

You agree that your use of the Feedbayk.com website (“website”) and Feedbayk app (“app”), implies your consent to the collection and use of your personal information in accordance with this Privacy Policy.

We may collect, process, use and disclose your information when you use the Feedbayk.com website (this “Website”) Feedbayk app (“app”) and the services offered by Feedbayk or the third party operators (the “Operators”) through this Website (the “Services”). “You” and “your” when used in this Privacy Policy includes any person who accesses this Website or use the Services. This Privacy Policy sets out the basis and terms upon which Feedbayk collects, processes, uses and/or discloses your information that is obtained from you when you access this Website and/or use the Services. Such information may include personal information relating to or linked to a specific individual such as name, residential address, telephone number and email address (“Personal Information”).

Please read this Privacy Policy carefully. By visiting this Website, you are consenting to the collection, processing, usage and disclosure of your Personal Information as set out in this Privacy Policy.

Scope of Terms

Feedbayk reserves the right to update, amend or modify the terms of this Privacy Policy or any part of it without prior notice, and your continued access of this Website or use of the Services signifies your acceptance of the updated, amended or modified Privacy Policy. If you do not agree to all the terms and conditions in this Privacy Policy and/or any subsequent updates, amendments or modifications thereto, you must stop accessing or otherwise using this Website and the Services. Accordingly, please visit this page if you wish to access and view the current version of this Privacy Policy.

Collection of Information

We may collect Personal Information about you that you provide to us while using this Website and information about how you use this Website including when you open your user account (“User Account”), visit this Website or chat with anybody through the App to get feedback.

1. Opening Your User Account

When you open with us an User Account or amend any information of your User Account, we may collect your Personal Information, such as your name, email address, phone contacts, username, password and telephone number.

2. Phone Contact Information:

When you provide access to your Phone Contacts in the app we will store the Name & Phone number of your phone contacts on our server. We do this to show the list of Feedbayk app users who are using Feedbayk app & also in your phone contacts. This helps you in connecting with your phone contacts first for getting feedback about any product on Feedbayk app. We will never share this information with 3rd parties.

3. Giving Feedback or Taking Feedback about a Product or Service through the Website or App

o When you visit this Website, for any intended Services or use the Services, we may collect and process certain information (which may contain your Personal Information or may contain non-personally identifiable information but nevertheless linked to your Personal Information) including but not limited to those set out below: Copies of correspondence (whether by e-mail, instant or personal messaging or otherwise) between you and us; and between you’re and the Operators;

o Details of your usage of this Website (including traffic data, location data and length of user sessions); Feedback on and responses to surveys conducted by Feedbayk relating to the Services and newsletters which may be published, circulated or distributed by Feedbayk;

o Information automatically collected and stored in our server or the server of our third party services provider by using or accessing to this Website (including the login username and password for your User Account, your computer's Internet Protocol (IP) address, browser type, browser information, pages visited, previous or subsequent sites visited).

Storage of Information

The Personal Information and other data we collect from you may be transferred to, processed, and stored in our servers or the servers of our third party services providers.

Feedbayk will use reasonable endeavours to maintain appropriate physical, electronic and organisational procedures to ensure that your Personal Information and other data is treated securely and in accordance with this Privacy Policy, and to protect such data against unauthorized access or unauthorized alteration, disclosure or destruction of data.

Once we have received your information, we will use strict procedures and security features to try to prevent unauthorized access. Feedbayk does not give any representation, warranty or undertaking that the Personal Information you provide to us will be secure at all times, and to the extent Feedbayk has fulfilled its obligations under no circumstances shall Feedbayk be responsible for any losses, damages, costs and expenses which you may suffer or incur arising from unauthorised access to or use of your Personal Information.

All payment transactions carried out by us or our chosen third-party provider of payment processing services will be encrypted using online encryption technology. You are responsible for keeping your chosen password confidential and not to share your password with any third party.

Usage of Information

We promise that the information which we collect from you will not be transferred to 3rd party services that are not directly required for us to perform business.

We may disclose to third party services certain personally identifiable information listed below:

- Information you provide us such as name, email, mobile phone number
- Information we collect as you access and use our service, including device information, location and network carrier

This information is shared with third party service providers so that we can:

- Personalize the app for you
- Perform behavioral analytics

You can contact krishna@feedbayk.com directly if you wish for your data to be 100% deleted.

Enquiries

If you have any questions about this Privacy Policy, please contact us by email at contact@feedbayk.com

Feedbayk App Prohibited Conduct:

By accessing or using the Feedbackk App, you agree not to:

- violate the T&Cs;
- Use any emulators or any other software similar to emulators to download the App
- Bypass the mobile number verification of the App
- Use the same mobile device to register multiple accounts
- Use the same mobile number for multiple accounts
- Provide false information about the Car/Bike/mobile you own in the app or any other category we add in future
- Send feedback request to anybody without having the true intend of getting the feedback
- Just accept any feedback request but not responding to the user queries after you accept the feedback request
- impersonate any person or entity, falsely claim or otherwise misrepresent your affiliation with any person or entity, or access the accounts of others without permission, forge another person's digital signature, misrepresent the source, identity, or content of information transmitted via the Feedbackk App, perform any other similar fraudulent activity or otherwise avail Feedbackk App with what we reasonably believe to be potentially fraudulent funds;
- infringe our or any third party's intellectual property rights, rights of publicity or privacy;
- use the Feedbackk App if you are under the age of 18 years without a parental sponsor or, in any event, use the Feedbackk App if you are under the age of 13 years old even with a parental sponsor and in accordance with applicable law;
- post or transmit any message which is libellous, defamatory or which discloses private or personal matters concerning any person;
- post or transmit any message, data, image or program which is pornographic, vulgar or offensive in nature;
- refuse to cooperate in an investigation or provide confirmation of your identity or any other information provide by you;
- remove, circumvent, disable, damage or otherwise interfere with security-related features of the Feedbackk App
- reverse engineer, decompile, disassemble or otherwise attempt to discover the source code of as regards Feedbackk App or any part thereof, except and only to the extent this is expressly permissible by applicable law;
- use the Feedbackk App in any manner that could damage, disable, overburden, or impair it, including, without limitation, using the Feedbackk App in an automated manner;
- modify, adapt, translate or create derivative works based upon the Feedbackk App or any part thereof, except and only to the extent that that this is permissible by applicable law;

- intentionally interfere with or damage operation of the Feedbayk App or any other user's enjoyment of it, by any means, including uploading or otherwise disseminating viruses, adware, spyware, worms, or other malicious code or file with contaminating or destructive features;
- use any robot, spider, other automatic device, or manual process to monitor or copy the Feedbayk App without prior written permission;
- interfere or disrupt the Feedbayk App or networks connected to the Feedbayk App;
- take any action that imposes an unreasonably or disproportionately large load on Feedbayk's infrastructure/network;
- use any device, software or routine to bypass the Feedbayk's robot exclusion headers, or interfere or attempt to interfere, with the Paytm Services;
- forge headers or manipulate identifiers or other data in order to disguise the origin of any content transmitted through the Feedbayk App or to manipulate your presence on the Feedbayk App;
- sell the Feedbayk App Services, information, or software associated with or derived from it;
- use the facilities and capabilities of the Feedbayk App to conduct any activity or solicit the performance of any illegal activity or other activity which infringes the rights of others;
- breach this Agreement or any other agreement or policy as may be applicable pursuant to the T&Cs;
- provide false, inaccurate or misleading information;
- use the Feedbayk App to collect or obtain personal information, including without limitation, financial information, about other users of the Feedbayk App, except and only as expressly provided in the T&Cs;
- avail Feedbayk with what Feedbayk Team reasonably believes to be potentially fraudulent funds;
- use the Feedbayk App in a manner that results in or may result in complaints, disputes, reversals, chargebacks, fees, fines, penalties and other liability to Feedbayk, a third party or you;
- use the Feedbayk Services in a manner that Feedbayk or any payment card network reasonably believe to be an abuse of the payment card system or a violation of payment card network rules;
- take any action that may cause Feedbayk to lose any of the Feedbayk Services from its service providers or lose any of its recharge partners or business partners, including mobile operators or telecom companies, payment processors or other suppliers;
- send automated request of any kind to the Feedbayk Platform without express permission in advance from Feedbayk.

Termination; Agreement Violations

You agree that Feedbayk, in its sole discretion, for any or no reason, and without penalty, may suspend or terminate your account (or any part thereof) or your use of the Feedbayk Services/Feedbayk Platform and remove and discard on the Feedbayk Platform all or any part of

your account, your user profile, or your recipient profile, including your SSOID, at any time. Feedbackk App at its sole discretion at any time change the minimum amount required for redeem & also change any amount it gives you for providing feedback or adding any vehicle or mobile or any other product or service on the app. Feedbackk may also in its sole discretion and at any time discontinue providing access to the Feedbackk App Services, or any part thereof, with or without notice. You agree that any termination of your access to the Feedbackk App or any account you may have or portion thereof may be effected without prior notice, and you agree that Feedbackk will not be liable to you or any third party for any such termination or interruption. Any suspected fraudulent, abusive or illegal activity may be referred to appropriate law enforcement authorities. These remedies are in addition to any other remedies Feedbackk may have at law or in equity. Upon termination for any reason, you agree to immediately stop using the Feedbackk App.