



# Privacy Policy

This Privacy Policy explains how **Hestur Energy Pvt Ltd** (“Hestur”, “we”, “us”, or “our”) collects, uses, shares, discloses, and protects your information when you interact with our website, and services (collectively referred to as the “Platform”).

Welcome to Hestur Energy Pvt Ltd. We are committed to protecting the privacy of individuals who interact with us. This Privacy Policy outlines how we collect, use, disclose, and safeguard your personal data in accordance with applicable Indian data protection laws.

## **Company Information:**

Hestur Energy Pvt Ltd  
6th Floor, Flat No. 527,  
Sri Swamy Ayyappa Cooperative Housing Society,  
100 Feet Road, Khanamet,  
Hyderabad, Rangareddy, Telangana - 500081, India.

Email: [info@hesturenergy.com](mailto:info@hesturenergy.com)

## **A. Introduction**

By using our website, or any of our services (collectively, “Platform”), you consent to the collection and use of your information as described in this policy. We respect your privacy and are dedicated to maintaining transparency in our practices.

Hestur Energy Pvt Ltd may collect, use, disclose, share, transfer or store your Personal Information, Sensitive Personal Information and Non-Personal Information (collectively “information”) according to the provisions of this Hestur Energy Pvt Ltd Privacy Policy. By visiting the website i.e. <https://www.hesturenergy.com/> (herein after referred as “Site”) or any other medium used by Hestur Energy Pvt Ltd to provide its services to you (hereinafter referred to as the “Platform”), you expressly agree to be bound by the terms and conditions of this Hestur Energy Pvt Ltd Privacy Policy. We value the trust you place in us and respect your privacy, maintaining the highest standards for secure transactions and protection of your personal information.

## **B. Personal & Sensitive Information We May Collect and Use**

While visiting the Platform, you may be asked to provide Hestur Energy Pvt Ltd with “Personal Information” for different purposes, and Hestur Energy Pvt Ltd will collect and may store such Personal Information. Personal information shall include any information that specifically identifies an individual or natural person, including but not limited to, name, postal address, email address, telephone number, mobile number or employer, etc.

“Sensitive Personal Information” As per the Indian Data Protection Laws “Sensitive Personal Information” means Personal Information which consists of information relating to: (i) password; (ii) financial information such as Bank account or credit card or debit card or other payment instrument details; (iii) physical, physiological and mental health condition; (iv) sexual orientation; (v) medical records and history; (vi) biometric information; (vii) any detail relating to the above clauses as provided to a body corporate for providing service; and (viii) any of the information received under the above clauses by a body corporate for processing and/or is stored or processed under lawful contract or otherwise. For example, Sensitive Personal Information would include age, medical history/records, weight etc. However, any information that is freely available or accessible in public domain or furnished under the Right to Information Act, 2005 or any other applicable law for the time being in force shall not be regarded as Sensitive Personal Information for the purposes of this Policy.

Considering the above, please be informed that We may collect and process one or more of the following Information pertaining to You. The type of Information we may require may change depending on whether You have just created an account, booked a test ride, or processed such Information. Any or all Information that is to be provided by You would be based on Your consent. However, we would like You to note that certain information would be required for performing one or more services. We are also required to collect certain Personal Information as required under applicable laws. You may opt-out from providing us your Personal Information or Sensitive Personal Information, however, you may not be able to avail Our services in such case.

We wish to assure you that Your Information is safe with us. We will process your Information lawfully and for purposes, details of which We have provided in the below section.

The following are the types of Personal Information pertaining to You that We may collect:

1. Full name;
2. E-mail address;
3. Date of birth;
4. Location information, including but not limited to the current location, saved location, pinned locations, searched locations and of (a) any person placing an order through the website; (b) while using location-based services through products and services; and (c) addresses provided for providing the products or services;
5. Address (including city or town);
6. Photograph of the user;
7. Emergency Contact Information;
8. Billing and shipping address;
9. Phone numbers;
10. Account login credentials and password;
11. Customer ID;
12. IP addresses;
13. Details of the products or services ordered including pricing;
14. Date of purchase of products or services;
15. Details of the vehicle purchased, e.g., vehicle license number, VIN, etc.;
16. Driving license no. and expiry date or any other official identification proof;

17. Vehicle insurance policy number;
18. Vehicle repair history;
19. Telematics data such as performance, operations, usage of products through vehicle (more specifically described below);
20. User behavior and activities including but not limited to clicks done, marketing emails opened, number of page views, time of first session, time of last session, Facebook clicks, Google plus clicks, first conversion date, last e-mail sent date, number of submissions etc.
21. Cookies;
22. Payment information and history (excluding Payment details that shall be collected and processed by an authorized payment service provider, which we do not collect);
23. Various certificates, e.g., Registration Certificate, Insurance Certificate, Road Tax Certificate, etc.
24. Any device and device identifier information as may be deemed necessary;
25. Personal details of the secondary user, if provided;
26. We may automatically receive data on the successful pairing of the Bluetooth;
27. Such other Personal Data as may be required from time to time.

Please note that the Personal Information as listed above, other than financial information, is not Sensitive Personal Information. We wish to share that it is possible that the Government of India may categorize some of the other types of Personal Information as Sensitive Personal Data/Information. In such cases, we will inform You of the same and obtain Your consent as, and if required.

It is also clarified that if You provide any data relating to Your Aadhaar then the same shall be stored in the manner as mandated by UIDAI.

For Personal Information received by Hestur Energy Pvt Ltd, it shall be deemed that you knowingly and specifically agreed to provide such Personal Information. In no event you shall not provide to us any Personal Information pertains to third party without such third party's prior consent. If you do not agree to provide your Personal Information, Hestur Energy Pvt Ltd may not be able to inform you of any updates including, but not limited to, updates to Hestur Energy Pvt Ltd products, Terms of Use or Hestur Energy Pvt Ltd Privacy Policy.

## **C. Information Security**

We work hard to protect You from unauthorized access to or unauthorized alteration, disclosure or destruction of information we hold. Pursuant to the same, we:

Encrypt our services using secure server software, which is the industry standard and among the best software available today for secure transactions.

Review our information collection, storage and processing practices, including physical security measures to guard against unauthorized access to systems.

Company does not rent, sell or share Your Personal Information with third parties or non-affiliated companies except to provide the services You have requested. We limit the

disclosure of Personal Information to Our employees, independent contractors including vendors, affiliates, consultants, business associates, service providers and distributors of Our services, on a “need-to-know” basis, and only if the disclosure will enable that entity to provide Us with business, professional, or technical support or fulfill Your request.

## **D. Information We Share**

Company may disclose any information provided by You on the Site as may be deemed to be necessary or appropriate:

- Under applicable law, including laws outside your country of residence.
- To comply with legal process.
- To respond to requests from public and government authorities including public and government authorities outside Your country of residence.
- To enforce Our Terms of Use.
- To protect our operations or those of any of Our affiliates.
- To protect Our rights, privacy, safety or property, and/or that of Our affiliates, You or others.
- To allow Us to pursue available remedies or limit the damages that We may sustain.

We may share Personal Information with other corporate entities and affiliates to help detect and prevent identity theft, fraud and other potentially illegal acts.

Correlate related or multiple accounts to prevent abuse of Our services; and to facilitate joint or co-branded services that You request for where such services are provided by more than one corporate entity. We may disclose Personal Information to

Third parties in good faith, and such disclosure shall be reasonably necessary to enforce Our Terms of Use or the Privacy Policy, or to respond to claims of violation of third-party rights through advertisements, postings or other content.

To Company’s third-party providers who provide goods / services such as contact information verification, payment processing, order fulfillment, customer service, website hosting, data analysis, infrastructure provision, IT services, auditing services and other similar services to enable them to provide the relevant services.

## **E. Change in Privacy Policy**

The User acknowledges that becoming a User of the Website and its Services signifies their assent to this privacy policy. Company may update this privacy policy at any time, with or without advance notice. In the event there are significant changes in the way Company treats User’s personally identifiable information, Company will display a notice on the Website or send Users an email, as provided for above.

Unless stated otherwise, Company’s current privacy policy applies to all information that Company has about Users and their account. Notwithstanding the above, Company shall

not be required to notify the Users of any changes made to the privacy policy. If a User uses the Services after notice of changes have been sent to such User or published on the Website, such User hereby provides his/her/its consent to the changed practices.

## **F. Hestur may use cookies**

Hestur Energy Pvt Ltd and our partners use tracking technologies such as cookies on our Platform to personalize content and ads, to provide social media features and to analyze our traffic. We also share information about your use of our site with our social media, advertising and analytics partners who may combine it with other information that you have provided to them or that they have collected from your use of their or other services.

We reserve the right to make changes to the cookie statement at any time and for any reason. We will alert you about any changes by updating the “Last Updated” date of the cookie statement. Any changes will become effective immediately upon posting the updated statement on our Platform and you waive the right to receive specific notices of each such change. You are encouraged to periodically review this policy to stay informed of updates.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser settings to decline cookies if you prefer. Note that disabling cookies might hinder the transacting of business on the Platform.

## **G. Advertisements**

Some of the advertisements You see on the Site are selected and delivered by third parties, such as ad networks, advertising agencies, advertisers, and audience segment providers. These third parties may collect information about You and Your online activities, either on the Site or on other websites, through cookies, web beacons, and other technologies in an effort to understand Your interests and deliver to Your advertisements that are tailored to Your interests.

Please remember that the Company does not have access to, or control over, the information these third parties may collect. The information practices of these third parties are not Governed by this Privacy Policy.

## **I. Choice/Opt-Out**

Company provides all its Users with the opportunity to opt-out of receiving non-essential (promotional, marketing-related) communications from Us or on behalf of Our partners after setting up an Account.

If You want to remove Your contact information from all Our lists and newsletters, please write to us at [info@hesturenergy.com](mailto:info@hesturenergy.com) with “unsubscribe” as the subject.

## **J. Disclaimer**

Company shall not be liable for any loss or damage sustained by reason of any disclosure (inadvertent or otherwise) of any information concerning the user's account and/or their verification process and particulars nor for any error, omission or inaccuracy with respect to any information so disclosed and used whether or not in pursuance of a legal process or otherwise. The terms in this agreement may be changed by Company at any time. Company is free to offer its services to any client/prospective client without restriction.

By registering or by using this Site, you explicitly accept, without limitation or qualification, the collection, use and transfer of the Personal Information provided by you in the manner described in this Privacy Policy.

Please read this Privacy Policy carefully as it affects your rights and liabilities under law. If you do not accept the Privacy Policy stated herein or disagree with the way we collect and process personal information collected on the Site, please do not use it.

## **K. Contact**

We welcome feedback. If you have any questions regarding our Privacy Policy or the use of your information, please send an email to [info@hesturenergy.com](mailto:info@hesturenergy.com), or write to us at: Hestur Energy Pvt Ltd 6th Floor, Flat No. 527, Sri Swamy Ayyappa Cooperative Housing Society, 100 Feet Road, Khanamet, Hyderabad, Ranga Reddy, Telangana - 500081, India.

Copyright © hestur energy Pvt Ltd. All rights reserved.