the Merchant/User via Rewarder Customer Relationship Management Program.
- **Rewarder urges you to maintain absolute clarity on the accrual of points to avoid any discontent from your Members/Subscribers that may be detrimental to your establishment/business/loyalty.**
- The number of points to be awarded is decided by the Merchant and can be changed at any time. These are auto-calculated and awarded once the Merchant has decided the points offer per Rs. 100/- and has entered the same in the Rewarder application (under My Account>>My Profile).
- The value of each point for redemption is **always 1 Rupee**.
 - *Example:* If a merchant wants to offer a 10% cash back (in the form of points) of the sale value, then on a spend of Rs. 2,000/-, a Member will earn 200 points which is equal to Rs. 200/-.
- These points are credited and reflected in a Member’s account at **12 AM only**. Same day redemption of points earned **cannot** be redeemed by a Member.
- Points can be earned multiple times in a day if there are multiple transactions by a Member.
- It is advisable to award points net of taxes thereby meaning that Merchants/Users should award points to their Members on the amount without the applicable tax amount.



Redemption of Points

- Redemption of points (redemption rewards) should be decided by the Merchant at the outset of the Customer Loyalty Membership Program. It is a Merchant's responsibility to ensure that he/she communicates to their Members regarding the Membership Rewards.
- **Rewarder urges you to maintain absolute clarity on the redemption rewards to avoid any discontent from your Members/Subscribers that may be detrimental to your establishment/business/loyalty.**
- Redemption of points can be in the form of a discount, goods or services offered by the Merchant that is deemed fit by the Merchant.
 - Example: A Member having 500 points can avail a Rs. 500/- discount on the next bill **OR** get free merchandise up to Rs. 500/- **OR** avail a free service up to Rs. 500/-.
- Part redemptions may also be allowed to members.
 - For example: A Member having 1000 points has the option to redeem only 500 points if he/she wishes to.
- Points are auto-calculated and deducted by the Rewarder application once the merchant has decided the points offer and has entered the same in the Rewarder application (under My Account>>My Profile).

Expiry/Validity of Points

- Merchants have 3 options to choose the expiry of points: 1 year from the date of transaction; 2 years from the date of transaction or never.
- Points validity will always expire on the last day of the same month it was earned.
 - Example: 100 points earned on 5th April 2019 will expire on 30th April 2020 (in case of 1 year expiry) **OR** 30th April 2021 (in case of a 2 year expiry).
- Rewarder advises you to have a 1 year expiry of points. It is highly recommended that you **do not change** the points validity once you have already committed to your Members at the outset of your Loyalty Membership Program.
- In case you do decide to change the validity of points, it will **not have any retro effect** on the validity of the current balance points. However, the



effect will happen from the date of activation of the new points expiry as defined by you. It is **strongly recommended** that you inform your members in advance to mitigate any complaints.

- A reminder of the expiry of points via SMS/e-mail is auto sent to all members at the beginning of the points expiry month. It is highly recommended that you **always have sufficient SMS balance** at any given time for a smooth functioning of your CRM Program and avoid any discontent from your Members.

Limitation of Liability

- You agree that neither Rewarder or its group companies shall be liable for direct or indirect, incidental or consequential damages resulting from the just the use or the inability to use our service, cost of procurement of the services, information obtained, messages received, transactions done through our services or any situation resulting from unauthorized access to alter the user's data or damages for loss of profits.
- You agree that that Rewarder shall not be liable for any damages arising from interruption/suspension/termination of service, including but not limited to direct or indirect, incidental or consequential whether the interruption/suspension/termination of service was justified or not, negligent or intentional, inadvertent or advertent.
- You agree that Rewarder shall not be responsible or liable to any User for the statements, conduct, lapse of service or non-compliance of any statutory laws of the state, terms and policies mentioned herein. In no event shall Rewarder's total liability to the User for all damages, losses or causes of action exceed the amount paid by the User to Rewarder, if any, that is related to the cause of these actions.
- Rewarder takes no responsibility/liability whatsoever for shortage of services/functionality on our website/web application other related websites due to technical failure or malfunctioning. The User hereby undertakes that in such situation/s, the User shall not claim any rights/damages/relief/compensation against Rewarder for "Deficiency of Service" under The Consumer Protection Act or any other Act related to such deficiencies.
- Rewarder takes no liabilities or responsibilities for any costs, charges, or expenses incurred in relation to using our website/web application, fees



incurred by third parties, airtime, internet charges, ISP connection costs, or any other costs related to your Rewarder account, all of which are to be borne by the User only.

- Rewarder shall not be responsible for any malfunctioning, non-functioning of the User's mobile phone/computer or any other device for any damage or loss, either direct or indirect arising out of the use of the Rewarder application.

Indemnity

- You may defend or settle any third party lawsuits or proceedings brought against Rewarder based upon or otherwise any claim arising from the fact that:
 - One, the User content, site or User features infringe any copyright, trade secrets or trademark of any such third party.
 - Second, the User's use of the services in any manner inconsistent with or in breach of this Agreement.
 - Third, any claim alleging facts that would constitute a breach of User's representations and warranties made in this Agreement.

Any such claim/proceeding if made directly by the User shall promptly be communicated to Rewarder in writing with all information, assistance and cooperation in defending the lawsuit or proceeding. The User shall give Rewarder full control and sole authority over the defence of settlement of such claim. The User may join in the defence with counsel of its choice at its own expense subject to the approval of Rewarder. The User unilaterally agrees to indemnify and hold harmless, without objection, Rewarder, its officers, directors, employees or agents from any claims, actions, demands, liabilities, losses or damages whatsoever arising from or resulting from their use of Rewarder or their breach of the terms of this Agreement. Indemnification shall be provided for any claim which shall arise and shall be limited to payment by the indemnifying party (User) of all damages and costs finally awarded for such claim, or settlement costs approved in writing by the Indemnifier (Rewarder).

Confidentiality

- For the purpose of this Agreement and attachments thereto and all renewals, "Confidential Information" means all financial, commercial,



technical, operational, staff, management and other information, data and know-how relating to the Project or to a party (the “ Disclosing Party ” herein Rewarder) or any other members of the disclosing party’s group of companies, third party vendors or associates which may be supplied to or may otherwise come into the possession of the other (the “ Receiving Party ”, herein the User), whether orally or in writing or in any other form, and which is confidential or proprietary in nature or otherwise expressed by the disclosing party or by any of its associates to be confidential, and not generally available to the public.

- The receiving party shall keep confidential and not disclose to any other third party the confidential Information, except to any of the receiving party’s associates, if required and upon prior permission in writing from the disclosing party. The receiving party agrees to take all possible precautions with regard to protecting confidential information from any third party and shall ensure that all its associates to whom such disclosure is made will act in accordance with the terms of this Agreement as if each of them were a party to this Agreement, and if required obtain a written statement from each of its employees/associates having access to such proprietary information undertaking to abide by the confidentiality conditions. All proprietary information shall be kept separate and exclusive and at the usual place of business of the receiving party.
- Further no use, reproduction, transformation or storage of the proprietary information shall be made by the User without the prior written permission of Rewarder except where its required to be disclosed pursuant to any applicable law or legal process issued by any court or the rules of any competent regulatory body.
- On request of the disclosing party made at any time, including at the time of termination of this Agreement, the receiving party shall deliver back to the disclosing party all original documents, records, data and other material in the possession, custody or control of the receiving party that bear or incorporate any part of the proprietary information. The obligations of confidentiality set out in this Agreement shall continue to be in force notwithstanding termination of this Agreement for any reason whatsoever.



- All information and data submitted by the User shall become the property of Rewarder. However all such information shall be kept strictly confidential and Rewarder will only use such information for lawful purposes and as described for the purposes mentioned herein, specifically in our "[Privacy Policy](#)" document.
- The User has access to only his own data and information stored in the database at Rewarder (subject to prior confirmation of identity) and nothing more. The User may edit or amend such data and information from time to time.
- All confidential information voluntarily revealed by the User in chat and bulletin board areas (if any), is done at the sole discretion and risk of the User. If such information, collected by a third party is misused or results in unsolicited messages from such third parties, then such actions are beyond the use beyond the control and liability of Rewarder and Rewarder accepts no responsibility or liability whatsoever for such actions.
- All copyright and/or know-how and/or any other related intellectual property rights to the services of Rewarder shall become and remain the sole and exclusive property Rewarder and the User shall have no claims to the same. In the event the User has contributed any content to Rewarder in any manner whatsoever, all intellectual property rights to the same shall become the absolute property Rewarder, including all intellectual property rights and the User shall have no right or claim over the same, in any manner whatsoever. In the event that the User during the term of his Agreement or any time thereafter, uses such intellectual property in any other website or related activity, the same shall be considered as an infringement of the intellectual property rights of the Rewarder and Rewarder shall have the right to take recourse to whatever legal action is required in the given facts and circumstances, the costs and perils of which will lie at User's end.

Security

- To protect your user Identification and password the User shall take all such measures as may be necessary (including but without limiting to



changing his password) from time to time and shall not reveal the same to any other person(s).

- Since user identification is necessary to access the services of Rewarder, the User shall use only his own user Identification.
- It is agreed by the User that he acquires no rights to any mailbox, exclusive user identification, circuit reference or any codes assigned to him/her by Rewarder. Rewarder reserves the right to change or re-assign the same user credentials to another User at its sole discretion without being liable to the User for any kind of damages, relief or any other compensation.
- In the event of theft, loss of user identification, password or any security word, the User shall notify in writing to Rewarder immediately. The User shall remain liable for any detrimental effect arising out of such events.
- The password and username being made available to the customer shall be used only by the individual/establishment named by the subscriber/user/sub-user. The User shall take all necessary precautions to prevent un-authorized access or leakage of username or password.

Maintenance

- Rewarder may at its sole discretion and without assigning any reason whatsoever at any time de-activate or suspend the User's access to Rewarder's website or the services (as the case may be) with or without notice to carry out system maintenance/up-gradation/testing/other related work. Without prejudice to any other provisions of this Agreement, Rewarder shall not be liable for any loss/damage/costs/delay that the User may suffer or incur. No fees or charges payable by the User to Rewarder shall be deducted/refunded/claimed as a result of such deactivation or suspension.

Disclaimers

- Rewarder makes no warranty that the service shall meet User's requirements, that the service shall be uninterrupted/perpetually secure/error free, nor does Rewarder make any warranty as to the results that may be obtained from the use of this service or as to the accuracy or reliability of any information obtained from this service. Cancellations and alterations shall be effected only on the receipt of application regarding the same in writing to support@rewarder.in.



- Rewarder is not liable or responsible for the quality, misrepresentation, lapse of service, non compliance of statutory laws or terms mentioned herein or any liability/issues arising out of the services availed by User from third party service providers on or beyond the platform of Rewarder.
- For any third party product or service which the User will buy through Rewarder, the User shall take full responsibility to deal with third party vendors at their own risk, cost and liability.
- There are no express representations and warranties, whether express or implied, made by Rewarder regarding the accuracy or the quality of any information transmitted or obtained through the use of the services of Rewarder.
- Rewarder will not be liable for any time difference arising between a message released through a third party vendor/gateway/server on the Rewarder platform and such message finally reaching the User from the concerned service provider.
- Rewarder shall not be liable for any disclosure of information concerning the User's account or particulars nor for any error or omissions or inaccuracy with regard to the information so disclosed. In addition Rewarder shall further not be liable for any loss or damages sustained by reason of such disclosure, whether intentionally or inadvertently.
- In case there is any loss of information, caused due to any reason, whether as a result of any disruption of service, suspension or termination of these services, Rewarder shall not be liable in any way for the same.
- Rewarder shall not be responsible for the accuracy, quality or contents of any information available, received or transmitted through third party services.
- All information is accepted in good faith and Rewarder accepts no responsibility whatsoever regarding the authenticity of the User.
- The User shall ensure that while using the service, all prevailing and applicable laws, rules and regulations, directly or indirectly for the use of systems, service or equipment shall at all times, be strictly complied with by the User and Rewarder shall not be liable in any manner whatsoever for default of any nature regarding the same, by the User.
- It is not Rewarder's policy to exercise any kind of supervisory or editorial control over or edit/amend any data that may be entered and made



available or transmitted to a third party in or through Rewarder and the User acknowledges the same.

- The User acknowledges and agrees that Rewarder has absolute discretion to refuse / suspend/ terminate/ delete/ amend any artwork/materials/information/content/posting in the sole discretion of Rewarder to comply with the prevailing legal framework and moral obligations of Rewarder in order to avoid infringing any third party's rights, rules, standards, codes of practices, moral conduct etc. that may be detrimental to Rewarder's causes.
- This website may be vulnerable to data corruption, interception, tampering, viruses as well as delivery errors and we do not accept liability for any consequence that may arise in such case.

Privacy Policy Document

Personal Information Collection

- Your personal information like name, gender, date of birth, wedding anniversary date, telephone number, spouse name, spouse date of birth, addresses, business details, preferred modes of communication, transaction history, credit/debit card details, user names and passwords, your comments/feedback, any other touch points relating to your CRM Program on our application/website may be stored with us. Any other information you share with us directly or indirectly may also be stored with us.
- We use certain third party services for credit card billing, SMS/e-mail gateway etc. for which, it becomes necessary to collect and share your personal information with them. However, there is a contractual obligation from using this information by such service providers unless as specified by Rewarder. We strongly prohibit sale or sharing your information by such service providers to other parties.
- By entering your personal/non-personal details on Rewarder while signing up for an account, you give your consent to us and our associates, partners or third party vendors to send you alerts, notifications, promotional or transactional SMSes, e-mails, promotional or non promotional calls, to the mobile number entered by you, irrespective of whether the same is on the DNC/DND list or any other such data base. In



case you do not wish to receive these messages on your mobile number, you may write to us at support@rewarder.in.

- You agree and abide that once you enroll as a Subscriber/User on our website/web platform, we have your consent to approach you via post or any other mode of communication should there be an absolute need with regards to your membership/subscription.

Purpose of personal information collection

- The purpose of collecting your personal information is to help us improve our services, data analytics, enhance your user experience and also to keep you posted about our products, notifications, services or events, through e-mail/telephone/post. We may also conduct surveys and communicate offers to you by third parties/affiliates based on your preferences/usage patterns.
- We may need your personal information for our own interests or those of third parties that are affiliated with us.
- We do not collect any information knowingly if the person is under 18 years of age. Please do not allow such information to be shared by minors if you are a parent/guardian.
- It is your responsibility to keep us informed of any changes in your personal information to maintain accuracy and smooth functioning of our agreement.

Usage of your personal information

- We may use this information to administer the agreement we have entered into, dealing with disputes, prevention of fraud, to monitor use of unauthorized access of our information, prevention of software distribution, use of any kind of objectionable content like inappropriate description/audio/video/text submission, obscene photographs, defamation, use of Trojans or viruses of any kind or any other applications that may adversely affect the overall security and sanctity of this application/website.
- We may use or process your personal information without your consent in compliance with the terms mentioned in this document under compliance with the law of the land.



- Under a rare occasion if your information needs to be shared with third parties/entities/affiliates other than the purpose mentioned herein, we will communicate with you for your consent. It is your prerogative to accept or refuse this request under this agreement.
- We do not envisage that your personal information may not be used without human intervention. There may be occasions that your personal information is used under automated processes.
- If you fail to share your personal information either fully or partly as requested by Rewarder, we may not be able to manage your membership/subscription effectively or at all.
- We may share this data to comply with a legal obligation if the government of India, police or any lawful agency may require your information under rare circumstances.
- We do not share your personal information to marketing companies other than our own affiliates/business partners. If we do, we ensure to safeguard your personal information.
- In the event of a merger, sale or transfer of assets, Rewarder in its sole discretion may transfer, sell or assign information collected, to one or more affiliated or unaffiliated third parties.
- We may transfer your personal or non personal information to servers located outside India or to affiliates or other trusted third parties based in other countries so that they may process such information on our behalf. By using this website or otherwise providing Rewarder with your personal information, you agree to us doing so in accordance with the applicable data protection laws and regulations of the state.
- Your personal data will be used or retained as long as it is necessary to fulfil the purpose of its collection.
- We may use technology like cookies on our website to help deliver content as per your preferences. While this cannot be used to disclose your identity, this information will identify your browser to our servers when you visit our site. To remove the cookies at any point from your computer, you can delete them using your browser.



Data Security

- We at Rewarder are committed to protecting your personal data from any misuse. The information you share is secured behind a firewall. It is important to read this document to understand how we may collect, secure and use this information about you.
- All measures are in place to keep your personal information safe and secure. Rewarder stores your data that you input into the application/website on a third party server like Amazon Web Services so that you can effectively and securely manage your CRM Program.
- Rewarder does not access or interfere in your business data inputs on Rewarder like your customer information, revenue generation, communication, number of Subscribers etc.
- Data protection law obligates us to use your personal information in a lawful, secure and transparent manner. It only allows us to use it for relevant and fair purposes. We are committed to comply with these laws with utmost integrity.
- It is your responsibility to keep your phone/computer secure. We therefore, recommend that you do not jailbreak or root your phone (a process of removing software restrictions and limitations imposed by the official operating system of your device). It could make your phone/computer vulnerable to malware/viruses/malicious programs and compromise your phone/computer security features.
- All our third-party service providers/affiliates are required to take adequate security measures to protect your personal information in line with our policies. We strictly do not allow them to use your personal data for their own purposes. It is only allowed to process your personal information for specified purposes and in accordance with our instructions.
- Even your employees or associates who may have access to your account can be given limited/restricted access to manage your Customer Loyalty Membership Program. Learn more under “Sub-User” in your primary account (My Profile>>Sub-User).



Compliance of Privacy Policy Laws

- We at Rewarder are committed to abide by the prevailing Privacy Policy Laws laid down by the Govt. of India. Please check these periodically on our website for the latest updates. Rewarder will make all attempts to keep all users informed of any updates on our policies.
- You are equally responsible to abide by these laws as we are. You, Sub-Users under your primary account or your representatives shall be solely responsible for any non-compliance of the prevailing privacy laws of the state/country or the privacy policy terms mentioned herein.

Your rights

You have the right to:

- Receive a copy of the personal information we hold about you. No fees are required to process this information. However, if your request is unfounded or excessive, we may charge a fee or refuse to comply with your request.
- Request for a correction if your information is inaccurate.
- Request additional information about you to be included in our records.
- Opt out of notifications, messages or any other communication.
- Request deletion of your personal information either partly or fully. However, your withdrawal of consent may result in us not being able to provide you with timely & important notifications or messages which may be detrimental to the services or benefits offered by Rewarder. In such case, you will be solely responsible for an inefficiency resulting out of this action.

Notes:

- For all the above points, it is mandatory to send us an email clearly mentioning the motive to support@rewards.in.
- Your preference will be updated as soon as we can (usually 48-72 hours), however, if we have shared your information with our business associates, partners or any other affiliates prior to your opt-out, we will not be able to delist/remove/unsubscribe your personal information.
- For any complaints, suggestions or concerns regarding your privacy, please write to our privacy officer at privacy@rewards.in.