

Last updated: April 9, 2024

Privacy Policy

Thank you for entrusting Connekt World. At CroIn Infinity Solutions, Pvt. Ltd., we acknowledge the importance of your personal information and assure you that we will implement appropriate measures to protect your data. This Policy describes how and why we might collect, store, use and/or share your personal information when you use our website, software and service (collectively, “Services”).

Reading this Policy will help you understand your privacy rights and choices. If you do not agree with our policies and practices, please do not use our Services. By using Connekt World Services, you consent to the privacy practices described in this Policy. This Policy is incorporated into and is subject to the Terms of Use for the Connekt World Products and Services you use.

Summary of key points

This summary provides key points from our Privacy Policy, but you can find out more details about any of these topics by clicking the link following each key point or by using our [table of contents](#) below to find the section you are looking for.

What personal information do we process? When you visit, use, or navigate our Services, we may process personal information depending on how you interact with us and the Services, the choices you make, and the products and features you use. Learn more about [personal information you disclose to us](#).

Do we process any sensitive personal information? We do not process sensitive personal information.

How do we use your information? We use your information to provide, improve, and administer our Services, communicate with you, for security and fraud prevention, and to comply with law. We may also process your information for other purposes with your consent. We process your information only when we have a valid legal reason to do so. Learn more about [how we process your information](#).

In what situations and with which parties do we share personal information? We may share information in specific situations and with specific third parties. Learn more about [when and with whom we share your personal information](#).

What are your rights? Depending on where you are located geographically, the applicable privacy law may mean you have certain rights regarding your personal information. Learn more about [your privacy rights](#).

How do you exercise your rights? The easiest way to exercise your rights is by contacting us at support@connektworld.com. We will consider and act upon any request in accordance with applicable data protection laws.

Want to learn more about what we do with any information we collect? [Review the Privacy Policy in full](#).

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1. WHAT INFORMATION DO WE COLLECT?

In order to provide our Services to you, Connekt World will receive or collect required information when we operate and provide our Services. Some information we collect from you is referred to as “personal information” or “personal data” in this Policy. Personal information or personal data is data that can identify you or data that we can relate to you, such as your name, e-mail address and shipping address.

Information You Provide

In Short: We collect personal information that you provide to us.

We collect personal information that you voluntarily provide to us when you register on the Services, express an interest in obtaining information about us or our Products and Services, when you participate in activities on the Services, or otherwise when you contact us. The personal information we collect may include the following:

Personal Information Provided by You. We collect names, e-mail addresses, phone numbers, usernames, encrypted passwords, and other similar information.

Sensitive Information. We do not process sensitive information.

All personal information that you provide to us must be true, complete, and accurate, and you must notify us of any changes to such personal information.

Automatically Collected Information

In Short: Some information – such as your Internet Protocol (IP) address and/or browser and device characteristics – is collected automatically when you visit our Services.

We automatically collect certain information when you visit, use, or navigate our Services. This information does not reveal your specific identity (like your name or contact information) but may include device and usage information, such as your IP address, browser and device characteristics, operating system, language preferences, referring URLs, device name, country, location, information about how and when you use our Services, and other technical information. This information is primarily needed to maintain the security and operation of our Services, and for our internal analytics and reporting purposes.

The information we collect includes:

- **Device Information.** Upon installation, access, or usage of our Services, we automatically collect device-specific information, such as the MAC address of your devices, IP address, wireless connection information, operating system type and version, application version number, mobile application list, push notification identifier, log files and mobile network information.
- **Usage and Log Information.** By using the Connekt World Services, your activity on our Services, service-related information, diagnostics, performance metrics, log files, crash reports, website visits, clicks, downloads, and other data generated during the use of our Services, is gathered automatically.
- **Location Information.** To ensure the normal function of our Services, we will collect your approximate and exact location.

- **Camera information.** The camera information we collect will be used to allow you to upload real-time pictures of your own household rooms. Users will be able to upload real-time images of their own rooms or spaces to enhance their experience.
- **Access to the album.** Required for uploading real-time pictures of your own household rooms.

Like many businesses, we also collect information through cookies and similar technologies.

Connekt Devices Related Information

Building on our commitment to transparent data practices, let's delve into the specifics of Connekt Devices. As you link these devices to our Services, we gather the following information:

- **Basic Information of Connekt Devices.** When you link your Connekt Devices to our Services, we may gather essential details about your devices, such as the device name, type, ID, serial number, online status, activation time, Wi-Fi network, location, firmware version, and upgrade data.
- **Information Reported by Connekt Devices.** Based on the different Connekt Devices you use with our Services, we may collect different information reported by your devices.

2. HOW DO WE USE YOUR INFORMATION?

***In Short:** We process your information to provide, improve, and administer our Services, communicate with you, for security and fraud prevention, and to comply with law. We may also process your information for other purposes with your consent.*

We may use information collected for the following purposes:

- **To facilitate account creation and logon process.** If you choose to link your account with us to a third-party account (such as your Google account), we use the information you allowed us to collect from those third parties to facilitate account creation and logon process for the performance of the contract.
- **To manage user accounts.** We may use your information for the purposes of managing your account and keeping it in working order.
- **Operate and provide Services to you.** To provide you with our Services, such information as your account and profile data, device information, usage data, location information and smart device-related information are collected and processed. The legal basis for this processing is to perform our contract with you according to our Terms of Use.
- **Maintain and enhance our Services.** Your information is collected for us to understand and analyze the usage trends and preferences, to improve our Services and to develop new

products, services, features and functionality. The legal basis for this processing is to perform our contract with you according to our Terms of Use.

- **To protect our Services.** We may use your information as part of our efforts to keep our Services safe and secure (for example, for fraud monitoring and prevention).
- **Customer Support.** We use your personal information to keep you informed of important updates of our Services, such as changes of terms and policies and communicate with you to provide support to you, so as to perform our contract with you according to our Terms of Use. We may use your information to respond to your inquiries and solve any potential issues you might have with the use of our Services.
- **Marketing-related activities.** We share marketing materials about our Services that interest users that consent to receive such information. You may choose not to receive such information through the option we provide.
- **Compliance.** We will process your personal data when we deem it necessary or appropriate:
 - a) to comply with applicable laws and regulations,
 - b) to comply with legal procedures,
 - c) to respond to requests from public and government agencies,
 - d) to fulfill our terms and conditions,
 - e) to protect our operations, business and systems,
 - f) protect the rights, privacy, safety or property of us and/or other users including you, and seek available remedial measures or reduce the loss we may suffer.

3. WITH WHOM DO WE SHARE YOUR PERSONAL INFORMATION?

In short: We disclose your personal data only as communicated to you. We may share information in specific situations described in this section and/or with the following third parties.

We may need to share your personal information in the following situations:

- **Third-party service providers.** We may share your information with our third-party service providers who provide us with certain business-related services, such as website hosting, data analysis, payment and credit card processing, e-mail sending services, and other similar services, so that they can provide services to us.
- **Business partners.** We may share your information with our business partners to offer you our products, services, or promotions.
- **Business Transfers.** We may share or transfer your information in connection with, or during negotiations of, any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company. In this case, you will receive a clear notification via e-

mail and/or our website regarding the change of ownership, the incompatibility of new use of personal information and the choice of personal information.

- **Where we deem it necessary or appropriate:**
 - a) to comply with applicable laws and regulations,
 - b) to comply with legal procedures,
 - c) to respond to requests from public and government agencies, including public and government agencies outside the country/region where you live,
 - d) to fulfill our terms and conditions,
 - e) to protect our operations, business and systems,
 - f) to protect the rights, privacy, security or property of us and/or other users including you,
 - g) and to seek available remedies or reduce the losses we may suffer.

Except for the third parties mentioned above, we only disclose your personal data to other third parties with your consent.

4. DO WE USE COOKIES AND OTHER TRACKING TECHNOLOGIES?

***In Short:** We may use cookies and other tracking technologies to collect and store your information.*

We may use cookies and similar tracking technologies (like web beacons and pixels) to access or store information. Specific information about how we use such technologies and how you can refuse certain cookies is set out in our Cookie Policy.

5. HOW LONG DO WE KEEP YOUR INFORMATION?

***In Short:** We keep your information for as long as necessary to fulfill the purposes outlined in this privacy notice unless otherwise required by law.*

We will only keep your personal information for as long as it is necessary for the purposes set out in this Privacy Policy, unless a longer retention period is required or permitted by law (such as tax, accounting, or other legal requirements).

When we have no ongoing legitimate business need to process your personal information, we will either delete or anonymize such information, or, if this is not possible (for example, because your personal information has been stored in backup archives), then we will securely store your personal information and isolate it from any further processing until deletion is possible.

6. WHAT ARE YOUR PRIVACY RIGHTS?

In Short: You may review, change, or terminate your account at any time.

Withdrawing your consent: If we are relying on your consent to process your personal information, which may be express and/or implied consent depending on the applicable law, you have the right to withdraw your consent at any time. You can withdraw your consent at any time by contacting us by using the contact details provided in the section "[HOW CAN YOU CONTACT US ABOUT THIS NOTICE?](#)" below.

However, please note that this will not affect the lawfulness of the processing before its withdrawal nor, when applicable law allows, will it affect the processing of your personal information conducted in reliance on lawful processing grounds other than consent.

Account Information

If you would at any time like to review or change the information in your account or terminate your account, you can:

Within the application, there will be an option for "DELETE ACCOUNT" as well as an option to access all the data we store about you, both available within the application's settings. Upon your request to terminate your account, we will promptly deactivate or delete your account and associated information from our active databases. However, it is important to note that we may retain certain information in our files to prevent fraud, troubleshoot problems, assist with any investigations, enforce our legal terms, and/or comply with applicable legal requirements.

7. CONTROLS FOR DO-NOT-TRACK FEATURES

Most web browsers and some mobile operating systems and mobile applications include a Do-Not-Track ("DNT") feature or setting you can activate to signal your privacy preference not to have data about your online browsing activities monitored and collected. At this stage no uniform technology standard for recognizing and implementing DNT signals has been finalized. As such, we do not currently respond to DNT browser signals or any other mechanism that automatically communicates your choice not to be tracked online. If a standard for online tracking is adopted that we must follow in the future, we will inform you about that practice in a revised version of this privacy notice.

8. DO WE MAKE UPDATES TO THIS NOTICE?

In Short: Yes, we will update this notice as necessary to stay compliant with relevant laws.

We may update this privacy notice from time to time. The updated version will be indicated by an updated “Revised” date and the updated version will be effective as soon as it is accessible. If we make material changes to this Privacy Policy, we may notify you either by prominently posting a notice of such changes or by directly sending you a notification. We encourage you to review this Privacy Policy frequently to be informed of how we are protecting your information.

9. HOW CAN YOU CONTACT US ABOUT THIS NOTICE?

If you have questions or comments about this notice, you may email us at support@connektworld.com or by post to:

Elproms Team Ltd. – contact for Europe and responsible for all inquiries regarding software (Connekt World application)

Ulica Vladka Mačeka 5, 10430 Samobor, Croatia

CroIn Infinity Solutions, Pvt. Ltd. – contact for the Rest of the World

Block No. 142, Nr. Jalaram Ceramics, Khatraj-kadi Road, At. Karoli - 382721, Taluka-Kalol-Dist. Gandhinagar, Gujarat, India

Phone: +91-2764-281844 / 45 / 46

Fax: +91-2764-281846

10. HOW CAN YOU REVIEW, UPDATE, OR DELETE THE DATA WE COLLECT FROM YOU?

Based on the applicable laws of your country, you may have the right to request access to the personal information we collect from you, change that information, or delete it in some circumstances. To request to review, update, or delete your personal information, please email us at support@connektworld.com. We will respond to your e-mail within 30 days.

11. WHAT SECURITY MEASURES DO YOU HAVE IN PLACE FOR THE CONNEKT WORLD APPLICATION?

We are committed to ensuring the security of your personal data. In order to prevent unauthorized access, disclosure or other similar risks, we have established reasonable physical, electronic and management procedures to protect the information we collect. In order to protect the security of your personal data, we have set out the following security procedures and technical and organizational measures:

- Your personal data will be stored on secure servers and protected within Google Firebase.
- The data exchange between the Connekt World device and the server is encrypted by the Secure Socket Layer (SSL).
- We regularly review our practices regarding the collection, storage and processing of information, including physical security measures, in order to prevent unauthorized access to the system.
- The system is only accessible to CroIn Infinity Solutions, Pvt. Ltd. employees and third-party service providers so that they can obtain the required information for processing data. They must abide by strict contractual confidentiality obligations. If they fail to fulfill these obligations, they may face punishment or dismissal.
- All access to server clusters used for cloud platform data storage and processing are set up with access control.
- Most data used for Connekt World Products and/or Services are stored in a storage system. By using the column-based access control mechanism, only CroIn Infinity Solutions, Pvt. Ltd. employees who have obtained access permission can access the data columns they are authorized to access.

Information security is of great importance for us. We will take all practical measures to ensure the security of your personal data. Through the above protective measures, especially encrypted storage and transmission, your data is very safe. Certain details in the encrypted data can only be accessed by you.