

## **'YUGA' Privacy Policy**

Our Privacy Policy Version R0 was last updated on 27 September 2022 and is effective since DATE

This Privacy Policy describes Our policies and procedures on the collection, use and disclosure of Your information when You use the Service and tells You about Your privacy rights and how the law protects You. We use Your Personal data to provide and improve the Service. By using the Service, Client agrees to the collection and use of information in accordance with this Privacy Policy.

### **1.0 Interpretation and Definitions**

#### **1.1 Interpretation**

The words of which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

#### **1.2 Definitions**

For the purposes of this Privacy Policy:

"Client" is the entity who enters into agreement with YUGA, to obtain services provided by YUGA, for an agreed subscription fee.

"Cookies" are small files that are placed on Your computer, mobile device, or any other device by a website, containing the details of Your browsing history on that website among its many uses.

"Data Controller", for the purposes of the GDPR (General Data Protection Regulation), refers to the Company as the legal person which alone or jointly with others determines the purposes and means of the processing of Personal Data.

"Device" means any device that can access the Service such as a computer, a cell phone or a digital tablet.

"Instance" is the boundary of a system deployed for a specific Client. Instance defines the border for the purpose of privacy and security of such data. Any party nominated by Client will have access to data only within their Instance, depending on the role they are assigned to.

"Personal Data" is any information that relates to an identified or identifiable individual. For the purposes of GDPR, Personal Data means any information relating to You such as a name, an identification number, location data, online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity.

"Service" refers to the all services disseminated through YUGA.

"Third Party" is a party not nominated by Client to allow access the YUGA Instance that is being used by such specific Client.

"Usage Data" refers to data collected automatically, either generated by the use of the Service or from the Service infrastructure itself (for example, the duration between a given login and logout activity).

"User" means a unique account created for Client or a specific staff member of the Client to access YUGA.

"We/Our" means YUGA and all parties providing services under the name YUGA

"You/Your" means the Client and Client's nominated Users

## **2.0 Collecting and Using Your Personal Data**

### **2.1 Types of Data Collected**

#### **2.1.1 Personal Data**

While using YUGA products and solutions, We may ask You to provide with certain personally identifiable information that can be used to contact or identify You. Personally identifiable information may include, but is not limited to:

- Email address
- First name and last name
- Phone number
- Usage Data

#### **2.1.2 Usage Data**

Usage Data is collected automatically when using the Service. Usage Data may include information such as time and date of User logins/logouts, different modules of YUGA that the User access during the logged in session and other diagnostic data such as User's IP address, browser name and version

YUGA may also collect information that User's browser sends whenever User accesses the Service by or through a mobile device. This information will only be used for troubleshooting in the event of an issue or to improve the overall Service, such as improving the performance of the Service.

Usage Data will not be shared with any Third Party without a written consent from Client.

### **2.2 Use of Your Personal Data**

YUGA may use Personal Data for the following purposes:

- To provide and maintain our Service, including to monitor the usage of our Service.
- To manage User Instance: to verify identity the User when accessing Client's Instance.
- To contact Client or User: To contact User by email, telephone calls, SMS, or other equivalent forms of electronic communication regarding alerts, reports or informative communications related to the functionalities, products or contracted services, including the security updates, when necessary or reasonable for their implementation.
- To provide User with news, special offers and general information about YUGA.
- To manage User requests: To attend and manage requests to YUGA.

Personal Data will not be shared with any Third Party without a written consent from Client

### **2.3 Retention of Your Personal Data**

YUGA will retain Your Personal Data only for as long as is necessary for the purposes set out in this Privacy Policy. YUGA will take all steps reasonably necessary to ensure that Client and User data is treated securely and in accordance with this Privacy Policy and no transfer of Personal Data will take place to an organization or a country unless there are adequate controls in place including the security of data and other personal information.

## **2.4 Disclosure of Your Personal Data**

### Law enforcement

Under certain circumstances, the Company may be required to disclose Personal Data if required to do so by law or in response to valid requests by public authorities (e.g. a court or a government agency).

### Other legal requirements

The Company may disclose Personal Data in the good faith belief that such action is necessary to:

- Comply with a legal obligation
- Protect and defend the rights or property of the Company
- Prevent or investigate possible wrongdoing in connection with the Service
- Protect the personal safety of Users of the Service or the public
- Protect against legal liability

## **2.5 Security of Your Personal Data**

The security of Personal Data is important to YUGA, but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. We strive to use commercially acceptable means to protect Personal Data.

## **3.0 GDPR Privacy Policy**

### 3.1 Legal Basis for Processing Personal Data under GDPR

YUGA may process Personal Data under the following conditions:

- Consent: Client has given Your consent for processing Personal Data for one or more specific purposes.
- Performance of a contract: Provision of Personal Data is necessary for the performance of an agreement with Client and/or for any pre-contractual obligations thereof.
- Legal obligations: Processing Personal Data is necessary for compliance with a legal obligation to which the Company is subject.
- Vital interests: Processing Personal Data is necessary in order to protect Clients vital interests or of another natural person.
- Public interests: Processing Personal Data is related to a task that is carried out in the public interest or in the exercise of official authority vested in the Company.
- Legitimate interests: Processing Personal Data is necessary for the purposes of the legitimate interests pursued by the Company.

In any case, the Company will gladly help to clarify the specific legal basis that applies to the processing, and whether the provision of Personal Data is a statutory or contractual requirement, or a requirement necessary to enter into a contract.

### 3.2 Clients Rights under the GDPR

The Company undertakes to respect the confidentiality of Clients and Users Personal Data and to guarantee that Client or User can exercise their rights.

- Request access to Personal Data. The right to access, update or delete the information WRENS have. Whenever made possible, you can access, update or request deletion of Personal Data.
- Request correction of the Personal Data that WRENS holds. You have the right to have any incomplete or inaccurate information We hold about You corrected.
- Request erasure of Personal Data. Client and User have the right to ask WRENS to delete or remove Personal Data when there is no good reason for Us to continue processing it.
- Withdraw consent. You have the right to withdraw consent on using your Personal Data. If Client or User withdraws consent, WRENS may not be able to provide with access to certain specific functionalities of the Service.

### 3.3 Exercising of Client and User GDPR Data Protection Rights

Client may exercise rights of access, rectification, cancellation, and opposition by contacting YUGA. Please note that we may ask to verify Client / User identity before responding to such requests. If Client / User make a request, We will try Our best to respond to You as soon as possible.

You have the right to complain to a Data Protection Authority about YUGA collection and use of Personal Data. For more information, please contact YUGA through one of the following channels

Email – [info@yugainvent.com](mailto:info@yugainvent.com)

Mobile / WhatsApp - +94715385385 / +447341013484