

PRIVACY POLICY

PLEASE READ THESE TERMS CAREFULLY BEFORE USING SERVICES. BY VISITING THE WEBSITE/APPLICATION OR AVAILING RELATED SERVICES, THE USERS ARE BOUND BY AND ACCEPT THE TERMS OF USE DESCRIBED HEREIN.

1. Preamble and Definitions

- 1.1. This site is owned, managed and operated by ‘Rewind Technology Private Limited.’ (hereinafter referred to as “We, “Us”, “Our”, “Company”). At www.cloop.co.in/www.cloop.io (hereinafter referred to as “Website”) Cloop (“Application”), We want to make the experience online satisfying and safe. We respect the privacy of each and every person and are committed to protecting personal information of the Users.
- 1.2. Persons using this Website/Application (referred to as “User”, “You”) to avail the services have read, understood and accepted completely and unconditionally the “Privacy Policy”(referred to as “Agreement”), read together with the “Terms of Service” (as provided for in a separate agreement).
- 1.3. This policy describes how the information about the User may be used, how it may be disclosed and how the User may access this information. This page will serve as the official Privacy Policy of www.cloop.co.in /www.cloop.io and Cloop and a summary of the Users’ privacy rights.

2. Acceptance of terms

- 2.1. This Agreement sets forth the Privacy Policy of this Website/Application. By using the Website/Application, the User agrees to the terms and conditions provided herein. If the User does not agree to the terms and conditions of this policy, they should immediately cease all usage of this Website/Application. By using the Website/Application, You consent to Our collection and use of Your personal information as described herein.

- 2.2. The Terms of Service and Privacy Policy act jointly and severally and mutual acceptance of both is mandatory for usage of the Website/Application.

3. What is collected

- 3.1. We may collect information about the User to create a User profile, such as name, email id, username and password. This process will allow the User to manage his/her profile and/or account and use all the services provided by the Website/Application.
- 3.2. Online access to the User's profile is connected to the User's Google account or Facebook, which the User selects. We strongly recommend that You do not disclose Your password to anyone. The User will be solely responsible for all activities that occur under the User's profile.
- 3.3. The registration process requires information including but not limited to the User's email id, username and password. Users can upload a photograph and other information at their discretion. This is subject to change at Our discretion as We may require You to provide Us further information that We deem necessary in order to provide improved and efficient services.
- 3.4. The Users will be able to connect their Cloop accounts on certain third party website/applications and applications for the purpose of sharing media content.
- 3.5. The Website/Application shall access the User's information stored on a social networking site if the User creates or connects his/her Cloop account using login details of that social networking site and grants permission to the Website/Application to do so. The User can publish or share any content generated by them on the Website/Application through their social networking site. The Website/Application shall not be liable for any breach in the policies of any other Website/Applications or applications due to such publishing or sharing of content by the User.

4. Use of information

- 4.1. The Website/Application uses any information voluntarily given by the Users to enhance their experience, to provide interactive elements on the Website/Application or to better prepare future content based on the interests of the Users.
- 4.2. The Website/Application will not disclose any information about any individual User except to comply with applicable laws or valid legal processes or to protect the personal safety of the Users or of the general public.
- 4.3. The Website/Application will not make use of the User's social networking information except as provided in the Terms of Service and in this Privacy Policy.
- 4.4. The Website/Application will store User's location data (from GPS as well as beacons) as generated through the use of the Website/Application. Anonymised aggregated location data may be used to improve the services provided by the Website/Application. Individual non-anonymised location data will never be shared with any third party, except as provided in Clause 4.2.

5. Sharing of Your information

Note: This list of usage and sharing of information is NOT EXCLUSIVE, but includes the possible areas of the same. We reserve all rights to extend this list as and when required.

- 5.1. *For services:* The Website/Application shall use the User's information to tailor the services provided by the Website/Application to suit the User's needs. We may also share such information with Our employees, associates or any third party who is involved in the process of providing the said services.
- 5.2. The Website/Application will not disclose any information about any individual User to any third party, except as is provided in Clauses 4.2 and 5.1.

- 5.3. In the event that the User has chosen to use third party Website/Applications or applications such as Facebook, Google etc. as a medium of access, certain information may be disclosed to such third party Website/Applications or applications to ensure that the Website/Application is fully functional. This information will only be disclosed upon the written consent of the User.
- 5.4. *As Required By Law:* We will share User information when required to do so by laws, regulations, rules, bye-laws or any statute of India and in particular, the State of Karnataka, to protect property and rights of the Company or a third party, to protect the safety of the public or any person, or to prevent or stop any activity We may consider to be, or to pose a risk of being, illegal, unethical, inappropriate or legally actionable.

6. Communications

The Website/Application will use the email address specified by the User, when they create an account to send all correspondence related to the services offered on the Website/Application. We will not share Your personal information and email address to any third parties for use in any unsolicited communication (including unsolicited correspondence such as letters, phone calls, or emails).

7. Child Supervision

This Website/Application is intended for persons who are above the age of 13 years. Media content may contain strong language and/or depictions of violence, sex or substance abuse to such an extent that parental discretion is advised. If a parent or guardian becomes aware that his or her child has provided Us with personal information without their consent, he or she should contact Us as per Clause 18. If We become aware that a child under 13 years is accessing Our Website/Application, We will disable such account and delete all data associated with the said account.

8. Disclaimer and exclusion of warranties

- 8.1. NO DATA TRANSMISSION OVER THE INTERNET CAN BE GUARANTEED TO BE 100 % SECURE. WHILE WE STRIVE TO PROTECT THE USER'S PERSONAL INFORMATION FROM UNAUTHORIZED ACCESS, USE OR DISCLOSURE, WE CANNOT ENSURE OR WARRANT THE SECURITY OF ANY INFORMATION THE USER TRANSMITS ON THE WEBSITE/APPLICATION.
- 8.2. ANY INFORMATION CONTAINED IN THIS WEBSITE/APPLICATION IS FOR GENERAL INFORMATION PURPOSES ONLY. THE INFORMATION IS PROVIDED BY EMPLOYEES/AGENTS/CONTRACTORS OF THE WEBSITE/APPLICATION AND WHILE WE ENDEAVOUR TO KEEP THE INFORMATION UP TO DATE AND CORRECT, WE MAKE NO REPRESENTATIONS OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, ABOUT THE COMPLETENESS, ACCURACY, RELIABILITY, SUITABILITY OR AVAILABILITY WITH RESPECT TO THE WEBSITE/APPLICATION OR THE INFORMATION, SERVICES, OR RELATED GRAPHICS CONTAINED ON THE WEBSITE/APPLICATION FOR ANY PURPOSE. ANY RELIANCE THE USER PLACES ON SUCH INFORMATION IS THEREFORE STRICTLY AT THE USER'S OWN RISK.
- 8.3. IN NO EVENT WILL WE BE LIABLE FOR ANY LOSS OR DAMAGE INCLUDING WITHOUT LIMITATION, INDIRECT OR CONSEQUENTIAL LOSS OR DAMAGE, OR ANY LOSS OR DAMAGE WHATSOEVER ARISING FROM LOSS OF DATA OR PROFITS ARISING OUT OF, OR IN CONNECTION WITH, THE USE OF THIS WEBSITE/APPLICATION.
- 8.4. ANY MATERIAL DOWNLOADED OR OTHERWISE OBTAINED THROUGH THE USE OF THE SERVICES IS DONE AT YOUR OWN DISCRETION AND RISK AND THE WEBSITE/APPLICATION WILL NOT BE RESPONSIBLE FOR ANY DAMAGE TO USER, COMPUTER SYSTEM OR OTHER DEVICE OR LOSS OF DATA THAT RESULTS FROM THE DOWNLOAD OF ANY SUCH MATERIAL.
- 8.5. REASONABLE EFFORT IS MADE TO KEEP THE WEBSITE/APPLICATION UP AND RUNNING SMOOTHLY. HOWEVER,

WE TAKE NO RESPONSIBILITY FOR, AND WILL NOT BE LIABLE FOR, THE WEBSITE/APPLICATION BEING TEMPORARILY UNAVAILABLE DUE TO TECHNICAL ISSUES BEYOND OUR CONTROL.

- 8.6. WHILE REASONABLE CARE IS TAKEN TO ENSURE SECURITY AND SAFETY OF THE USER'S INFORMATION, GIVEN THE NATURE OF INTERNET MEDIUM AND ITS INHERENT VULNERABILITIES, WE DO NOT GUARANTEE ABSOLUTE AND COMPLETE SECURITY.

9. Information security

- 9.1. This Privacy Policy is restricted to the use of the Website/Application. Any external link accessed from the Website/Application shall not be governed by this Privacy Policy and We shall not be liable for any breach in privacy of User's personal information resulting from the use of an external Website/Application.
- 9.2. The Website/Application is operated via secure data networks protected by standard firewall and password protection systems.
- 9.3. The Website/Application does not sell or rent out the User's personal information to third parties.
- 9.4. Our security and privacy policies are periodically revived and enhanced as necessary and only authorized individuals have access to the information provided by Our customers.

10. Rights of User

- 10.1. We value the User's privacy and will reasonably endeavor to protect all the User information. The Website/Application keeps a record of the activities of each User in order to give the User complete and comprehensive care.
- 10.2. The Users have the right to amend and modify any information provided by them, which the Website/Application maintains.

11. Cookies, pixels and similar technologies

- 11.1. Like many Website/Applications, We use cookies, pixels and other technologies to collect additional Website/Application usage data and to improve Our services. A cookie is a small data file that is transferred to Your computer's hard disk. A pixel tag is an electronic image, often a single pixel that is ordinarily not visible to Users and may be associated with cookies on a User's hard drive. We use cookies to save Your username and login password for future logins and also to better understand how You interact with Our services, to monitor aggregate usage by Our Users and web traffic routing on Our services, and to customize and improve Our services. Most Internet browsers automatically accept cookies. You can instruct Your browser, by changing its settings, to stop accepting cookies or to prompt You before accepting a cookie from the Website/Applications You visit. However, some features of Our Website/Application may not function properly if You disable cookies.
- 11.2. Third party vendors including www.google.com (“Google”) may use cookies to serve ads based on Your visits to this Website/Application. You may visit the Website/Application of the third party and choose to opt out of the use of cookies for interest-based advertising, if the third party offers such an option.

12. Publicly available information

The information relating to the User Profile information, and activities of the User on the Website/Application that are made publicly available by the User may be made publically available and visible to any other third party while accessing the Website/Application. Such information is searchable through public search engines and will be visible to all third parties.

13. Log Data

Our servers automatically record information (“Log Data”) created by Your use of Our Website/Application. Log Data may include information such as Your IP address, browser type, operating system, the referring web page, pages visited, location, Your mobile carrier, device and application IDs, search terms, and cookie information. We receive Log Data whenever You interact with Our Website/Application. We use the Log Data to monitor and analyze use of Our Website/Application for technical administration in order to measure, customize, and improve Our services for the Users.

14. Phishing

We recommend Users not to disclose any sensitive information on the Website/Application. We shall make Our best endeavors to keep Our Website/Application safe and secure to avoid any phishing scams. We do not and will not, at any time, request Your credit card information, Your login password, national identification number or any other personal information except as is required during the registration process. You have a responsibility to report any phishing links appearing on the Website/Application by contacting Us as per Clause 18.

15. Changes and modifications

We reserve the right, at any time, to modify, alter, or update the terms and conditions of this Agreement without prior notice. Modifications shall become effective immediately upon being posted on the Website/Application. The User’s continued use of the Website/Application after such amendments are posted constitutes an acknowledgment and acceptance of the Agreement and its modifications.

16. Survival of policy

In the event of a deactivation of use of the Website/Application by the User, this entire privacy policy will continue to remain in force with regard to the User's proprietary information at all times.

17. General terms

17.1. The terms and conditions as recorded in the Terms of Service shall be deemed to be a part hereof and incorporated herein by reference and shall be wholly and mutually accepted by the User.

17.2. Other uses and disclosures of information not covered by this Privacy Policy, or by other laws that apply to the Website/Application, will be made only with the User's written permission. If the User gives permission to use or share their personal information, they may cancel that permission, in writing, at any time. If the User cancels permission, We will no longer use or share the information for the reasons covered in the said written permission. The User understands however, that We cannot reverse any disclosures which have already been made with the User's permission.

17.3. Any dispute arising out of the violation or breach of this Privacy Policy shall be subject to arbitration and the laws of State of Karnataka, India shall apply and the courts in the city of Bangalore in particular shall have exclusive jurisdiction over any cases arising from such breach or violations. However, We may change the governing law in the future without prior notification to the Users.

18. Contact us

The Users can use the "Contact Us" section on the Website/Application or email Us at for hello@cloop.io any help, questions and concerns in the use of or technical problems occurring in the Website/Application.