

EMO ENERGY
PRIVACY POLICY

1. SCOPE OF THIS POLICY

- 1.1 This Privacy Policy ("**Policy**") is an electronic record in the form of an electronic agreement formed under the applicable law. This Policy does not require any physical, electronic or digital signature. This Policy is a legally binding document between you ("**Visitor**"/ "**User**") and EMO Energy ("**EMO Energy**", "**we**", "**us**", and "**our**"). We collect and process your personal data, only for the purposes described in this Policy and the associated T&Cs, and only to the extent necessary as defined herein and within the scope of the applicable legal regulations. This Policy seeks to ensure that any personal information handled by EMO Energy is managed in a way that is ethical, compliant and adheres to best industry practices.
- 1.2 PLEASE READ THIS PRIVACY POLICY CAREFULLY, BEFORE ACCESSING OR USING THIS WEBSITE/MOBILE APPLICATION (TOGETHER COLLECTIVELY REFERRED TO AS THE "**PLATFORM**"), TO UNDERSTAND OUR POLICIES AND PRACTICES REGARDING YOUR PERSONAL DATA AND HOW WE WILL TREAT IT. BY ACCESSING OR USING THIS PLATFORM, INCLUDING OUR SERVICES, YOU AGREE AND ACCEPT THE TERMS OF THIS POLICY, AND YOU UNDERSTAND AND AGREE TO THE COLLECTION, USE, SHARING AND PROCESSING OF PERSONAL DATA IN THE MANNER DESCRIBED HEREIN. IF YOU ARE ACCEPTING THIS POLICY ON BEHALF OF ANOTHER PERSON, YOU REPRESENT AND WARRANT THAT YOU HAVE FULL AUTHORITY TO BIND SUCH PERSON TO THESE TERMS.
- 1.3 Our Policy describes the types of Information we collect, why and how we use the Information, with whom we share it, and the choices you can make about our use of the Information. It also tells you how you can access and update your Information and make certain choices about how your Information is used. We also describe the measures we take to protect the security of the Information and how you can contact us about our privacy practices.
- 1.4 This Policy describes EMO Energy's current data protection policies and practices and may be amended/updated from time to time. Any changes to this Policy will become effective upon posting of the revised Policy on the Platform. We suggest that you regularly check this Policy to apprise yourself of any updates. Your continued use of the Platform or provision of Data or Information thereafter will imply your unconditional acceptance of such updates to this Policy.

2. CONSENT

- 2.1 By mere use of the Platform as well as for the purposes of availing our Services or for engaging with us, you expressly consent to EMO Energy's use and disclosure of your Personal Data/Information (as defined below), and third-party information in accordance with this Policy. If you do not agree with the terms of this Policy, please do not use this Platform. This Policy shall be deemed to be incorporated into the terms and conditions governing the use of the Platform ("**T&Cs**") and shall be read in addition to those T&Cs.

3. APPLICABILITY

- 3.1. This Privacy Policy applies to all of the Products/Services offered by EMO Energy and its Affiliates, agents, representatives, contractors, employees, including the Services offered on third-party sites, such as advertising services. This Privacy Policy does not apply to services that have separate privacy policies that do not incorporate this Privacy Policy. Our Privacy Policy applies to all the Visitors/Users, and others who access our Platform.

For MESTIS ENERGY PVT. LTD.

Director

- 3.2. This Privacy Policy does not apply to—
- The information practices of other companies, consultants or organizations that advertise our Services;
 - Services offered by other companies or individuals, including sites that may include EMO Energy Products/Services, be displayed to you in search results, or be linked from our web pages/mobile application.

4. DEFINITIONS

- 4.1. Personal Data or Information:** 'Personal Data/Information' means any information relating to an identified or identifiable natural person ("**Data Subject**"/ "**Visitor**"/ "**User**"). We limit our collection of Personal Data/Information to that which is necessary for its intended purpose;
- 4.2. Non-personal Data/Information:** 'Non-personal Information' means information that does not specifically identify an individual ("**Visitor**"/ "**User**"), but includes information from you, such as your browser type, the URL of the previous websites you visited, your Internet Service Provider (ISP), operating system and your Internet Protocol (IP) address. EMO Energy may gather any Non-Personal Information regarding how many people visit this Platform, the pages they visit, their IP address, and the type of browser they used while visiting the Platform (hereinafter referred to as "**Non-Personal Information**"). EMO Energy may also collect Non-Personal Information that you voluntarily provide, such as information included in response to a questionnaire or a survey conducted by EMO Energy.
- 4.3. Information:** 'Information' means Personal Data/Information and Non-Personal Data/Information.
- 4.4. Data Subject:** 'Data Subject' means an identifiable natural person intending to avail our Services, and who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number (government-issued national identity card, in case of an individual), geographical data, an online identifier, or to one or more other factors specific to the identity of that natural person. It shall include all the persons who visit or register on our Platform, including our clients, Users, Visitors, and others who access or interact with our Platform;
- 4.5. 'Consent' of the Data Subject:** 'Consent' of the data subject means any freely given, specific, informed, and unambiguous indication of the Data Subject's wishes by which he or she or they, by a statement or by a clear affirmative action, signifies agreement to the processing of Personal Data or Information relating to him or her or them;
- 4.6. Processing:** 'Processing' means any operation or set of operations which is performed on personal or on sets of personal data, whether or not by automated means, such as collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction;
- 4.7. Restriction of Processing:** 'Restriction of Processing' means the marking of stored personal data with the aim of limiting their processing in the future;
- 4.8. Recipient:** 'Recipient' means a natural or legal person, public authority, or another body, to which the personal and/or sensitive personal data are disclosed, whether a third party or not. However, public authorities which may receive personal data in the framework of a particular inquiry in accordance with Union or Member State law shall not be regarded as recipients; the processing of those data by those public authorities shall be in compliance with the applicable data protection rules according to the purposes of the processing;
- 4.9. Personal Data Breach:** 'Personal Data Breach' means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to, personal data transmitted, stored, or otherwise processed.

For MESTIS ENERGY PVT. LTD.

Director

- 4.10. **User:** 'User' may include any person using our Platform, filling out the 'Contact Us' information form on our Platform, and shall include any of our clients, whether existing or potential, or future.

5. INFORMATION COLLECTED BY EMO ENERGY

- 5.1 To contact you through our Platform, we must process information about you. Most of the personal information we process is provided to us, specifically, voluntarily, and directly by you for availing our Services.
- 5.2 We collect information to communicate with all our Users. The following data is collected, preserved and used by us, for specific purposes only, solely at your instance, for the purpose of providing you intended Services as requested/obtained by you—
- Full Name;
 - E-mail address;
 - Mobile Number
 - Any data provided over calls made or chats/discussions entered into with and through EMO Energy;
 - Any information received via any application form or e-mail or any other electronic medium, including your use or access to any social media site (Facebook, Instagram, Twitter, etc.) which you have signed in using your email address provided to Us;
 - Any other additional information, as maybe needed, for the purpose of providing our Services or for processing or storing the data under any lawful contract or otherwise.
- 5.3 Even if you do not register on our Platform, you might choose to provide us with information— like an e-mail address and/or phone number to receive updates about our Services and newsletters.

6. INFORMATION COLLECTED AUTOMATICALLY BY EMO ENERGY

- 6.1 When you visit or use our Platform, subscribe to our newsletters or otherwise interact with us through our Platform, in addition to the information you provide to us directly, we may collect information sent to us by your computer, mobile phone or other access device(s).
- 6.2 When you visit our Platform, certain information gets collected automatically on our servers, which helps us to provide you verified access to our service portal. The information we collect automatically includes—
- (i) Unique identifiers, browser type and settings;
 - (ii) Device identifiers and features, such as type and settings, operating system, mobile network information including ISP or carrier name and phone number, and application version number. Most devices allow Users to prevent location data from being sent to a third-party, EMO Energy will honor such user settings;
 - (iii) Referring website, your general geographic location as indicated by your IP address, web-browsing behaviour, app behaviour, and whether and how you interact with content available on our website and/or within our mobile application;
 - (iv) Any information collected when visiting or leaving our Platform in general, through plugins or cookies including the—
 - (a) URL of the site the User came from and the one he/she goes to next;
 - (b) IP address;
 - (c) Proxy server;
 - (d) Operating system;
 - (e) Web browser and add-ons;
 - (f) Device identifier and features, and/or ISP or the mobile carrier;
 - (g) Transactional SMSs/emails;
 - (h) Your prior search results;
 - (i) Log-in time and Log-out time, which may or may not be publicly accessible.

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- (v) Your device periodically contacts our servers to provide information about your device and connection to our Services. This information includes your device type, carrier name, crash reports, and which applications you have installed.
- (vi) We use different methods to collect the aforementioned information, including our own cookies, web beacons, and third-party cookies.

7. COLLECTION OF PERSONAL DATA AND SENSITIVE PERSONAL DATA

- 7.1 We collect only the personal data you provide to us directly and specifically, subject to your consent, for the purposes of availing our complete Services along with a smooth user experience.
- 7.2 At present, We do not collect any Personal Data which is sensitive in nature. However, We may, in appropriate cases and to the extent permitted and/or required by law, collect, control, process and use certain special categories of Personal Data that are more sensitive in nature (hereinafter referred to as "Sensitive Personal Data/Information" ("SPID")), only for the purpose of providing you our Services and to carry out the transactions on our Platform, if any, which will be used by Us only if you provide your consent to Us, and not otherwise.
- 7.3 We may collect information from you when:
- (i) you submit the same voluntarily, such as your name, e-mail address, and in certain cases, your mobile number, for contacting you regarding your queries, concerns, information, and any potential collaboration you seek with us.
 - (ii) use the Platform for any of the Services being offered thereon;
 - (iii) participate in campaigns/surveys conducted by EMO Energy (if any) on the Platform; and
 - (iv) download or update software, in case of mobile application.
- 7.4 We may collect any other information depending on the privacy settings the User has set with such service provider;
- 7.5 We may use Cookies and Web beacons (pixel tags) to monitor the Platform usage including, without limitation, to provide useful features to simplify your experience when you return to the Platform, like remembering your name, Login id, password, and to deliver relevant content based on your preferences, usage patterns and location. Please understand that Cookies and Web beacons (pixel tags) are used to solely provide you complete user experience on the Platform. No cookies or web beacons are used to collect any personal or sensitive personal data/ information.
- 7.6 Information collected by EMO Energy from a particular browser or device may be used with another computer or device that is linked to the browser or device on which such information was collected.

8. USE OF INFORMATION

- 8.1. We use your Information only for the purpose for which it has been collected, including—
- (i) To provide requested Services;
 - (ii) To respond to an individual's request or inquiry or concern, if any;
 - (iii) To allow users to interact with us and/or our team;
 - (iv) For customer service or customer support, including answering questions and responding to feedback and complaints;
 - (v) To enhance the security and safety of the portal; etc.
 - (vi) To maintain contact with Users and clients;
 - (vii) To send marketing/promotional communications;
 - (viii) To send newsletter(s), if any, subject to subscription;
 - (ix) To notify about changes/upgradations in the Service(s);
 - (x) To resolve disputes, if any, and troubleshooting;
 - (xi) To conduct data and system review and analytics to provide you customized Services, including research to improve the Services. For this purpose, we shall use only de-identified (when all personal information is removed) or aggregated data (in a summary form).

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- (xii) To prevent fraud, criminal activity, or misuse of our Platform, and to ensure the security of our IT systems, architecture, and networks; and
 - (xiii) To comply with legal obligations and legal process and to protect our rights, privacy, safety, or property, and/or that of our Affiliates, you, or other third parties, if any;
 - (xiv) All other lawful purposes related to business and in furtherance to fulfilment of a lawful contract.
- 8.2. We use your Information with the intent to understand your interests in availing our Services, including discussing your venture and any ideas related thereto, and to accordingly contact you to explain and provide you the Products/Services, as well as seek any potential collaboration with you.
- 8.3. We may use your Non-Personal Information for internal business purposes, such as data analysis, research, developing/enhancing and/or improving our Products/Services, and in identifying usage trends.
- 8.4. We also use your information for purposes demanded by Law, rule, regulation, or guidelines to facilitate the transaction entered by you, including carrying out background checks/financial checks/identity checks, or any other regulatory due diligence mandated by applicable law/rule/regulations.

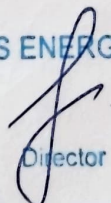
9. STORAGE OF COLLECTED DATA

- 9.1. All information you provide to us is stored on our secure systems, and all information you provide to us is preserved for a period of 5 ("Five") years from the date of discontinuation of your use of our Platform.
- Please keep in mind that in certain cases a longer retention period may be required or permitted by law. The criteria used to determine our retention periods include:
- How long is the data needed to provide you with our Products/Services or to operate our business?
 - Are we subject to a legal, contractual, or similar obligation to retain your data? Examples can include government orders to preserve data relevant to an investigation, or data that must be retained for the purposes of litigation, or protection against a possible claim.
 - Visitor's IP Data
 - Date and time of Platform visit
 - Pages visited and navigation on the Platform
 - Browser being used
 - Country of accessing the Platform/Portal
 - Language of the browser being used
 - Words searched for
 - Pixel tags
 - Feedbacks (Reviews, Complaints, etc.)

10. RETENTION OF DATA/INFORMATION

- 10.1. We will retain your Personal Data for as long as necessary to fulfill the purposes for which it was collected, including for the purposes of satisfying any legal, regulatory, accounting or reporting requirements and our legitimate interests in maintaining such Personal Information in our records. In doing this, we will have regard to the amount, nature, and sensitivity of the Personal Data, the potential risk of harm from unauthorized use or disclosure of your Personal Data, the purposes for which we process your Personal Data and whether we can achieve those purposes through other means, and the applicable legal requirements. Generally, we will keep information relevant to our dealings with you for Five (5) years following the last date of the activity (or longer if required by applicable laws and regulations). In some circumstances, your Personal Data may be anonymized so that it can no longer be associated with you, in which case it is no longer Personal

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Data. Once we no longer require your Personal Data for the purposes for which it was collected, we will securely destroy your Personal Data in accordance with applicable laws and regulations.

11. THIRD-PARTY SHARING OR USE OF DATA/INFORMATION

- 11.1. We do not rent and sell your Personal Information in personally identifiable form to anyone. However, we share your Personal Information in encrypted form with third parties with your consent, after signing proper non-disclosure agreements, only for the purposes of providing you a complete service experience.
- 11.2. We may share your personal data with a third party where this is required by law, where it is necessary to perform any contract with you, or where we have another legitimate interest in doing so.
- 11.3. We may need to share your personal data with:
 - (a) other entities within our group as part of our regular reporting activities on company performance, in the context of a business reorganization or group restructuring exercise, or for assistance in relation to marketing and business development.
 - (b) professional advisers including lawyers, bankers, auditors and insurers to the extent such information is relevant to the performance of their services;
 - (c) regulators; and
 - (d) any of our service providers where such information is relevant to their performance of such services.
- 11.4. We may also need to share your Personal Data with a regulator or to otherwise comply with applicable law or judicial process or if we reasonably believe that disclosure is necessary to protect our rights and/or to comply with judicial or regulatory proceedings, a court order or other legal process.

12. USER SUBMISSIONS

Any content or Personal Information that you voluntarily disclose online on our Platform which can be viewed by our other Visitors/Users, like in chat areas, reviews, etc., will be available to all such Visitors/Users, and can be viewed and used by them.

13. COOKIES

A cookie is a small piece of text file stored by the website on a user's computer hard disk, when the Platform is opened. The Platform uses cookies to improve the quality interaction of Visitors/Users with the Platform.

In some instances, we and our service providers, if any, use cookies, web beacons and other technologies to automatically collect certain types of information when you visit us online, as well as through emails that we may exchange. The collection of this information allows us to customize your online experience, improve the performance, usability and effectiveness of our online presence, and to measure the effectiveness of our marketing activities. The Platform may use cookies to store a unique identifier for logged in Users to enhance user experience.

If you choose to disable the cookies, you might not be able to fully experience the interactive features of the Platform. Cookies by themselves do not tell us your email address or otherwise identify you personally. In our analytical reports, we may obtain other identifiers including IP addresses, but this is for the purpose of identifying the number of unique visitors to our Platform and geographic origin of visitor trends, and not to identify individual visitors.

BY NAVIGATING ON OUR PLATFORM OR ENTERING YOUR LOGIN DETAILS TO ACCESS AREAS RESERVED FOR USERS, YOU AGREE THAT WE CAN PLACE THESE COOKIES ON YOUR COMPUTER OR INTERNET-ENABLED DEVICE.

For MESTIS ENERGY PVT. LTD.

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14. WEB BEACONS

A web beacon is a small image file on a web page that can be used to collect certain information from your computer, such as an IP address, the time the content was viewed, a browser type, and the existence of cookies previously set by the same server.

Our Platform only uses web beacons in accordance with applicable laws. The Platform or its service providers may use web beacons to track the effectiveness of third-party websites that provide us with marketing services or to gather aggregate visitor statistics and manage cookies. You have the option to render some web beacons unusable by rejecting their associated cookies. The web beacon may still record an anonymous visit from your IP address but cookie information will not be recorded. In some of our newsletters and other communications, we may monitor recipient actions such as email open rates through embedded links within the messages. We collect this information to gauge user interest and to enhance future user experiences.

15. CHANGE OF OWNERSHIP

If the ownership or control of all or part of our Products/Services or their assets changes, we may transfer your information to the new owner.

16. LEGAL RIGHTS AND CHOICES OF USERS

(a) LEGAL RIGHTS

Under the General Data Protection Regulation (GDPR), you have the rights including:

- (i) **Your right of access** - You have the right to ask us for copies of your personal information.
- (ii) **Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- (iii) **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.
- (iv) **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- (v) **Your right to object to processing** - You have the right to object to the processing of your personal information in certain circumstances.
- (vi) **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us, to another organization, or to you, in certain circumstances, whether in India or outside India, subject to the provisions of applicable laws.
- (vii) You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. Please contact us at revanth@emoenergy.in, if you wish to make a request.

(b) CHOICE OF USERS

You can always contact our Privacy Officer if you would like to:

- (i) review, change or delete the data you have supplied to us;
- (ii) object to certain data processing operations (e.g., opt-out from marketing communications);
- (iii) receive a copy of your data (in a common machine-readable format, to the extent it is required by applicable law);
- (iv) ask us any other questions related to the protection of your data on our Platform.

There may be situations, however, where we are entitled to deny or restrict your rights, for example, when necessary to protect the rights and freedoms of other individuals, or refuse to delete your

For MESTIS ENERGY PVT. LTD.

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personal data in case the processing of such data is necessary to comply with legal obligations and/or to establish, exercise, or defend our self from legal claims. In such cases, we expect your kind cooperation.

17. LINKS TO OTHER WEBSITES

Our Platform contains links to other websites not operated or controlled by EMO Energy, including social media platforms. The fact that we provide link to a third-party website on our Platform is not an endorsement, authorization, or representation of our affiliation with that third party. We do not exercise control over third party websites. These other websites may place their own cookies or other files on your computer, collect data, or solicit personally identifiable information from you. The information that you share with the third-party platform will be governed by the specific privacy policies and Terms and Conditions of the third-party platform and not by this Privacy Policy.

18. GRIEVANCE OFFICER

In accordance with the Information Technology Act, 2008 and the corresponding Rules made thereunder, the name and contact details of our Grievance Officer are provided below—

Name: Revanth Kumar KP
E-mail Address: revanth@emoenergy.in
Contact No.: 9949941840

Such person will be responsible for addressing any of your discrepancies and grievances, as expeditiously as possible, but not more than one month from the date of receipt of such grievance.

19. SIGNATURE CLAUSE

When this Policy mentions “we”, “us”, “our”, it refers to the Controller of your Data under this policy document, namely Mestis Energy Private Limited, with which you had, have or will have a “service provider and user” relationship”. As a Controller of your Data, Mestis Energy Private Limited decides the type of data collected and the manner of use of such Data, considering the kind of Services we offer on or through our Platform.

20. UPDATE TO THE PRIVACY POLICY

The most current version of this Privacy Policy document will govern our use of your data and can be found on our Platform (“Privacy Policy” section).

We reserve the right to update this Privacy Policy, at any time, and we will make an updated copy of such Privacy Policy available to you and notify you when we make any substantial updates.

21. FURTHER INFORMATION

This Privacy Policy is not an exhaustive account of all aspects of our collection and use of Personal Data. If you require any further information, please do not hesitate to contact us at revanth@emoenergy.in.



REVANTH KUMAR

Signed 16/6/2023

For MESTIS ENERGY PVT. LTD.

A handwritten signature in blue ink, appearing to be 'R. K.', written over the printed text 'Director'.

Director