

## **Terms and Privacy Policy**

### **Privacy Policy:**

At TerraSync Private Limited, we take plant/ Industries privacy seriously. This Privacy Policy outlines how we collect, use, and safeguard your personal information when you use our Online Continuous Effluent Monitoring, Management, Optimization, and Analysis Software System for Common Effluent Treatment Plants (CETP) and Sewage Treatment Plants (STP), referred to as the "Service".

By visiting this application/services, you agree to be bound by the terms and conditions of this Privacy Policy. Please read this Privacy Policy carefully. By using the application/services, you indicate that you understand, agree and consent to this Privacy Policy. If you do not agree with the terms of this Privacy Policy, please do not use/access this application/services.

We'll review this Privacy Policy from time to time to make sure it is up-to-date. If you are just a visitor, then please note that this Privacy Policy is subject to change at any time without notice. To make sure you are aware of any changes, please review this Policy periodically. If you are our registered user, we will notify you before we make changes to this Policy and give you the opportunity to review the revised Policy before you choose to continue using our services.

### **Information Collection and Use:**

We collect plant/ Industries information that is provided to us when using our Service. This may include plant/ Industries name, email address, contact information, and other relevant details. We use this information to provide and improve the Service, communicate with plant/ Industries , and fulfill requests.

When plant/ Industries register with us, they generally provide

(a) plant/ Industries name, post, email address, phone number, password, pincode, bank details and other details.

(c) information you provide us when you contact us for help;

(e) Permissions include notification, local storage and internet.

The said information collected from the plant/ Industries could be categorized as “**Sensitive Information**“, “**Banking Information**” and “**Associated Information**“.

OCEMS may use this Information to send notification/Alerts from time to time, to provide Plant/ Industries with the Services, important information, required notices.

OCEMS is an application platform to display various sensors data and we collect following personal credentials/data for below mentioned use :

1. Admins :

Admin is the head of Plant. We collect name, plant name, mobile number, address, plant capacity, plant email for his/her better convenience and team management. It helps the admin to monitor and manage plant data in a user friendly manner.

2. Officer :

Officers are users working in a plant, holding designation of a particular department, assigned by admin to assist monitoring the plant data and take actions if required. We collect officer's names, contact number, job post for admin's convenience to monitor data.

3. Team member :

Team members are users working in a plant, holding designation of a particular department, assigned by an Officer to assist monitoring the plant data and take actions if required. We collect Team member's names, contact number, job post for admin's convenience to monitor data.

#### 4. Industries :

Industries will have their separate login credentials to monitor and manage their personalized data only and make the payment of bills.

### **Data Storage:**

We store plant/ Industries data on a third party reputed company's server to keep it safe and secure. This data may be used by third party companies to assist us with better understanding of Plant Working which we can further use for optimization purposes.

We do not store collected information on our servers. These contents are stored on google platforms like firebase realtime database and firestore.

### **Data Security:**

We implement appropriate security measures to protect plant/ Industries personal information against unauthorized access, alteration, disclosure, or destruction.

We shall try to take all precautions to protect the personal information both online and offline. We will try to protect your information using technical and administrative security measures to reduce the risks of loss, misuse, unauthorized access, disclosure and alteration. We use google services to create secure connections. Some of the safeguards we use are firewalls and data encryption, physical access controls to our data centres and information access authorization controls. If you believe your account

has been abused or hacked, please contact us by sending us an email at [support@techvysion.com](mailto:support@techvysion.com).

We do not sell, transfer or rent your personal information to third parties for their marketing purposes without your explicit consent and we only use your information as described in the Privacy Policy. We view protection of your privacy as a very important community principle. We understand clearly that you and your Information is one of our most important assets. We store and process your personal information on google servers, please go through their policies for more details. If you object to your Information being transferred or used in this way, please do not use this Website.

Under no circumstances, we rent, trade, transfer or share your personal information that we have collected with any other company for their marketing purposes without your consent. We reserve the right to communicate your personal information to any third party that makes a legally-compliant request for its disclosure.

### **Third-party Services:**

We use third-party services, such as payment gateways, to facilitate transactions or provide additional functionality. These services have their own privacy policies governing the use of your personal information. We recommend reviewing the privacy policies of these third-party services before using them.

### **COOKIES**

We transfer cookies, which are small files containing a string of character, to your IP address, giving the browser distinct identification, in order to keep track of the user's preferences. Furthermore, these files also help in logging-in faster and they act as a mechanism to determine user trends. The data thus retrieved from the user's IP address, enables us to enhance our offers, including but not limited to more content in areas of greater interest to a majority of users.

Our Website uses "Cookies" to identify the areas of our Website that you have visited. A Cookie is a small piece of data stored on your computer or mobile device by your web browser. We use Cookies to personalize the Content that you see on our Website. Most web browsers can be set to disable the use of Cookies. However, if you disable Cookies, you may not be able to access functionality on our Website correctly or at all. We never place Personally Identifiable Information in Cookies.

**Data Retention:**

We retain plant/ Industries personal information only for as long as necessary to fulfill the purposes outlined in this Privacy Policy unless a longer retention period is required or permitted by law.

**Policy Changes:**

We reserve the right to update or change this Privacy Policy at any time. Any changes will be effective immediately upon posting the revised Privacy Policy on our website. We encourage you to review this Privacy Policy periodically for any updates or changes.

By using our Service, you consent to the collection and use of your personal information as described in this Privacy Policy.

**Cancellation Policy:****Cancellation of Service:**

Plant/ Industries can cancel their subscription to our Service at any time by contacting customer support or through their account settings. Upon cancellation, access to the Service will be terminated, and no further charges will be incurred.

**Refund Policy:****Refund Eligibility:**

Refunds may be issued in accordance with the terms of the subscription plan or as required by law. Refunds are typically issued in cases of billing errors, unauthorized charges, or if the Service does not meet the advertised specifications.

**Refund Process:**

To request a refund, customers must contact customer support with details of the issue. Refunds will be processed within a reasonable timeframe, typically within 10 business days. Refunds will be issued to the original method of payment.

**Refund Exceptions:**

Refunds may not be provided in cases of misuse of the Service, violation of terms of service, or other prohibited activities as outlined in our terms and conditions.

Please note that this cancellation and refund policy applies only to subscriptions purchased directly through our web app. Subscriptions purchased through third-party platforms are subject to their respective cancellation and refund policies.

