

Vi SHOP – MARKETPLACE

TERMS OF USE

This document is an electronic record in terms of Information Technology Act, 2000 and published in accordance with the provisions of Rule 3 (1) of the Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021 that require publishing the rules and regulations, privacy policy and Terms of Use for access or usage of Vi shop marketplace platform – a tab within the Vi App or Vi website of Vodafone Idea Limited (VIL) located at www.myvi.in (hereinafter referred to as "Platform").

The Platform is operated by Vodafone Idea Business Services Limited (hereinafter "VIBSL"). Platform makes available a variety of branded products/ service of the sellers for sale to buyers. Sellers who have agreed to sell their products/services on the Platform list their products/services that are made visible on the Platform.

Your use of the Platform and services and tools are governed by the following terms and conditions including the applicable policies which are incorporated herein by way of reference. These terms and conditions including the policies constitute Your binding obligations with VIBSL ("Terms of Use/Terms and Conditions") as updated from time to time.

For the purpose of these Terms of Use, wherever the context so requires "You" or "User" shall mean any natural or legal person who has agreed to become a buyer on Platform by providing data and/or accepting these Terms and Conditions while registering on the Platform as Registered User. Please read these Terms of Use carefully before accessing the Platform. By using the Platform, You signify Your agreement to be bound by these Terms of Use. The terms "VIBSL", "We", "Us", "Our" shall mean Vodafone Idea Business Services Limited-

When You use any of the services provided by Us through the Platform, including but not limited to, e.g. product/service reviews, seller reviews, You will be subject to the rules, guidelines, policies, terms, and conditions applicable to such service, and they shall be deemed to be incorporated into this Terms of Use and shall be considered as part and parcel of this Terms of Use. You agree and acknowledge that the Platform operated by VIBSL is merely an online platform that enables You to purchase products/services listed on the Platform at the price indicated on the Platform. You agree and acknowledge that We are only a facilitator and the contract for sale of products/services on the Platform is a bipartite contract between You and the seller registered on the Platform.

By impliedly or expressly accepting these Terms of Use, You also accept and agree to be bound by VIBSL policies including but not limited to privacy policy as amended from time to time.

1. Eligibility and User Account:

Usage of the Platform is available only to persons who have completed 18 years of age and be competent to enter into a contract under Indian contract law. If you are a minor i.e. under the age of 18 years, you may use the Platform or access content on the Platform only under the supervision and prior consent/ permission of a parent or legal guardian.

You can only use the Platform if you have a valid Vi mobile connection (prepaid/postpaid).

You can use the Platform through Your account on the Platform. Your account on the Platform will be created based on your explicit acceptance of this Terms of Use when accessing the Platform for the first time. Your account will be automatically created based on your full name, registered Vi mobile number and registered email ID (as available on Vi App). By accepting this Terms of Use, you authorize VIBSL to automatically obtain these details from Vodafone Idea Limited (VIL)/Vi app for facilitating your account creation and subsequent updation of these details on the Platform (based on any changes in these details in Vi app). It is your responsibility that all the details provided by You for account creation/updation on Vi App are up to date. The same will be automatically considered by VIBSL for creation of Your account, facilitation in product/ service fulfilment on the Platform and for communication. Any details updated in the account of Vi App will be automatically updated in Your account on the Platform.

You are solely authorized to operate Your account created on the Platform. You shall be responsible for maintaining the confidentiality of your account and You shall be responsible for all activities that occur under your account. You agree that if You provide any information that is untrue, inaccurate, not current or incomplete or not in accordance with this Terms of Use, We shall have the right to indefinitely suspend or terminate or block Your access to the Platform.

You agree that VIBSL shall not be liable or responsible for the activities or consequences of use or misuse of any information that occurs under Your account in cases, including, where You have failed to update Your account details on Vi App.

If You share or allow others to have access to Your account on the Platform, You shall be solely liable and responsible for all the activities undertaken under Your account, and any consequences therefrom.

You agree to: (a) ensure that You successfully log out from Vi app at the end of each session; and (b) immediately notify VIBSL of any unauthorized use of Your account. We shall not be liable for any loss or damage arising from Your failure to comply with account security guidelines.

You will have access to other sections/ products/ services of VIBSL or its parent VIL within the Vi App through single login on Vi App.

2. Communications:

When You use the Platform or send emails or other data, information or communication to us, You agree and understand that You are communicating with Us through electronic records and You consent to receive communications via email, Whatsapp, SMS or other means regarding Your transactions on the Platform. By registering on the Platform, You consent to receive any marketing/promotional communications/offer related updates subject to applicable laws.

3. Platform for Transaction:

You are granted a limited license to use the Platform on completion of the registration. You will use the Platform solely for discovering the products/services, carrying out the transactions and processing refunds/returns as per the Platform policies. You will use the Platform for personal use only and not for commercial purposes.

The Platform enables the buyers and sellers to transact on the Platform. VIBSL is not and cannot be a party to or control in any manner any transaction between the buyer and the seller.

All commercial/contractual terms are offered by and agreed to between buyers and sellers alone. The commercial/contractual terms include without limitation price, shipping costs, payment methods, payment terms, date, period and mode of delivery, warranties related to products and services and after sales services related to products and services. VIBSL does not have any control or does not determine or advise or in any way involve itself in the offering or acceptance of such commercial/contractual terms between the buyers and sellers. All discounts, offers (including exchange offers) are by the seller/brand

Platform will make available variety of products/ services of the Sellers for sale to You. All product/ service information are provided by the seller, and the sellers are solely responsible for the accuracy of the information relating to the products/ services offered.

Placement of an order by a buyer with seller on the Platform is an offer to buy the product(s)/service(s) from the buyer to the seller and it shall not be construed as seller's acceptance. The Platform will pass on Your offer to the seller. Once confirmation is received from the seller, You will receive communication of your order confirmation along with details of your order via email, Whatsapp, SMS or other means from the Platform.

For successful fulfilment of the product/ service You will have to share/ enter details required by the Seller. Details such as but not limited to, Name, mobile number, email ID, shipping address, billing address, etc.

Your address and pin code will be verified to check if it is serviceable. In the event Your order is not serviceable by our Seller, we will request You to provide us with an alternate address. You must ensure the address is within India.

In case You order multiple products in one transaction, the address for all line items will be same as entered by You and the seller for each line item can be different. In case of non-fulfilment of any order line item out of the multiple product purchase, the responsibility and grievance for the same will be with the respective Seller.

You understand that by ordering a product/service using the Platform, You are entering into a binding contract with the seller of the product/service to purchase the product/service using the facilities available on the Platform. By proceeding to buy and placing an order for a product/ service, You acknowledge to have gone through the product/ service details, terms & conditions if any, displayed on the product/ service description page and are entering into the transaction being aware of these terms.

By purchasing the products/services listed on the Platform and authorizing the Platform to process the payment, You agree, accept and understand that the Platform as part of its services, is only a facilitator providing an automated online electronic payment, collection and remittance facility for the sale and purchase of the products/services.

You agree that with respect to certain products and services, You will be redirected to the seller portal or seller website for completing the purchase transactions. In such case the seller portal or seller website will be responsible for processing the payment. Platform will not be held responsible with respect to payments regarding such transactions.

The products/services will be fulfilled according to the fulfilment timelines of various sellers and may vary for different products/services. These timeframes are just estimates and are not guaranteed.

The prices of products/services listed on the Platform will be shown in Indian rupees. The products/services in your shopping cart of the Platform will reflect the most recent price. Please note that this price may differ from the price shown for the product/service when you first placed it in the cart. Placing a product/service in your shopping cart does not reserve the price shown at that time.

Issuing the correct and complete invoice for each product/service is the responsibility of the seller and can be requested from the Seller. You can view and download the bill receipt for your order from the Platform. For the transactions which are completed directly on the seller portal or seller website, the invoice will be issued directly by the seller to the buyer without the intervention of the Platform.

4. Disclaimer of Warranties and Liability:

The services made available to You through the Platform are provided on "*as is*" and "*as available*" basis without any representation or warranties, express or implied, except otherwise specified in writing. Without prejudice to the foregoing paragraph, VIBSL does not warrant suitability, accuracy, safety, merchantability of the services available on the Platform and does not warrant that the operations of the Platform including any third party sites or services linked to the Platform will be uninterrupted or free of viruses or harmful components or the content available on the Platform is complete, true, accurate or non-misleading. The product/service information displayed on the Platform is for informational purposes and does not amount to be an endorsement of any product or service. VIBSL accepts no liability for any errors or omissions, whether on behalf of itself or third parties/sellers.

Any information in relation to the sellers and their products/services listed on the Platform is for reference. The Platform is acting as an intermediary and is not endorsing such third party information. VIBSL is not responsible for any errors or any representations in the third party information and You shall access such third party information at Your own risk.

VIBSL does not make any representation or warranty as to specifics (such as quality, value, salability, etc.) of the products or services proposed to be sold or offered to be sold or purchased on the Platform.

VIBSL is not responsible for any non-performance or breach of any contract entered into between buyers and sellers. VIBSL cannot and does not guarantee that the concerned buyers and/or sellers will perform any transaction

concluded on the Platform. VIBSL shall not and is not required to mediate or resolve any dispute or disagreement between buyers and sellers except as may be stated in the Platform policies.

At no time shall VIBSL hold any right, title or interest over the products/services of the sellers nor shall VIBSL have any obligations or liabilities in respect of such contract entered into between buyers and sellers. VIBSL is not responsible for unsatisfactory or delayed performance of services or products offered.

You acknowledge and undertake that you are accessing the services on the Platform and transacting at your own risk and are using your best and prudent judgment before entering into any transactions through the Platform. We shall neither be liable nor responsible for any actions or inactions of sellers or any breach of conditions, representations or warranties by the sellers or manufacturers of the products and hereby expressly disclaim and any all responsibility and liability in that regard.

VIBSL does not warrant that product/service description or other content on the Platform is accurate, complete, reliable, current, or error-free and assumes no liability in this regard.

VIBSL is only providing a platform for communication and it is agreed that the contract for sale of any of the products or services shall be a strictly a contract between the seller and the buyer. At no time shall VIBSL hold any right, title or interest over the products nor shall VIBSL have any obligations or liabilities in respect of such contract.

All text, graphics, user interfaces, visual interfaces, photographs, trademarks, logos, sounds, music and artwork related to products/services listed on the Platform is a seller generated content and VIBSL has no control over such third party content as VIBSL is merely an intermediary for the purposes of this Terms of Use.

5. Payment

While availing any of the payment method/s available on the Platform, we will not be responsible or assume any liability, whatsoever in respect of any loss or damage arising directly or indirectly to You due to:

- Lack of authorization for any transaction/s, or
- Exceeding the preset limit mutually agreed by You and between 'Bank/s', or
- Any payment issues arising out of the transaction, or
- Decline of transaction for any other reason/s

All payments made against the purchases on Platform by you shall be compulsorily in Indian Rupees.

Use of the payment facility shall not render VIBSL liable or responsible for the non-delivery, non-receipt, non-payment, damage, breach of representations and warranties, non-provision of after sales or warranty services or fraud as regards the products and /or services listed on VIBSL's Platform.

You have specifically authorized VIBSL or its service providers to collect, process, facilitate and remit payments and / or the transaction price electronically. Your relationship with VIBSL is on a principal to principal basis and by accepting these Terms of Use you agree that VIBSL is an independent contractor for all purposes, and does not have control of or liability for the products or services that are listed on Platform that are paid for by using the payment facility.

You understand, accept and agree that the payment facility provided by VIBSL is neither a banking nor financial service but is merely a facilitator providing an electronic, automated online electronic payment, collection and remittance facility for the transactions on the Platform using the existing authorized banking infrastructure and Credit Card payment gateway networks. Further, by providing payment facility, VIBSL is neither acting as trustee nor acting in a fiduciary capacity with respect to the transaction or the transaction price.

You, as a buyer, understand that upon initiating a transaction, You are entering into a legally binding and enforceable contract with the seller to purchase the products and /or services from the seller using the payment facility, and You shall pay the transaction price through Your bank to the seller using payment facility.

You, as a buyer, shall be entitled to claim a refund of the transaction price (as Your sole and exclusive remedy) in case You do not receive the delivery within the time period agreed in the transaction. In case You do not raise a refund claim using Platform features within the stipulated time then this would make You ineligible. Post the confirmation and if claim is found valid, only then You are eligible for a refund.

Refund, if any, shall be made at the same issuing bank from where transaction price was received.

Refund shall be made in Indian Rupees only and shall be equivalent to the transaction price received in Indian Rupees.

Refund shall be conditional and we may request documents from You for verification.

VIBSL may delay notifying the payment confirmation i.e. informing seller to dispatch, if VIBSL deems suspicious or for buyers conducting high transaction volumes to ensure safety of the transaction and transaction price.

The buyer and seller acknowledge that VIBSL will not be liable for any damages, interests or claims etc. resulting from not processing a transaction/transaction price or any delay in processing a transaction/transaction price which is beyond control of VIBSL.

All valid Credit / Debit/ Prepaid Card/ and other payment instruments are processed using a payment gateway or appropriate payment system infrastructure and the same will also be governed by the terms and conditions agreed between the buyer and the respective issuing bank and payment instrument issuing company. *Currently the Platform only supports UPI based payments.*

All online bank transfers from valid bank accounts are processed using the gateway provided by the respective issuing bank which support payment facility to provide these services to the users. All such online bank transfers on payment facility are also governed by the terms and conditions agreed to between buyer and the respective issuing bank.

Pending Payments:

Payments can sometimes fail or remain in the pending stage. Some of the reasons could be:

- Incorrect debit or credit card details are entered;
- The page is accidentally closed or refreshed or backspace is pressed while the transaction is being processed by Your bank;
- The connection failed due to some technical reasons and the transaction could not be completed, etc.

If You face any of the above payment issues, try placing the order again in a short while or contact Your bank or issuer for technical assistance. VIBSL is not liable for any loss or inconvenience caused to You when making payment or for any wrongful debits.

6. User Restrictions:

You agree, undertake and confirm that Your use of the Platform shall be strictly governed by the following binding principles:

- You shall not host, display, upload, publish, transmit, update or share any information which (i) is illegal, (ii) infringes third party rights, (iii) is harmful, (iv) is defamatory, obscene, (v) is inaccurate, (vi) is false or misleading, (vii) harms the minors in anyway or (viii) threatens the unity, integrity or security of the country.
- You shall not delete or modify any content on the Platform such as product information, price information etc.
- You shall not use any engine or software or other mechanism to acquire, copy or monitor any portion of the Platform.
- You shall not attempt to gain any unauthorized access to the Platform by hacking or introducing any malicious software.

- You shall not probe, scan or test the vulnerability of the Platform nor breach the security measures in the Platform.
- You shall not introduce any Trojan, viruses or any malicious software.
- You shall not post, copy, submit, upload, distribute or otherwise make available any software or computer files that contain virus or harmful component or otherwise damage the Platform or the services thereof.
- You shall not reverse look-up, trace or seek to trace any information on any user or visitor of the Platform or any customer including any account on the Platform not owned by You.

You shall not engage in advertising to, or solicitation of, other users of the Platform to buy or sell any products or services, including, but not limited to, products or services related to that being displayed on the Platform or related to us.

You shall not transmit any chain letters or unsolicited commercial or junk email to other Users via the Platform.

You shall at all times ensure full compliance with the applicable provisions of the Information Technology Act, 2000 and rules thereunder as applicable and as amended from time to time and other laws including but not limited to GST, income tax, etc. regarding Your use of our Platform.

You hereby represent and warrant that You have all necessary rights in and to all content which You provide. You shall solely responsible for the content posted by You on the Platform.

VIBSL reserves the right to monitor the content posted by You on the Platform and remove it if it is in violation of any applicable laws.

- You shall be responsible for any messages, emails, reviews, ratings, photos, profiles, opinions, ideas, images, videos, audio files or other materials or information posted or transmitted to the Platform. Such content will become Our property and You grant Us the worldwide, perpetual and transferable rights in such content. We shall be entitled to use the content or any of its elements for any type of use forever, including but not limited to promotional and advertising purposes and in any media whether now known or hereafter devised, including the creation of derivative works that may include the content You provide. You are not entitled to any payment or other compensation for such use. You agree that you shall not make any negative or defamatory statement(s) or comment(s) about us or the brand name or otherwise engage in any conduct or action that might tarnish the image or reputation, of us or sellers on Platform.

7. Charges:

You can use and access the Platform free of charge. However, at any time in future, VIBSL reserves its right to charge the users for the use of the Platform and provisioning of the services through the Platform as per applicable law by notifying the users.

8. Refund/ Return/ Exchange Policy:

Buyers will comply with the Platform's refund policy, which shall apply to the seller products/services sold on the Platform. However, in case of gift cards or gift vouchers, the Buyer will be governed by the refund policy of the seller and its partners, mentioned in the product description page.

Buyer is not entitled to return, cancellation and exchange for any digital products and services, gift cards and vouchers purchased from the Platform.

We encourage the buyer to review the listing and product/ service terms and conditions before making the purchase decision.

Buyer needs to raise a grievance request through the "help & support" section within 7 days from the date of order of the product/ service. Once buyer has raised a grievance request, further processing is applicable only for the following scenarios:

- Products/ services transacted on the Platform:

Non-delivery/non-fulfillment: In the event of non-delivery or non-fulfillment of the purchased products/services to the buyer after the payment transaction is successfully completed, the buyer will be entitled to raise a grievance request on the Platform.

On receipt of the request, VIBSL will verify genuineness and authenticity of the request and take confirmation from the seller. If the request is found to be valid within the applicable product/service terms & conditions, then post confirmation from the seller, the product/service will be reissued/re-provisioned to the Buyer. In case the seller is unable to fulfil the product/service, the buyer's refund request will be considered. Post investigation of the event and confirmation on validity of refund request, VIBSL will process the refund in the original mode of payment within 15 days.

- Products/ services redirected to Seller portal/app/website:

Any grievance or dispute raised by the buyer on the Platform with regard to non-fulfilment/non-delivery or any issue regarding the products/services transactions redirected and completed on the seller portal/app/website, will have to be resolved by the seller alone. VIBSL will forward the grievance/dispute received on the Platform to the seller. It will be the sole responsibility of the seller to process the refund if any.

It is expressly understood by buyer that once a buyer is redirected to seller's portal/app/website, the buyer will be governed by the terms and conditions of the seller, and VIBSL shall not be responsible for transactions concluded on seller's portal/app/website.

9. Privacy:

We view protection of Your privacy as a very important principle. We understand clearly that You and Your Personal Information is one of Our most important assets. We may collect, store and process personal identifiable and sensitive information about You including but not limited to name, mobile number, email ID, postal address, login details etc. including any sensitive financial information collected if any, on computers that may be protected by physical as well as reasonable technological security measures and procedures in accordance with Information Technology Act 2000 and Rules there under. Our current Privacy Policy is available below and at the "Privacy Policy" section.. If You object to Your Information being transferred or used in this way please do not use the Platform.

We may disclose Your personal information to third parties as per our privacy policy. This disclosure may be required for us to provide you access to our services, to arrange to provide you products/services of sellers, to comply with our legal obligations, to enforce our user agreement, to facilitate our marketing and advertising activities, or to prevent, detect, mitigate, and investigate fraudulent or illegal activities related to our services or for marketing and advertising purposes. We may also disclose Your personal information with our affiliates for reasons mentioned in our Privacy Policy.

We may disclose Your personal information if required to do so by law or in the good faith belief that such disclosure is reasonably necessary to respond to subpoenas, court orders, or other legal process. We may disclose Your personal information to law enforcement offices, third party rights owners, or others in the good faith belief that such disclosure is reasonably necessary to: enforce our Terms or Privacy Policy; respond to claims that an advertisement, posting or other content violates the rights of a third party; or protect the rights, property or personal safety of our users or the general public.

10. Indemnity:

You shall defend, indemnify and hold harmless VIBSL, its parent, affiliates, subsidiaries, group companies, partners (as applicable), and their respective officers, directors, agents, and employees (" Indemnified Parties"), from and against any claim, demand, damages, obligations, penalty, losses or actions (including reasonable attorneys' fees) made by any third party against the Indemnified Parties or imposed against the Indemnified Parties or penalty imposed on Indemnified Parties, due to or arising out of your or your affiliate's (a) breach of these

Terms, the Privacy Policy and/or any other policies; or (b) violation of any applicable law, rules, regulations; or (c) violation of the rights (including infringement of intellectual property rights) of a third party or VIBSL; or (d) unauthorized, improper, illegal or wrongful use of the Platform or User Account (including by you or by any person, including a third party, whether or not authorized or permitted by you). This indemnification obligation will survive the expiry or termination of these Terms and/or your use of the Platform.

11. Limitation of Liability:

IN NO EVENT SHALL VIBSL BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES OF ANY KIND IN CONNECTION WITH THESE TERMS OF USE, EVEN IF USER HAS BEEN INFORMED IN ADVANCE OF THE POSSIBILITY OF SUCH DAMAGES.

12. Dispute Resolution:

In case of any query or dispute, we urge You to go check the FAQ section on the Platform.

Any order related or specific order line item related grievance can be raised digitally via the chatbot service on “help & support” section of the Platform.

The grievance will be raised and passed on to the relevant seller, and the relevant seller is responsible to resolve any complaints regarding the product/service that may be raised by the buyer and other complaints, to the satisfaction of the buyer. The details of the grievance raised by You will be communicated over SMS/ Whatsapp/ Email/ Call or other modes of electronic communication. You should hear back from the VIBSL – Vi Shop customer care or seller customer support within 48 hours.

The Platform is not in any way responsible for ensuring resolution of the complaints relating to products/services of the sellers and the Platform shall not in any manner either directly or indirectly be liable for any claims or proceedings made by You in relation to the products/services purchased on the Platform.

In the event of dispute, VIBSL – Vi Shop will coordinate with You and the seller to reach an amicable solution. VIBSL is only a facilitating link between You and the seller and VIBSL will not be liable in any manner.

13. Grievance Officer:

In accordance with Information Technology Act 2000 and rules made there under and the Consumer Protection (E-Commerce) Rules, 2020, the name and contact details of the Grievance Officer are provided below:

Name: Pranay Handa

Designation: Grievance Officer

Address: 10th, Birla Centurion, Century Mills, Worli, Mumbai – 400030, India

Contact us:

Email: vishop.customercare@vodafoneidea.com

Phone: +91 9920654000

Time: Mon to Fri (9:00 to 18:00 hrs)

Customer Support: For any queries or complaints, please visit the “help & support” section or click on the order link item and help icon.

14. Termination:

VIBSL may suspend or terminate your use of the Platform or any services thereof or terminate your User Account if it believes, in its sole and absolute discretion that you have infringed, breached, violated, abused, or unethically manipulated or exploited any term of these Terms of Use or anyway otherwise acted unethically.

On termination, You should immediately discontinue to use the Platform. VIBSL may delete any content or other materials relating to your use of the Platform. However, your transactions details may be preserved by VIBSL for purposes of tax or regulatory compliance.

15. Trademark, Copyright and Restriction:

This Platform is controlled and operated by VIBSL and products are sold by respective sellers. All material on this Platform, including images, illustrations, audio clips, and video clips, are protected by copyrights, trademarks, and other intellectual property rights. The material on the Platform is solely for Your personal, non-commercial use. Without the prior written consent of the owner, modification of the materials, use of the materials on any other platform or networked computer environment or use of the materials for any purpose other than personal, non-commercial use is a violation of the copyrights, trademarks and other proprietary rights, and is prohibited.

16. Force Majeure:

You agree that VIBSL shall be under no liability whatsoever to You in the event of non-availability of the Platform and/or any of the services thereof or delay/failure of its obligations occasioned by an Act of God or any force majeure event beyond its control (including any event which is caused by the failure or non-performance on the part of its service providers).

17. Modifications:

We reserve the right, at Our sole discretion, to change, modify, add or remove portions of these Terms of Use, at any time without any prior written notice to You. You shall ensure to review these Terms of Use periodically for updates/changes. Your continued use of the Platform following the posting of changes will mean that You accept and agree to the revisions.

18. Governing Law and Jurisdiction:

These Terms of Use shall be governed by and constructed in accordance with the laws of India without reference to conflict of laws principles and the disputes arising in relation hereto shall be subject to the exclusive jurisdiction of courts at Mumbai, India.

19. Waiver and Severability:

No provisions in these Terms of Use will be deemed to be waived unless such waiver is agreed by VIBSL.

If any provision in these Terms of Use shall be held to be illegal, invalid or unenforceable, in whole or in part, under applicable law, such provision or part shall to that extent be deemed not to form part of this agreement but the legality, validity or enforceability of the remainder of agreement shall not be affected.

20. Privacy Policy:

This Privacy Policy describes the personal information we collect from you through our website and/or applications, It also describes the purposes for which we collect that personal information, the other parties with whom we may share it and the measures we take to protect the privacy and security of your data. It also tells you

about your rights and choices with respect to your personal information, and how you can contact us about our privacy practices.

This Policy explains the collection, use, protection, disclosure, sharing and transfer, if any, of “personal information” by Us. Your registration or usage of VODAFONE IDEA BUSINESS SERVICES LIMITED’s services/ Vi Shop marketplace platform/ Vi Movies & TV mobile application/platform implies your express consent (i.e. You have read and understood the terms of this Privacy Policy and have accepted the same) and agreement to this Policy. VIBSL will no longer be able to provide you services if this consent is withdrawn.

Detailed section:

PLEASE READ THIS POLICY CAREFULLY. “YOU” AND “YOUR” SHALL REFER TO THE CUSTOMER LIMITED TO CORPORATE ENTITY, BRANDS, FIRM, USERS, SELLERS, OTT CONTENT PROVIDERS, PLATFORM PROVIDERS, PARTNERS, VENDORS, AFFILIATES, HOLDING COMPANY OF VODAFONE IDEA BUSINESS SERVICES LIMITED’s PRODUCTS AND SERVICES/ VI SHOP MARKETPLACE PLATFORM/ VI MOVIES & TV MOBILE APPLICATION/PLATFORM , “WE,” “OUR” OR “US” SHALL REFER TO VODAFONE IDEA BUSINESS SERVICES LIMITED (hereinafter ‘VIBSL’).

We reserve our right to amend this Policy from time to time based on the changes in business, legal, regulatory requirements & applicable laws. You are encouraged to periodically visit this page to review the Policy.

This Policy is provided for Your information and is not intended to limit or exclude Your rights under laws and regulations applicable in India.

Detailed section:

1. Collection of Personal Information:

- a. The Information Technology Act 2000, its subsequent amendments, and The Information Technology (Reasonable security practices and procedures and sensitive personal data or information) Rules, 2011 includes extensive definitions for Personal Information and Sensitive Personal Information and Payment Application Data Security Standard (PA-DSS) and Digital Personal Data Protection Act 2023 its subsequent amendments and rules . For the purposes of this Policy, Personal Information (PI) means any information relating to a natural person that could be used directly or indirectly in combination with other information available with Us and is capable of identifying a natural individual.
- b. Personal Information (PI) does not include information that is anonymous, aggregated or is no longer identifiable to a natural person and such information is classified as Non-Personal Information.
- c. We may collect PI pertaining to:
 - i. Entity name, User first name, last name, office address, state, GST (optional), email ID, domain name, MSISDN and other information if You register with us. Any information used for creating an account for You shall be construed as Your Information.
 - ii. Your use of Our systems, products and services e.g. message history, including phone numbers.
 - iii. You authorize Us to get access of such personal data from VIL if you are a Vi mobile subscriber.

2. Use of Personal Information:

- a. The information that we collect from you will be processed only for the purpose of providing the services to You and will be held and used in accordance with applicable laws and regulations in India. It may be used to:
 - i. verify your identity before providing services
 - ii. send you notifications
 - iii. facilitate your payments
 - iv. respond to your technical query
 - v. contact you/respond to you regarding matters relevant to the underlying services
 - vi. generate bills and statements of use
 - vii. to send periodic e-mails to respond to your inquiries, questions, and/or other requests and keep you informed about our latest products, services and offers and that of our carefully selected third parties .
 - viii. to respond to services or product related queries
 - ix. Carry out any activity in connection with a legal, governmental or regulatory requirement on us or in connection with legal proceedings, crime or fraud prevention, detection or prosecution ;
 - x. to action out legal, governmental or regulatory requirement
 - xi. Other usages that you may have expressly consented to.

Use of Non-personal Information:

Non-personal information can be used to deliver services based on your interests including verifying your identity as an organization, for analyzing different trends and determining the performance of these services.

3. How long do we store Your data?

- a. We may retain Your information for so long as We are obligated to as per the legal, regulatory directions for the time being in force.
- b. If there is no legal requirement, we may only store Your information for as long as we have the justified business requirement and we need it for providing services to you.
- c. After that, we will destroy it by making it unreadable or undecipherable with appropriate regard to privacy and security.

4. How do We Protect Your Personal Information?

- a. We will strive on best effort basis to ensure the security of Your information. Access to Your Personal Information, within VIBSL is restricted and shared with VIBSL personnel on a need-to-know basis. All VIBSL personnel are obligated to protect confidentiality and ensure security. We adopt reasonable security practices and procedures, in line with international standard IS/ISO/IEC 27001 administered by specialized security teams to include technical, operational, managerial, and physical security controls in order to protect Your personal information. It may suit You well to note that no data transmission over the Internet is completely secure and for reasons outside of our control, security risks may still arise.
- b. We also take steps to ensure that our contracted third parties adopt reasonable level of security practices and procedures to ensure security of personal information.
- c. We cannot protect any information that you make available to the general public in any publicly accessible area of our website or any other media.

5. Disclosure, Sharing and Transfer of Personal Information

- a. VIBSL may use third party service providers to operate business and the Website or administer activities on VIBSL's behalf, such as providing Services, facilitating payments or calculating tax.. VIBSL may share your Personal Information with these third parties if needed to carry out the obligations and provide you with the services in an efficient manner. VIBSL may also share your personal information with VIL. Except as otherwise described in this Policy, VIBSL will not disclose Personal Information to any third party unless required to do so by law or if such action is necessary to conform to the law, comply with legal process served on VIBSL or affiliates or investigate, prevent or act regarding suspected or actual illegal activities; to enforce VIBSL's Terms of Use, take precautions against liability, to investigate and defend VIBSL against

any third-party claims or allegations, to assist government enforcement agencies, or to protect the security or integrity of the Website; and to exercise or protect the rights, property, or personal safety of the Company, our users or others.

- b. VIBSL may share your Personal Information with Sellers for enabling/fulfilling the provision of digital products/services of the Sellers to You.
- c. VIBSL may share your Personal Information with OTT content providers for enabling/fulfilling the provision of content to You.
- d. VIBSL may share Your Personal Information with its affiliates or holding company.
- e. We may store Your PI within the territorial limits of India or outside India to fulfill the terms of service we provide to you or if you have consented (at the time of collection of information) to the same.

6. Other Scenarios:

- a. We may disclose Contact Information in special cases where we have reason to believe that disclosing this information is necessary to identify, contact or bring legal action against someone who may be violating our terms and conditions of use or may be causing injury or interference with our rights, property, our customers or anyone who could be harmed by such activities.

7. Contact Us

We are committed to safeguarding Your personal information collected and handled by Us and look forward to Your continued support for the same. In case of any feedback, concern or grievance regarding protection of Your personal information, you may reach us by contacting our Data Privacy Officer at privacyofficer_VIBSL@vodafoneidea.com.

I hereby acknowledge that I have read this privacy notice and consent for my data to be collected, processed, shared and stored by VIBSL in accordance with the procedures and policies mentioned herein.