

This Privacy Policy applies to the swanhans.com, swanhans.in & CA-MITRA software & governs the manner in which our websites collects, uses, maintains, and discloses information collected from users. This Policy describes how we treat user information we collect on our websites. This Privacy Policy applies to current and former visitors to our websites and to our online customers. By visiting and/or using our websites, you agree to this Privacy Policy and it stands as a legally binding agreement between you and www.swanhans.com

1. Information Collection

We may collect personal identification information from Users in various ways, including, but not limited to, when Users visit our site, fill out a form, and in connection with other activities, services, features, or resources we make available on our websites.

Users may be asked for their:

- Name of the Organization
- Name of the Person contacting
- Address of the Organization
- Phone number of the person
- Business Email id of the Person
- Industry Segment
- Functional Domain
- Type of inquiry: Consulting, Skill Development, Both
- GST number, PAN Card Number, Aadhar Card number. (in case if you purchase the software CA-MITRA on our websites)

We will collect personal identification information from Users only if they voluntarily submit such information to us. Users can always refuse to supply personal identification information, except that it may prevent them from engaging in certain websites-related activities. Information received on DEMO account after free trial of 14 days will be permanently deleted and no information submitted while filing the form for DEMO will be retained by us. The necessity of the information varies depending on the service, and we may utilize the user

information mentioned above to maintain, safeguard, and enhance our services. Any personal data submitted through our site will be used and stored for the purpose for which it is submitted, in accordance with our privacy policy.

2. Information Use

We may collect and use Users' personal information for the following purposes:

- To improve customer service: Information you provide helps us respond to your customer service requests and support needs more efficiently. We may use your information to make our websites and products better.
- To personalize user experience: We may use information in the aggregate to understand how our Users as a group use the services and resources provided on our websites.
- To send periodic emails: We may use the email address to respond to inquiries, questions, and/or other requests.
- We might use the information you provide to contact you for confirmation of a purchase on our websites.
- To send you emails about your account & which you can Opt-Out of.

3. How We Protect Your Information

We adopt appropriate data collection, storage, and processing practices and security measures to protect against unauthorized access, alteration, disclosure, or destruction of your personal information, username, password, transaction information, and data stored on our websites / CA-MITRA Software. We employ suitable security measures to mitigate the risk of unauthorized access, modification, disclosure, or destruction of data. All information collected on our websites is securely stored within our controlled database, situated on servers protected behind a firewall. Access to these servers is restricted through password protection, encryption, and strict limitations.

4. Sharing Your Personal Information

We do not sell, trade, or rent Users' personal identification information to others. We may share generic aggregated demographic information not linked to any personal identification information regarding visitors and users with our business

partners, trusted affiliates, and advertisers for the purposes outlined above. In instances where legal obligations, court mandates, or government authorities necessitate the disclosure of information, such as for identity verification, prevention, detection, investigation (including cyber incidents), or the prosecution and punishment of offenses. Such disclosures are made in good faith, with the belief that they are reasonably necessary to enforce our Terms, comply with applicable laws and regulations.

5. Changes to This Privacy Policy

This Privacy Policy was last updated on 21.01.2024. We will notify you of any material changes to this policy as required by law. This websites has the discretion to update this privacy policy at any time. When we do, we will post a notification on the main page of our websites. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications. We recognize that alterations to this Privacy Policy might impact your choice to utilize our Sites. You retain the option to deactivate your account for any reason. If you continue to use our Sites and their services after being notified of such changes, it will signify your acknowledgment of these modifications and agreement to abide by the revised terms and conditions.

6. Your Acceptance of These Terms

By using this websites/ CA-MITRA Software, you signify your acceptance of this policy. Your continued use of the websites following the posting of changes to this policy will be deemed your acceptance of those changes.

7. Contacting Us

If you have any questions about this Privacy Policy, the practices of this site, or your dealings with this site, please contact us at: consult@swanhans.com. Furthermore, if you think we haven't followed the Privacy Policy, reach out to us via email at the aforesaid email address. We'll make every effort to resolve your concerns. If you believe your complaint hasn't been fully addressed, please inform us to initiate a thorough investigation.

8. Jurisdiction

If you choose to visit the websites, your visit and any dispute over privacy is subject to this Policy and the websites's terms of use. In addition to the foregoing, any disputes arising under this Policy shall be governed by the laws of India.