

CPP ASSISTANCE SERVICES PVT LIMITED – PRIVACY STATEMENT

What does CPP do with my personal information?

CPP Assistance Services Pvt Limited (“**CPP**”, “**we**”, “**us**”, “**our**”) is fully committed to ensuring the privacy of customer information. This privacy statement sets out the basis on which any personal data we collect from you, or that you provide to us, on the the website at <https://www.cpplivcare.in/> (the “**Site**”). By providing personal data via the Site, you are accepting and consenting to the practices described in this statement.

We may collect and process the following data about you:

- **Information you give us.** This is information about you that you provide during your use of the Site. The information provided during your use of the Site will include your mobile number and other personal information relevant to provide the product or service. If you contact us, including regarding a problem with the Site, then we will keep a record of that correspondence. The information you give us in such correspondence may include your name, phone number and email address.
- Information we collect about you. With regard to each of your visits to the Site we may automatically collect the following information:
 - Technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, and the type of device you are using to access the Site
 - Information about your visit through the use of Google Analytics. Google Analytics will collect information about your online activity on the Site, such as the web pages you visit, the links you click, and the searches you conduct on the Site.

How your personal data will be used.

We use information collected about you on the Site in the following ways:

- **Information you give to us.** This information will be used to provide the product or service when you provide your information on the Site.
- **Information we collect about you.** We will use this information to:
 - Administer the Site including troubleshooting, data analysis, system testing, research, statistical and survey purposes;
 - Improve the Site to ensure that content is presented in the most effective manner for you.

Your personal information will be shared with authorised third party service providers who perform services on our behalf (e.g. providing IT support and maintenance). These service providers may have access to personal information needed to perform their services, but are not permitted to share or to use this for any other purpose.

Does CPP use cookies?

Cookies are used in order to better understand how applications work and to optimize online and mobile experiences. Cookies do this by allowing the party serving the cookie to analyse a website’s or mobile app’s performance, to remember user preferences, to recognize whether a computer or device (and probably its user) has visited a website previously, and to serve personalized advertisements. We may collect this information across browsers or devices, but the interest-based advertising cookie is not associated with and does not contain personal information.

We use cookies to distinguish you from other users of the Site. This helps us to provide you with a good experience when you use the Site and allows us to improve the Site.

When you use the Site we may store information about your session and assign you one or more cookies. Your browser will store these cookies in a small text file.

Permanent cookie files remain on your computer until you delete them manually using your browser settings. If you prefer, you can configure your computer to disable cookies or to selectively disable them for some sites. If you turn your cookies off, some of our services may not function properly.

The use of cookies by our partners, affiliates, tracking utility company, service providers is not covered by our privacy policy. We do not have access or control over these cookies. Our partners, affiliates, tracking utility company, service providers use session ID cookies to make it easier for you to navigate the Site.

How can you control the cookies we use?

You can block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. You can usually activate these settings by clicking on the 'Help' menu in your browser. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of the Site. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.allaboutcookies.org. Unless you have adjusted your browser setting so that it will refuse cookies, you may receive cookies as you use the Site. The cookies that will be issued will be applied in accordance with the terms of this cookies policy.

How do we protect your data?

We take data security very seriously and go to great lengths to ensure Your information is protected against unauthorised use of any kind. We have appropriate measures in place to safeguard the data We hold. We are continually reviewing and updating our security procedures as new technologies become available.

What are my rights?

Remember that you have a right to see all the personal information we hold about you, and if found to be inaccurate or deficient shall be corrected or amended as feasible. To request a copy of all your personal information that we hold on file please contact our designated officer on 1800-419-4000 (Toll-free). Please note that there may be a separate administration charge for this service.

If at any time you want to tell us about a problem, discrepancy or grievance regarding your personal data/information/details or the processing thereof, Please call our designated grievance officer on 1800-419-4000 (Toll-free) or you can also write to our grievance officer at:

CPP Assistance Services (Pvt) Ltd
P O Box No 826, Kalkaji Post Office,
New Delhi - 110019
Or e-mail us at escalations@cppindia.com

Our grievance officer will do his best to expeditiously redress any issues/grievance that you may have within a period of thirty (30) days from the date of receiving your grievance.

Will there be changes to our Privacy Statement?

We may change this privacy statement from time-to-time by updating this page. If there are substantive changes to this Privacy Statement it will be updated on this page and notified to you when you use the Site.