

Privacy Policy

Last Updated: 16 April, 2022

Please ensure that this Privacy Policy is perused by You before availing any -services from Us. This Privacy Policy shall be updated from time to time and to stay abreast with our methods of using Your information and protecting Your privacy, please keep reviewing this Policy.

Baker Assist, a software company (**"Company", "We", "Us", "Our" and terms of similar meaning**) is committed to protecting your privacy. This Privacy Policy shall apply to the Users (as defined in the Terms of Use). For the purposes of this Privacy Policy, the Users (as defined in the Terms of Use) shall together hereinafter be referred to as **"You", "Your" or "Yourself"**.

The Company has adopted this Privacy Policy to set out the manner in which personal data and other information is collected, received, stored, processed, disclosed, transferred, dealt with and handled by the Company in relation to Your use of our Services(defined below) through the mobile application Baker Assist (**"App"**), (collectively referred to as the **"Platform"**) or initiating or undertaking any transaction on the Platform. This Privacy Policy does not apply to information that You provide to, or that is collected by, any third-party through the Platform, and any third-party websites that You access or use in connection with the Services offered on the Platform. Company shall not be liable for and has no control over the practices and content of any such third party website.

Please read the Privacy Policy carefully before using or registering on the Platform or accessing any material, information or availing any services (**"Services"**) through the Platform. By logging in the **"Login"** screen or signing up on the **"Signup"** screen, You accept this Privacy Policy and agree to be legally bound by the same. If You do not agree to the Privacy Policy, please do not use or access the Platform.

This Privacy Policy is incorporated into and subject to Our Terms of Use (**"Terms"**) and shall be read harmoniously and in conjunction with the Terms. In the event of any conflict between the Terms and this Privacy Policy, the provisions of the Terms shall supersede the Privacy Policy. All capitalized terms not defined under this Privacy Policy shall have the meaning ascribed to it under the applicable Terms.

Please feel free to direct any questions or concerns regarding this Privacy Policy by contacting Us through bakerassist.app@gmail.com.

1. Our Statement of Privacy Practice

Your information is collected and processed in accordance with the terms and conditions of this Privacy Policy.

2. Collection of Information

2.1.1 In order to enhance the user experience and provide Our Services, Company collects information about You from two sources: (i) information You affirmatively and voluntarily give to us; and (ii) information automatically collected when You visit Our Platform or use any of Our Services.

2.1.2 Information You give Us: In order to provide Our full range of Services, We may collect the following types of information from You (as applicable) including: Your email address, city, state and contact details of people You refer to Us. We may also enable features which require Our access to Your address book, camera and photo gallery. All such information shall be collectively referred to as **“Personal Information”**.

2.1.3 Device: When and if You download and/or use Our Platform through Your device, We receive information about Your device, including a unique identifier number for Your device and device model.

2.1.4 You may choose not to provide us with any Personal Information or information as required to use certain features of our app. If We do not receive information required, the Platform may not behave as expected.

3. Additional Information

When You use Our services, We may collect information about You, with Your permission, in the following general categories:

3.1 Address Book: To create past and upcoming orders for customers, We may need access to Your address book on Your device. If You permit Us to access Your address book, We may access and store names and contact information from Your address book to facilitate certain service features on the App.

3.2 Camera: To create past and upcoming orders, We may need access to Your camera on Your device. If You permit Us to access Your camera, You will be able facilitate certain features on the App.

3.3 Photo Gallery: To create past and upcoming orders, We may need access to Your photo gallery on Your device. If You permit Us to access Your photo gallery, You will be able facilitate certain features on the App.

4. Use of Personal Information

4.1 The information collected by Us through our Platform maybe used inter alia for the following purposes:

- (a) To allow You to use Services on the Platform and to carry out Our obligations arising from any contracts between You and Us.
- (b) For internal record keeping of the Company;
- (c) To improve our Services;
- (d) To improve Your usage of the Platform, to manage Your Account, etc
- (e) To respond to Your questions, provide customer support and better Service;
- (f) To communicate important notices or changes to the Services provided by Company on the Platform, use of the Platform and the terms/policies which govern the relationship between You and the Company;
- (g) For internal purposes of the Company such as enhancing security of the Platform, auditing, testing, troubleshooting, data analysis and research conducted either indirectly/directly by Company;
- (h) For promotion and marketing purposes by Company;
- (i) For any other purposes with Your consent.

4.2 From time to time, we may use Your information to customize, develop, improve the Platform according to your interests

4.3 We may use personal information to resolve disputes that may arise with the use of Our services on the Platform, help promote a safe service to You on the Platform, measure consumer interest in Our services, customize Your experience, detect and protect Us against error, fraud and other illegal activity, enforce Our terms and conditions.

4.4 We shall be entitled to retain Your Personal Information for such duration as may be required for the purposes specified hereunder and shall be used Us only in consonance with this Privacy Policy.

5. Sharing of Personal Information

5.1 We do not share Your information with third parties and third party service providers, promotion and marketing partners, consultants, research firms, business partners including merchants, vendors or insurance service providers, for supporting Our business, to carry out Your service requests and fulfil such service requests.

5.2 Company may need to disclose Your information, to (i) protect and defend the rights or property of the Company, including to enforce Our agreements, policies, and Terms and; (ii) protect the personal safety of You, the Company, its members and employees, or any person, in an emergency; and (iv) protect Company from incurring any legal liability. In such an event Company shall be under no obligation to specifically inform You or seek Your approval or consent.

5.3 If You provide a e-mail address, the Company, on the Platform may send You communications in relation to Your use of the Platform. We and our affiliates will share/transfer some or all of the collected information (personal or otherwise) with another business entity should We (or our assets) plan to merge with, or be acquired by that business entity, or reorganization, amalgamation, restructuring of business, in connection with or during negotiation of any merger, financing, acquisition, bankruptcy, dissolution, transaction or proceeding. Should such a transaction occur, that other business entity (or the new combined entity) will be contractually bound to comply with the terms of this Privacy Policy.

5.4 We do not disclose personal information, contacts added by You and photos uploaded by You, device identifier and device model to any third-party.

6. Transparency and Choice

6.1 Your acknowledgement. All information disclosed by You shall be deemed to be disclosed willingly and without any coercion. No liability pertaining to the authenticity/genuineness/ misrepresentation/ fraud/negligence, etc. of the information disclosed shall lie on the Company nor will the Company in any way be responsible to verify any information obtained from You.

6.2 Withdraw consent. You may choose to withdraw Your consent provided hereunder at any point in time. Such withdrawal of the consent must be sent in writing to bakerassist.app@gmail.com. In case You do not provide or later withdraw Your consent, We reserve the option to not allow You to access the Service available on the Platform for which the said information was sought on the Platform. Further, You acknowledge and agree that in case of such withdrawal of Your consent, the Company reserves the right to store Your information in an anonymized form such that the information stored will not be attributable to you or identify You in any manner whatsoever.

6.3 Rectification: You represent and warrant that any and all information, including but not limited to Your Personal Information is absolutely correct and complete in all aspects.

7. Information Safety

All information is saved and stored on servers, which are secured with passwords to ensure no unauthorised person has access to it. Once your information is in Our possession We adhere to strict security guidelines, protecting it against unauthorized access. Company shall take reasonable steps to help protect Your rights of privacy and Your information (personal or otherwise) in an effort to prevent loss, misuse, unauthorized access, disclosure, alteration, or destruction of such information, in compliance with the applicable laws. Company assumes no liability or responsibility for disclosure of Your information due to any reason, including but not limited to errors in transmission, unauthorized third-party access, or other causes beyond its control. Although we shall try our best to protect Your data we cannot take any guarantee for the security of Your data transmitted through the Platform. You play an important role

in keeping Your personal information secure. You shall not share Your email, password, or other security information for Your account with anyone.

8. Complaints

In case of any dissatisfaction in relation to the Platform, You shall first file a formal complaint with the customer service of the Company, prior to pursuing any other recourse. The complaints can be lodged by writing us to bakerassist.app@gmail.com, and upon lodging a complaint You agree to provide complete support to the customer service team with such reasonable information as may be sought by them from You. The decision of the Company on the complaints shall be final and You agree to be bound by the same.

9. Changes to our Privacy Policy

We reserve the unconditional right to change, modify, add, or remove portions of this Privacy Policy at any time, without specifically notifying You of such changes. Any changes or updates will be effective immediately. You should review this Privacy Policy regularly for changes. You can determine if changes have been made by checking the **“Last Updated”** legend above. If we make any significant changes we will endeavor to provide you with reasonable notice of such changes, such as via prominent notice on the Platform or to your email address on record and where required by applicable law, We will obtain your consent. Your acceptance of the amended Privacy Policy / Your continued use of our services after we publish or send a notice about our changes to this Policy shall signify Your consent to such changes and agreement to be legally bound by the same.

9. Grievances

In the event You have any grievances relating to the Privacy Policy, please inform within 24 hours of occurrence of the instance from which the grievance has arisen, by writing an email to us at bakerassist.app@gmail.com.