



Personal Data Privacy Policy

This Privacy Policy of Personal Data (hereinafter referred to as the Privacy Policy) applies to all information that SAHIL FREIGHT EXPRESS PVT. LTD. (hereinafter referred to as the Site Administration), represented by Managing Director, Mr. Suhail Sheikh requests on the Website <https://in.my-crane.com> (hereinafter referred to as the Site) may receive information about the User during the use of the Site, programs and products of the Site.

1. DEFINITION OF TERMS

1.1. The following terms are used in this Privacy Policy:

1.1.1. "Site Administration (hereinafter referred to as the Site Administration)" – authorized employees of the site management, acting on behalf of the Site owners, who organize and (or) process personal data, as well as determine the purposes of personal data processing, the composition of personal data to be processed, actions (operations) performed with personal data.

1.1.2. "Personal data" means any information related directly or indirectly to a specific or identifiable individual (the subject of personal data).

1.1.3. "Personal data processing" means any action (operation) or a set of actions (operations) performed with or without the use of automation tools with personal data, including collection, recording, systematization, accumulation, storage, clarification (updating, modification), extraction, use, transfer (distribution, provision, access), depersonalization, blocking, deletion, destruction of personal data.

1.1.4. "Confidentiality of personal data" is a mandatory requirement for the Operator or other person who has access to personal data to prevent their dissemination without the consent of the personal data subject or the presence of other legal grounds.

1.1.5. "Site User (hereinafter referred to as the User)" – a person who has access to the Site via the Internet, including an individual personally, or an individual authorized by a particular legal entity.



1.1.6. "Cookies" — a small piece of data sent by the web server and stored on the user's computer, which the web client or web browser sends to the web server each time in an HTTP request when trying to open the page of the corresponding Site.

1.1.7. "IP address" is a unique network address of a node in a computer network built using the IP protocol.

2. GENERAL PROVISIONS

2.1. The User's use of the Site means acceptance of this Privacy Policy and the terms of processing of the User's personal data.

2.2. In case of disagreement with the terms of the Privacy Policy, the User must stop using the Site.

2.3. This Privacy Policy applies only to this Website. The Site does not control and is not responsible for third-party sites to which the User can click on the links available on the Site.

2.4. The Site Administration does not verify the accuracy of the personal data provided by the Site User.

3. SUBJECT OF THE PRIVACY POLICY

3.1. This Privacy Policy establishes the obligations of the Site Administration to non-disclosure and ensure the confidentiality of personal data that the User provides at the request of the Site Administration when registering on the Site or when making/placing an application, making transactions, or obtaining additional information for the purchase of Goods, Works or Services on the Site.

3.2. The personal data allowed for processing under this Privacy Policy is provided by the User by filling out registration forms on this Website and may include the following information:

3.2.1. User Name;

3.2.2. The User's contact phone number;

3.2.3. E-mail address (email);

3.2.4. Passport data;

3.2.5. Residential address;



3.3. The Site protects the Data that is automatically transmitted during the viewing of ad blocks and when visiting pages on which the system's statistical script ("pixel") is installed:

- * IP address;
- Information from cookies;
- Information about the browser (or other program that provides access to the display of ads);
- Access time;
- The address of the page where the ad block is located;
- * Referrer (the address of the previous page).

3.3.1. Disabling cookies may result in the inability to access parts or Services of the Site that require authorization.

3.3.2. The Website collects statistics about the IP addresses of its visitors. This information is used to identify and solve technical problems, to control the legality of financial payments made.

3.4. Any other personal information not mentioned above (transaction history, browsers and operating systems used, etc.) is subject to reliable storage and non-proliferation, except for the cases provided for in paragraphs 5.2. and 5.3. of this Privacy Policy.

4. PURPOSES OF COLLECTING THE USER'S PERSONAL INFORMATION

4.1. The User's personal data, the Site Administration may use in order to:

4.1.1. The identification of the User registered on the Website for ordering and (or) the conclusion of any not forbidden by the legislation of the India civil contract, including Contract, contract of service, Agency agreement, Contract of sale, Contract the contract of purchase and sale of goods or services remotely through the use of the Website, etc..

4.1.2. Grant the User access to personalized resources or Services of the Site.



4.1.3. Establishing feedback with the User, including sending notifications, requests regarding the use of the Site (Site Services), providing services, processing requests and requests from the User.

4.1.4 Determining the User's location to ensure security and prevent fraud.

4.1.5 Confirmation of the accuracy and completeness of the personal data provided by the User.

4.1.6 Creation of an account for transactions, purchases or services, if the User has agreed to create an account.

4.1.7 Notifying the Site User about the status of orders, applications, transactions, etc.

4.1.8 Processing and receiving payments, confirming tax or tax benefits, challenging a payment, determining the right to receive a credit line by the User.

4.1.9 Providing the User with effective customer and technical support in case of problems related to the use of the Site (Site Services).

4.1.10 Providing the User with his consent, product updates, special offers, price information, newsletters and other information on behalf of the Site or on behalf of the Site's partners.

4.1.11 Carrying out advertising activities with the consent of the User.

4.1.12 Providing the User with access to the sites or services of the Site's partners in order to receive products, updates and services.

4.1.13 Development of new Site services or new types of goods, works, services that can be purchased on the Site/using the Site.

5. METHODS AND TERMS OF PROCESSING PERSONAL INFORMATION

5.1. The processing of the User's personal data is carried out without a time limit, in any legal way, including in personal data information systems using automation tools or without using such tools.

5.2. The User agrees that the Site Administration has the right to transfer personal data to third parties, in particular, courier services, postal communication



organizations, telecommunications operators, solely for the purpose of making or executing User transactions, using the Site Services.

5.3. The User's personal data may be transferred to the authorized state authorities of the India only on the grounds and in accordance with the procedure established by the legislation of the India.

5.4. In case of loss or disclosure of personal data, the Site Administration informs the User about the loss or disclosure of personal data.

5.5. The Site Administration takes the necessary organizational and technical measures to protect the User's personal information from unauthorized or accidental access, destruction, modification, blocking, copying, distribution, as well as from other illegal actions of third parties.

5.6. The Site Administration, together with the User, takes all necessary measures to prevent losses or other negative consequences caused by the loss or disclosure of the User's personal data.

5.7. The User's personal data may be transferred to the copyright holder of the Site.

5.8. The technology used in the processing of personal data is in accordance with commercially accepted or certified standards.

5.9. The legitimate interests of businesses including any innovation is achieved without compromising privacy interests.

5.10. The protection of privacy throughout processing from the point of collection to deletion of personal data.

5.11. The processing of personal data is carried out in a transparent manner.

5.12. The interest of the data User is accounted for at every stage of processing of personal data.

5.13. User may give or withdraw his consent to the data fiduciary.

6. OBLIGATIONS OF THE PARTIES

6.1. The User is obliged to:

6.1.1. Provide information about personal data necessary for using the Site.



6.1.2. Update, supplement the provided information about personal data in the event of a change in this information.

6.2. The site administration is obliged to:

6.2.1. Use the information received exclusively for the purposes specified in clause 4 of this Privacy Policy.

6.2.2. To ensure that confidential information is kept secret, not to disclose it without the User's prior written permission, as well as not to sell, exchange, publish, or disclose the User's personal data transmitted in other possible ways, except for paragraphs 5.2. and 5.3. of this Privacy Policy.

This condition also applies to the financial, commercial and other information of the User, including information about the prices offered by him or her, price offers, commercial and/or financial conditions of certain transactions.

6.2.3. Take precautions to protect the confidentiality of the User's personal data in accordance with the procedure usually used to protect such information in the existing business turnover. The Site Administration stores the data and ensures their protection from unauthorized access and distribution in accordance with the internal rules and regulations.

The received data is kept confidential, except for cases when they are made publicly available by the User, as well as when the technologies and software of third parties used on the Site or the settings of the software used by the User provide for open exchange with these persons and/or other participants and users of the Internet.

6.2.4. To block personal data related to the relevant User from the moment of the User's request or request, or his legal representative or the authorized body for the protection of the rights of personal data subjects for the period of verification, in case of identifying false personal data or illegal actions.

7. LIABILITY OF THE PARTIES

7.1. The Site Administration, which has not fulfilled its obligations, is liable for losses incurred by the User in connection with the misuse of personal data, in accordance with the legislation of the India, except for the cases provided for in paragraphs 5.2., 5.3. and 7.2. of this Privacy Policy.



7.2. In case of loss or disclosure of Confidential Information, the Site Administration is not responsible if this confidential information:

7.2.1. Became public domain before its loss or disclosure.

7.2.2. It was received from a third party before it was received by the Site Administration.

7.2.3. It was disclosed with the consent of the User.

8. DISPUTE RESOLUTION

8.1. Before applying to the court with a claim for disputes arising from the relationship between the Site User and the Site Administration, it is mandatory to submit a claim (a written proposal for a voluntary settlement of the dispute).

8.2. The recipient of the claim within 30 calendar days from the date of receipt of the claim, notifies the applicant of the claim in writing about the results of the consideration of the claim.

8.3. If an agreement is not reached, the dispute will be submitted to a judicial body for consideration in accordance with the current legislation of the India.

8.4. The current legislation of the India applies to this Privacy Policy and the relations between the User and the Site Administration.

9. ADDITIONAL TERMS AND CONDITIONS

9.1. The Site Administration has the right to make changes to this Privacy Policy without the User's consent. This Policy may be changed or terminated by the Site Administration unilaterally without prior notice to the User. The new version of the Privacy Policy comes into force from the moment it is posted on the Website, unless otherwise provided by the new version of the Privacy Policy.

9.2. The new Privacy Policy comes into force from the moment it is posted on this Site, unless otherwise provided by the new version of the Privacy Policy.

9.3. All suggestions or questions regarding this Privacy Policy should be sent to the email address In.info@my-crane.com

9.4. The current Privacy Policy is available on the page at: <https://in.my-crane.com>.