

DATA PRIVACY STATEMENT

We, TATA TELESERVICES LIMITED and/ or TATA TELESERVICES (MAHARASHTRA) LIMITED (hereinafter together referred to as TTL, or we/us), are pleased about you visiting our website/portal. In this data privacy statement, we inform you (hereinafter also user) comprehensively and in detail about how we protect your privacy, and how personal data are processed in connection with the use of our website and/or other online offers. Personal data will be deleted as soon as possible and will not be used for advertising purposes without your consent. Should you consider the information below to be insufficient or incomprehensible, please do not hesitate to contact us, as per details set out below.

1. Supervisory authority

Regulatory & Corporate Affairs

Tata Teleservices Limited

2A, Old Ishwar Nagar Main Mathura Road

New Delhi 110065

2. General principles and information

2.1 Scope of the processing of personal data

We will only collect and use personal data of the users of our portal/website to the extent that this is necessary to provide a functioning portal/ website and/or to provide our content and services through our web or online offers (including mobile apps).

For other purposes, personal data will only be collected and used (i) with the user's consent, (ii) if the processing is necessary for the performance of a contract or (iii) necessary to safeguard legitimate interests, unless such interests are overridden by the interests or fundamental rights or freedoms of the data subject which require the protection of personal data. In other respects, an exception will exist if consent cannot be obtained for factual reasons, or the processing of the data is permitted by statutory provisions.

2.2 Obtaining of a consent / Right of revocation

Normally, consent will be obtained electronically. The consent is given by checking a box in the relevant field to document the consent, or by clicking a relevant selection field. Participation in survey or availing offers is purely optional (not mandatory).

The content of the declaration of consent will be logged electronically.

Right of revocation: Please note that a consent once given may be revoked in whole or in part at any time with effect for the future; the lawfulness of the processing made with the consent up to the revocation remains unaffected thereby. Please address a revocation (if applicable) to the contact details stated in section 1 above.

2.3 Recipients (if any) of personal data

To provide our web and/or online services, we may use service providers which act in connection with the provision of the service on our behalf and on instructions (processors). Those service providers may receive personal data in connection with the provision of the service, or come into contact with personal data, and constitute “third parties” or “recipients”. The service providers may be third parties or group companies affiliated with us, for example, a shopper analytics company

In such case, we will ensure that our service providers provide sufficient guarantees that appropriate technical and organizational measures have been implemented and that processing activities will meet the requirements of data protection

2.4 Data deletion and storage period

The personal data of data subjects will be deleted or blocked once the purpose of the processing no longer exists. The data will also be blocked or deleted if a storage period prescribed by the statutory provision expires, unless the continued storage of the data is required for the conclusion of a contract or other purposes.

3. Data processing to provide the website / Creation of log files

3.1 Description and scope of the data processing

Upon each access to our portal/website, our system will automatically collect data and information from the computer system of the accessing computer/mobile/ tablets/electronic device latched on to Wi-Fi network. The following data (hereinafter “Log Data”) will be collected:

- Information regarding the browser type and version used (“User Agent”);
 - the user’s operating system;
 - information regarding the device type (e.g., mobile or desktop)
 - the user’s MAC ID
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- Date, time, type and duration of the access;

3.2 Purpose of the data processing

The collection and processing of the Log Data, is made for the purpose of providing the content of our portal/website to the user, i.e., for the purpose of the communication between the user and our web and/or online offer. The temporary storage of the technical parameters is necessary for the duration of the respective communication. That storage is necessary to address the communications between the user and our web and/or online offer, or to use our web and/or online offer, respectively.

Any processing of log files in excess of the communications is made for the purpose of ensuring the functionality of our web and online offers, to optimise those offers, and to ensure the security of our IT systems.

In other respects, we will analyze those data for statistical purposes.

3.3 Data deletion and storage period

The data will be erased once they are no longer necessary for the purpose of their collection. In the event of a collection of the data to provide internet access, as per statutory requirements the data shall be stored for a period of at-least 12 months.

4. Use of personal data for advertising and marketing / Customer surveys

4.1 Description and scope of the data processing

We use your data to be able to present to you offers or advertising measures tailored to your needs. In addition, we invite users from time to time to take part in surveys, which help our partners to improve their products, offers and/or services.

4.2 Purpose of the data processing

Your personal data will only be used for advertising and/or marketing purposes, as well as to conduct customer satisfaction surveys, if a relevant consent exists

4.3 Data deletion and storage period

Subject to a request for deletion, your data which is processed for advertising and marketing purposes will be stored for as long as we do not receive any intimation from you that you are not interested in our products and services and, in other respects, for a period of one (1) year from the last communication received from you (e.g., email, query, participation in a marketing measure such as a customer survey). Subject to a request for deletion, your data collected in a customer survey will be stored for as long as is necessary to carry out and analyze the customer survey.

4.4 Option to object and remove

You can object to the collection of your data for advertising and marketing purposes at any time; the statements regarding the right to revoke the consent apply in addition to_____. You can stop customer surveys at any time; if the survey has not yet been completed, the data collected till then will be discarded.

5. Portal / Web analysis

5.1 General

To optimize our portal/ websites and to adapt our websites to the changing habits and technical requirements of our users, we use analysis tools. In doing so, we measure, for example, what elements are visited by the users, whether the information sought for can be easily found etc. Thereby, we can adapt the design of pages or optimize contents, for example, if we find out that a relevant part of the visitors use new technologies, or cannot find existing information at all, or only with difficulty.

In our web and online offers, we carry out the following analysis or use the following portal/ web analysis tools, respectively:

- Content Management (e.g., the contents of the website)
- Reporting (e.g., traffic sources, accesses etc.)

- Contact Management (e.g., user segmentation & CRM)
- Provision of landing pages and contact forms

Where this is required by law, we will ask you, in advance and separately, for your consent to the collection, storage and processing of your data.

6. Safety

We have taken the necessary technical and organizational safety measures to protect your personal data from a loss and misuse. For example, your data are stored in a safe operating environment which cannot be publicly accessed.

7. Changes to this data privacy statement

TTL reserves the right to amend/change this Data Privacy Statement at any given time for Statutory and/or organizational reasons.. Please refer to the most current version of this Data Privacy Statement from time to time, to which you will automatically be directed by clicking the link displayed to you. Any modifications will always apply to personal data collected in future. The protection of the data collected and stored by us before the modification will not be affected thereby.

8. Contact

Should you have any questions regarding data protection, please contact us. To do so, we recommend that you use the contact address specified in section 1 above