

PRIVACY POLICY FOR USE OF APPLICATION “DAIKIN AC MANAGER”

Daikin Airconditioning India Private Limited (hereinafter, “DAIPL”, "we", "us" etc.), together with our group companies, is sincerely committed to ethical behavior and legal compliance, and we also consider the protection of personal information - a valuable asset entrusted to us - as our social responsibility, therefore, hereby we set forth this Privacy Policy.

This privacy policy broadly encompasses the collection of personal information, purpose of processing personal information, disclosure of personal information to group companies and third parties, period for storing personal information and request for disclosure etc. of personal information etc.

By agreeing to this privacy policy, you give your consent to DAIPL to use your data stored in your electronic device through which you are accessing this application.

Your consent is essential for using the services offered in this application and is granted to DAIPL voluntary & without any undue influence.

1. HANDLING OF PERSONAL INFORMATION

A. Collection of Personal Information

DAIPL from time to time and to the extent necessary for legitimate business activities collects personal information during the course of using this application, through requests or in other viable mode of communication, in relation to product or service orders, technical consultations, service or maintenance request or requests for catalogues and manuals events, and other requests. DAIPL may collect following information of the application users, the list below is only illustrative and not exhaustive:-

- I. First, last name and date of birth of the user
- II. Mailing /billing address
- III. Your contact details including your mobile service provider, IMEI, UUID etc.
- IV. Energy usage data of your product
- V. Your internet protocol address
- VI. Product category, model name & serial number
- VII. If log-in through Third party application (Facebook, Twitter, Google etc.) such third party log-in information

Further, for the purpose of protecting privacy of children, DAIPL will not intentionally collect/store personal information of children who are below the age of 14 years. However inserting personal information of parents is mandatory in case where a child is above 14 years of age and below 18 years. If at any instance, DAIPL came to know

about such storage, prompt action would be carried out for the deletion of same with no cost or consequences to DA IPL.

B. Purpose of Processing Personal Information

We process the collected personal information for the following purposes.

- I. Supplying our products and services
- II. After-sales services
- III. Improving the quality of the planning/research and development of our products
- IV. Responding to 'call back requests/contact us' from the application user
- V. Providing information about the products and/or services
- VI. Organization of our sales campaigns and other promotional events (e.g. sending out invitations)
- VII. For activities relating to marketing and sales
- VIII. Surveys and product monitors
- IX. Management of the access to our premises
- X. Dissemination of information related to your product including update on change in privacy policy
- XI. In any legal action initiated by the application user

C. Disclosure of Personal Information with group companies and third party

DA IPL may, within the scope of the above described purposes, jointly use the collected personal information with our group companies. When the joint use is with third parties outside the DA IPL group companies, we will inform the user about the scope, purpose and other necessary items via our application, website, or by other means.

- I. Categories of jointly used personal information - Name, address, phone and other contact information, other personal information for the above prescribed purposes including sales information related to our products/services, installation or maintenance related information etc.
- II. Entities jointly using the personal information – DA IPL & Group Companies in Other Countries
- III. Responsible entity - DA IPL

To the extent necessary for the purpose of processing personal information, DA IPL may disclose personal information to our dealers, sub-dealers, distributors, contractors, subcontractors, third party service providers. In addition, disclosure to third parties without the data subject's consent may occur in cases prescribed by law, in cases necessary to protect the life and/or the property of human beings, and in cases where the improvement of public health, healthy upbringing of children, cooperation with the police, court or other public bodies make it necessary.

D. Period for Storing Personal Information

DAIPL may store personal information for the period necessary to achieve the purpose of obtaining the personal information, provided, however, that if laws require differently, such period will be set in accordance with the laws.

E. Request for revision/addition/deletion of Personal Information

Upon receipt of request from the user pursuant to our procedures, DAIPL will promptly revise/add/delete the personal information held by us about the user, unless such revision/addition/deletion may cause major detrimental impact on our operations, and/or unless such revision/addition/deletion may cause a risk to the life, safety, property, other rights of individual(s) user and not barred by any law etc.

Furthermore, upon receipt of request from the respective user pursuant to our procedures in order to revise, add, delete or cease using personal information held by us on him or her, DAIPL will promptly investigate the request, and in case the request is reasonable, we will certainly accept the request. However till the time your request is processed, you will continue receiving application driven/generated prompts/information.

F. Cross-border transfer

In cases when we transfer personal information across borders to our group companies or to third parties, we check applicable laws and regulations to such international transfer and comply with those laws and regulations to ensure protection of personal data shared by the user. Thus by agreeing this privacy policy, you give your express consent to DAIPL for such cross border transfers.

2. COMPLIANCE WITH LAWS ON THE PROTECTION OF PERSONAL INFORMATION

DAIPL will comply with this Privacy Policy, our other internal rules, and applicable laws and guidelines on the protection of personal information.

3. SECURITY MEASURES TO PROTECT PERSONAL INFORMATION

DAIPL has a management system and implements appropriate security measures in order to maintain integrity and security and prevent unauthorized access, loss, manipulation or leaks etc. of personal information. Furthermore, upon subcontracting the processing of personal information, we make efforts to protect such personal information by selecting subcontractors who handle personal information appropriately and by prescribing the necessary measures to the subcontractor for the appropriate data management. However DAIPL holds no responsibility where the breach of confidential information happens due to internet, technology upgradation, errors occurred during transmission, unauthorized acts of third parties, user's own decision of

disclosing and any other factors which is beyond the control of either DA IPL or user. Having said that, the user undertakes to keep his/her log-in ID and password confidential with updation at regular intervals.

4. CONTINUOUS IMPROVEMENT

DA IPL regularly reviews and seeks to improve our efforts on the protection of personal information.

5. UPDATION IN PRIVACY POLICY

DA IPL always strives to update its privacy policy. Such updation shall be carried out on face of it without prior intimation to the user. Post implementation of such changes, user will be notified via email which he/she has provided while performing new user registration. To receive update notifications, the user should make sure that he/she has provided correct email address while registering. The email can be blocked or arrive in spam and/or other folders depending on his/her email provider. The user is advised to check all email folders and visit website from time to time to learn about such changes.

By using our services, you consent to the policy and any updates to the policy.

6. PROCESSING PERSONAL INFORMATION OF EUROPEAN UNION RESIDENTS

With regard to the personal data of the user residing in the European Union, DA IPL will properly respond to requests from data subjects based on the right of access to the personal data, the right to correction, addition or erasure, the right to discontinuation of use, the right to data portability, the right to object, the right not to be subject to a decision based solely on automated processing, and the right to withdraw consent. DA IPL may transfer personal data of European Union residents to countries not recognized by the EU Commission as a country having an adequate level of protection; however, in such case, DA IPL and an group companies will appropriately handle such personal data of EU residents in accordance with the appropriate safeguards set forth in General Data Protection Regulation (e.g. upon conclusion of Standard Contractual Clauses, and other adequate safeguards).

Furthermore, please note that data subjects residing in the European Union may lodge complaints to the supervisory authority with regard to the processing of personal data by DA IPL.

7. CONTACTS

User may ask questions or comments on this Privacy Policy by sending written communication at the address below:

Daikin Airconditioning India Private Limited

12th Floor, Building No. 09, Tower "A", DLF Cyber City

DLF Phase-III, Haryana- 122002

Attn: Data Protection coordinator