



# PRIVACY POLICY

## Introduction

We L&T Metro Rail (Hyderabad) Limited (LTMRHL) are committed to safeguarding the privacy of our website ([www.ltmetro.com](http://www.ltmetro.com)) and any associated mobile sites, applications (“Apps”) visitors; in this policy we explain how we will treat your personal information.

By using our website or registered with our apps and agreeing to this policy, you consent to our use of cookies in accordance with the terms of this policy.

## Disclosing Personal Information

**Personally Identifiable Information (hereinafter referred to as PII):-** Personally Identifiable information is information that is about, or can be related to, an identifiable individual. It includes any information that can be linked to an already identified individual or used to directly or indirectly identify an individual. Personal information does not include information that is anonymous, aggregated, or is no longer identifiable to a specific person.

**Sensitive Personal Data or Information (hereinafter referred to as SPDI):-** “Sensitive Personal data or Information” means personal information which is more sensitive in nature viz. financial information such as Bank account or credit card or debit card or other payment instrument details, Proof of Identity (POI), Proof of Address (POA) details, etc.

This Privacy Statement shall be equally applicable to PII, SPDI, and information that is anonymous, aggregated, or is no longer identifiable to a specific person.

This Privacy Statement describes the personal information which we may collect and our approach towards handling or dealing with the same. The Privacy statement is designed to enable you understand:

- ✂ Personal information that we collect and methods of collection
- ✂ Purposes of collecting personal information
- ✂ Measures taken by us to ensure safety and privacy of your personal information
- ✂ Usage of Cookies and other similar technologies
- ✂ Disclosure, Sharing and Transfer of your Personal Information

## Collecting Personal Information

LTMRHL and its authorized third parties will collect information pertaining to your identity, demographics, and related evidentiary documentation. For the purposes of this document, a 'Third Party' is a service provider who associates with LTMRHL and is involved in handling, managing, storing, processing, protecting and transmitting information of LTMRHL. This definition also includes all sub-contractors, consultants and/or representatives of the Third party.

- We may collect, store and use the following kinds of personal information:
- Information about your computer and about your visits to and use of this website (including your IP address, geographical location, browser type and version, operating system, referral source, length of visit, page views and website navigation paths);



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- ☑ Information that you provide to us when registering with our website including your email address;
- ☑ Information that you provide to us for the purpose of subscribing to our email notifications and/or newsletters (including [your name and email address]);
- ☑ Information that you provide to us when using the services on our website, or that is generated in the course of the use of those services (including the timing, frequency and pattern of service use);
- ☑ Information contained in or relating to any communications that you send to us or send through enquiry forms or otherwise on our website (including the communication content and meta data associated with the communication);
- ☑ Your Registration Details which may include the Name, Email Address, Mobile/Contact details, Age, Gender, Password, Location, Pin Code, Area Code, Occupation
- ☑ Your Billing, Tax Registration, and other information pertaining to your transactions on the website or apps
- ☑ You may in some cases share your debit or credit card details or other bank account details while accessing any services offered on the site or apps
- ☑ Service Request and Orders placed
- ☑ Transaction History, including open and completed transactions
- ☑ Any other personal information that you choose to send to us.

Before you disclose to us the personal information of another person, you must obtain that person's consent to both the disclosure and the processing of that personal information in accordance with this policy.

## Using Your Personal Information

Personal information submitted to us through our website or apps will be used for the purposes specified in this policy or on the relevant pages of the website or apps.

We may use your personal information to:

- ☑ Administer our website/apps and business;
- ☑ Personalize our website/apps for you;
- ☑ Enable your use of the services available on our website/apps;
- ☑ Send you email/SMS notifications that you have specifically requested;
- ☑ Send you our email newsletter, if you have requested it;
- ☑ Deal with enquiries and complaints made by or about you relating to our website/apps;
- ☑ Keep our website/apps secure and prevent fraud.

If you submit personal information for publication on our website/apps, we will publish and otherwise use that information in accordance with the license you grant to us.



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## Disclosing Personal Information

We may disclose your personal information to any of our employees, officers, advisers, agents, insofar as reasonably necessary for the purposes set out in this policy.

We may disclose your personal information to any member of our group of companies (this means our affiliates and subsidiaries,) insofar as reasonably necessary for the purposes set out in this policy.

We may disclose your personal information:

- To the extent that we are required to do so by law;
- In order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk);
- To the purchaser (or prospective purchaser) of any business or asset that we are (or are contemplating) selling; and
- To any person who we reasonably believe may apply to a court or other competent authority for disclosure of that personal information where, in our reasonable opinion, such court or authority would be reasonably likely to order disclosure of that personal information.

Except as provided in this policy, we will not provide your personal information to third parties.

## International Data Transfers

Information that we collect may be stored and processed in and transferred between any of the countries in which we operate in order to enable us to use the information in accordance with this policy.

Personal information that you publish on our website/apps or submit for publication on our website/apps may be available, via the internet, around the world. We cannot prevent the use or misuse of such information by others.

You expressly agree to the transfers of personal information described in this Section.

## Business Transfers

We may transfer or otherwise share some or all of its assets, including your PII and SPDI, in connection with a merger, acquisition, reorganization or sale of assets or in the event of bankruptcy and you consent to the same. Should such a sale or transfer occurs, we will ensure that the PII and SPDI you have provided through the Website/apps is stored and used by the transferee in a manner that is consistent with this Privacy Policy.

## Retaining Personal Information

This Section sets out our data retention policies and procedure, which are designed to help ensure that we comply with our legal obligations in relation to the retention and deletion of personal information.



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Personal information that we process for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.

Notwithstanding the other provisions of this Section 6, we will retain documents (including electronic documents) containing personal data:

- To the extent that we are required to do so by law;
- If we believe that the documents may be relevant to any ongoing or prospective legal proceedings; and
- In order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk).

## Security of your Personal Information

We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.

We will store all the personal information you provide on our secure (password- and firewall-protected) servers.

You acknowledge that the transmission of information over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet.

## Deleting Your Information

If you wish to have the PII or SPDI that you have provided to us deleted, you can always do so by sending a request to us on the e-mail id of our Customer Services department provided at the bottom of this page. You may note that deletion of certain Personnel Information may lead to cancellation of your registration with the website/apps and also lead to complete cessation of your access to the website/apps.

## Links to Other Sites/Financial Data

We provide links to other websites, apps and portals such as third party payment gateway providers for your convenience and information. For instance, we will be using third party payment gateway providers to process and facilitate the payment of your Metro Card purchase. Please note that we does not directly collect any financial information such as Credit Card or Debit Card or Net Banking details from you. Such other websites/apps are not controlled by us. When you visit such other websites/apps you do so at your own risk. These other websites/apps may have their own privacy policies in place, which we recommend you review if you visit any such other websites/apps. We do not assume any responsibility or liability for such other websites/apps and their privacy practices, nor do we endorse them. We encourage you to familiarize yourself with the privacy statements provided by such other websites/apps prior to providing them with information about you or entering into any transaction on them.

## Third Party Websites/Apps

Our website/apps includes hyperlinks to, and details of, third party websites/apps.

We have no control over, and are not responsible for, the privacy policies and practices of third parties.



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## Cookies

Our website/apps uses cookies.

A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server.

This Privacy Policy may be amended and updated periodically and without prior notice to you to reflect changes in our online information practices. When changes are made to this Policy it will be posted to the website/apps and the "last updated" date at the top of this policy will be revised. We also encourage users to periodically check this Policy to understand how we protect and use your information.

## Contact Us

If you have any questions about this Privacy Policy or your dealings with the website/apps, you can contact us at [customerservice@ltmetro.com](mailto:customerservice@ltmetro.com) for website.