

Unify Mobile App Privacy Policy

Ramco understands that privacy is an important concern for Unify mobile app users. This Privacy Policy is intended to inform you of our policies and practices regarding the collection, use and disclosure of any information you submit in the app.

User Consent

By accessing the app, you agree to the terms of this Privacy Policy.

Personal Information

"Personal Information" means information that allows someone to identify or contact you, for example, your name, address, telephone number, e-mail address, Location info as well as any information about you that is associated with or linked to any of the foregoing information.

Anonymous Information

"Anonymous Information" means information that does not directly identify you individually. We collect Personal Information and Anonymous Information, as described in the following sections.

Types of Information We Collect

When using our app, with relevant Mobile App access rights granted by your Organization IT Administrator using the Ramco Enterprise Product Suite, you may provide or the app can derive your current location or related details aligned with the business function. The app can identify your location using the mobile device's in-built capabilities. Additionally, the app may ask you permission to access your camera in order to allow you take pictures as part of your (Client) business functionality.

Please refer to below describing the information collected from the Unify Mobile app based on the Business Role and Access rights granted by the IT Admin.

- Geo Location
- Geo Fence
- NFC
- Camera

When do we collect information?

We may collect the above information from you when you use the app as per the defined usage instructions to support the required business function of your Organization.

The information collected is aligned to the business function requirements of your Organization.

For example – Employees will use the App with NFC card readers for timesheet attendance booking. This is the expected business function of the Client.

Similarly, Geo Tracking and Geo Fence will be used in specific functions to track the App user location and track time of arrival and exit at a location.

Another example - Camera access will be used to gather evidence (pictures) of part damage in transit if any.

How do we use your information?

We may use the information we collect from you when you use certain other app features such as view the location map (if the mobile user is given access), or use the mobile device camera to record pictures and attach to the app. These activities help you utilize the features of the app as expected by the Client's business function.

How do we protect your information?

We only provide you access to the data that you are authorized to use in accordance with the license agreement that your Organization has signed with Ramco. This information is never shared outside the sphere of access as configured by Ramco and/or your IT team as part of the implementation or ongoing support. We never ask for private information like credit card numbers in the app.

With respect to On-Cloud based deployments for Organizations, we store business information captured through the App on secured Servers and will take reasonable physical and electronic security measures to protect any records that we hold which contains your personal information. However, the physical and virtual networks and computing infrastructure are protected by industry leading security measures and industry best practice protocols.

For example:

- as part of our Information Security Management System, we implement a range of policies and procedures in respect of both logical and physical security controls;
- we are certified for compliance with the ISO 27001:2013 standard on Information Security;
- our security team performs log monitoring using a standard tool which has the capability to detect and notify any unauthorised access.

We may store your business information in a secure way in Australia, Singapore, India or any other country where we have business operations either directly or through our business partners.

Security of Personal Information

We use reasonable measures to maintain the security of your Personal Information. Ramco has implemented industry-standard electronic means of protecting your Personal Information. We store Personal Information behind a computer firewall, a barrier designed to prevent outsiders from accessing our servers. In addition, Ramco protects your Personal Information from unauthorized physical access by storing your Personal Information in a controlled facility. Except as provided elsewhere in this Privacy Policy, Ramco limits access to Personal Information in electronic databases to those persons (including employees and contractors) in Ramco' organization who have a business need for such access. Even though Ramco has taken significant steps to ensure that your Personal Data is not intercepted, accessed, used, or disclosed by unauthorized persons, you should know that Ramco cannot eliminate security risks associated with Personal Data.

- We secure your information during transmission by encryption.
- We recommend protecting the Mobile device from malicious programs with suitable thirdparty Antivirus program or as recommended by your Organization.
- Install OS Upgrades supported by the Unify Mobile App.

Do we use 'cookies'?

Yes. Session cookies last for the length of your App session until you logout of the App and or depend on the Settings applied to the App by your IT Admin. Session cookies can help with security. For instance, they can keep you signed in as you move around a website. These cookies are needed to run the App, to keep it secure if you are signed in and to obey regulations that apply to us. If you are the App user, they help us know who you are so that you can sign in and manage your accounts. They also help us keep your details safe and private.

Third-party disclosure

We do not sell, trade, or otherwise transfer to outside parties your Personally Identifiable Information.

Third-party links

Occasionally, at our discretion, or as per our agreement with our clients, we may include thirdparty products or services on our app. These third-party sites, products or services have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites, products or services. Nonetheless, we seek to protect the integrity of the data and welcome any feedback about products or services.

Disclosure of Personal Information

We do not generally sell, trade, rent, or share your Personal Information with third parties. However, we may share your Personal Information with third parties to deliver Business/Product function requirements.

Ramco may use or disclose your Personal Information, User Data and other information if required to do so by law or in the good faith belief that such action is necessary to

- be in compliance with legal obligations
- protect and defend the rights or property of Ramco or its affiliates
- to protect the personal safety of users of the Site or the public in urgency like situations for protection against legal liability.

We only provide your personal information to third parties when we believe it is appropriate to comply with the law; enforce or apply our agreements; or protect the rights, property, or safety of Ramco, our users, or others.

Use and Disclosure of Anonymous Information

Except as required by law or court order, Ramco will not disclose any of your Personal Information linked to Anonymous Information to any third party. Anonymous Information is usually only used by Ramco in aggregated, rather than in individual form, to determine and analyse such things as site usage, specific analysis of app usage for diagnostics of the client, traffic patterns and the like. Ramco may use Anonymous Information to identify your organization.

Legally Required Disclosure of Personal and Anonymous Information

We may disclose your Personal Information if we believe in good faith that such disclosure is necessary to (a) comply with relevant laws or to respond to subpoenas or warrants served on Ramco; or (b) protect and defend the rights or property of Ramco or users of our website. To the extent required by applicable law or by subpoenas or warrants served on Ramco court orders, we reserve the right to combine Anonymous Information with Personal Information that you actively submit or other information obtained through technological means to identify you.

COPPA (Children Online Privacy Protection Act)

When it comes to the collection of personal information from children under the age of 13 years old, the Children's Online Privacy Protection Act (COPPA) puts parents in control. The Federal Trade Commission, United States' consumer protection agency, enforces the COPPA Rule, which spells out what operators of websites and online services must do to protect children's privacy and safety online. We do not specifically market to children under the age of 13 years old.

CAN SPAM Act

The CAN-SPAM Act is a law that sets the rules for commercial email, establishes requirements for commercial messages, gives recipients the right to have emails stopped from being sent to them, and spells out tough penalties for violations. We do not collect your email address in this app to send you any kind of commercial messages.

To be in accordance with CANSPAM, we agree to the following:

If at any time you would like to unsubscribe from receiving future emails, you can email us at **contact@ramco.com** and we will promptly remove you from ALL correspondence.

Privacy Policy Revisions and Updates

This Privacy Policy is subject to revision, and if we make any substantial changes in the way we collect, use, or disclose your Personal Information, we will post a notice on this page or send the periodic reminders of our notices and conditions.

We stand behind the promises we make, however, and will never materially change our policies and practices to make them less protective of customer information collected in the past without the consent of affected customers.

How can you contact us?

If you have any questions, comments or complaints about our privacy policies or your personal information, or if you would like a copy of this Privacy Policy, please contact us at **privacy@ramco.com** or in writing to:

The Chief Data Protection Officer

Ramco Systems Ltd

No. 64, Sardar Patel Road,

Taramani

Chennai 600 113, India

Telephone: +91-44-6653 5000

We take complaints seriously and any complaint will be assessed with the aim of resolving any issue in a timely manner.

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