

ENVO CARE MARKETING Privacy Statement

Effective date: December 2022

Who we are

Shyam Muley(ENVO CARE MARKETING), together with its subsidiaries and affiliates, is a leading global provider of real estate and investment management services.

Our commitment to privacy

We take our responsibility to protect the personal information provided to us seriously. This statement explains how we do that. It sets out how we collect personal information, what we do with the personal information we hold, how we protect it, and it explains your privacy rights (if applicable). Our approach to the management and usage of personal information is outlined in our Privacy Commitment.

If we change this Privacy Statement

ENVO CARE MARKETING might update this Privacy Statement from time to time. When we have to do this the revised statement will be posted on this page, and where appropriate, by notification on our homepage. You can come back and check this page to review any changes we have made.

Equally, it is important that the personal information we hold about you is accurate, current and relevant. Please keep us informed if your personal information changes during your relationship with us.

- ✓ **The personal information we collect**
- ✓ **Our legal basis for processing your information**
- ✓ **Where we keep and process your information**
- ✓ **Keeping your information safe**
- ✓ **How long we keep your information**
- ✓ **Your Personal Information Rights**
- ✓ **California Residents only**
- ✓ **How to raise a concern or ask a question**

The personal information we collect

When we collect personal information, we are open about how we do this and how we will use it.

The categories of personal information below outline what we may collect; how and why we might collect it; and the third parties that we might share it with. Please click on the '+' icon to view the content.

Depending on the nature of your relationship with ENVOCARE MARKETING (or our subsidiaries and affiliates) and the products/mobile apps or services you use, we may not collect all the personal information listed below.

Commercial Information

Including records of: personal property; products or services purchased, obtained or considered; real estate interests & preferences.

Sources of the category of personal information

- You (directly from consumer).
- Public records.
- Third parties who provide digital marketing and analytics services for us using cookies and similar technologies that contain a unique identifier, such as an advertising ID.
- Authorized/legal representatives.
- Payment processors and other financial institutions.
- Third parties who assist with fraud prevention, detection, and mitigation.
- Consumer reporting agencies and other third parties who verify the information you provide.
- Third parties that provide access to information you make publicly available, such as social media platforms.
- Your computer and mobile devices (automatically) when you visit or interact with our websites, applications, and online platforms.
- Cookies, web beacons, and similar technologies (automatically) when you visit our websites or third-party websites.
- Third party advertising partners and other third parties who provide digital marketing services.
- Third parties who provide website and online security services.
- When you contact or visit us (automatically), such as when we record calls to our call center or use CCTV cameras.
- Your mobile devices and other internet-connected devices and applications (automatically).
- We draw inferences from the information we collect from and about you, such as your preferences.

Purposes for collecting the category of personal information

- Determine product/mobile apps and service eligibility and coverage.

- Provide our products/mobile apps and services to you.
- Administer, manage, analyze, and improve our products/mobile apps and services.
- Issue invoices and collect payments.
- Fulfill payment obligations.
- Communicate with you regarding our products and services.
- Procure vendor/supplier products and services, including to manage and satisfy related vendor/supplier contractual obligations.
- Analyze and better understand your needs, preferences, and interests.
- Conduct internal business analysis and market research.
- Advertising and product promotion, including to contact you regarding products, services, and topics that may be of interest to you.
- Engage in joint marketing initiatives.
- Comply with legal and regulatory obligations.
- To identify you and your device(s) for any/all purposes identified above, including to monitor your use of and interactions with products/mobile apps, services, and advertisements for such purposes.

Third parties with whom we share the category of personal information for a business or commercial purpose

- ENVO CARE MARKETING employees who require it to perform their jobs.
- Other entities of the ENVO CARE MARKETING group that help us deliver our services.
- Authorized/legal representatives.
- Third parties with whom we have joint marketing and similar arrangements.
- Third parties who provide product fulfillment services in connection with our products/mobile apps and services.
- Payment processors, financial institutions, and others as needed to complete transactions and for authentication, security, and fraud prevention.
- Third parties who deliver our physical communications, such as postal services and couriers.
- Other third parties as necessary to complete transactions and provide our products/services.
- Third parties who provide marketing and data analytics services, such as social media platforms used to deliver our ads, website/email optimization providers, email marketing vendors, and data analytics vendors.
- Third party network advertising partners.
- Third parties who assist with our information technology and security programs.
- Third parties who assist with fraud prevention, detection, and mitigation.
- Consumer reporting agencies.
- Our lawyers, auditors, and consultants.
- Legal and regulatory bodies and other third parties as required by law.

Contact details

Name, address, email, telephone number.

Sources of the category of personal information

- You (directly from consumer).
- Authorized/legal representatives.
- Payment processors and other financial institutions.
- Third parties who assist with fraud prevention, detection, and mitigation.
- Consumer reporting agencies and other third parties who verify the information you provide.
- Your mobile devices.

Purposes for collecting the category of personal information

- Determine product/mobile apps and service eligibility and coverage.
- Provide our products/mobile apps and services to you.
- Administer, manage, analyze, and improve our products/mobile apps and services.
- Issue invoices and collect payments.
- Fulfill payment obligations.
- Communicate with you regarding our products and services.
- Respond to your requests.
- Procure vendor/supplier products and services, including to manage and satisfy related vendor/supplier contractual obligations.
- Analyze and better understand your needs, preferences, and interests.
- Conduct internal business analysis and market research.
- Advertising and product promotion, including to contact you regarding products, services and topics that may be of interest to you.
- Engage in joint marketing initiatives.
- Administer, provide access to, monitor, and secure our information technology systems, websites, applications, databases, and devices.
- Provide access to, monitor, and secure our facilities, equipment, and other property.
- Detect security incidents and other fraudulent activity.
- Monitor, investigate, and enforce compliance with our policies, product/service terms and conditions, and legal and regulatory requirements.
- Comply with legal and regulatory obligations.
- To identify you and your device(s) for any/all purposes identified above, including to monitor your use of and interactions with products/mobile apps and services for such purposes.
- To establish, execute or terminate an app download with you.
- To inform you of updates to and new features of our apps that may be of interest to you.

Third parties with whom we share the category of personal information for a business or commercial purpose

- ENVO CARE employees who require it to perform their jobs.
- Other entities of the ENVO CARE group that help us deliver our services.
- Authorized/legal representatives.
- Third parties with whom we have joint marketing and similar arrangements.
- Third parties who provide product fulfillment services in connection with our products/mobile apps and services.
- Payment processors, financial institutions, and others as needed to complete transactions and for authentication, security, and fraud prevention.

- Third parties who deliver our communications, such as the postal service and couriers.
- Other third parties as necessary to complete transactions and provide our products/mobile apps and services
- Third parties who provide marketing and data analytics services, such as social media platforms used to deliver our ads, website/email optimization providers, email marketing vendors, and data analytics vendors.
- Third party network advertising partners.
- Third parties who assist with our information technology and security programs.
- Third parties who assist with fraud prevention, detection, and mitigation.
- Consumer reporting agencies.
- Our lawyers, auditors, and consultants.
- Legal and regulatory bodies and other third parties as required by law.

Financial Information

Including bank account number, credit or debit card number, payment amounts, financial means or other financial information.

Sources of the category of personal information

- You (directly from consumer).
- Public records.
- Authorized/legal representatives.
- Payment processors and other financial institutions.
- Third parties who assist with fraud prevention, detection, and mitigation.
- Consumer reporting agencies and other third parties who verify the information you provide.

Purposes for collecting the category of personal information

- Issue invoices and collect payments.
- Fulfill payment obligations.
- Fulfill services that you have requested.
- Assess eligibility for certain services.
- Analyze and better understand your needs, preferences, and interests.
- Conduct internal business analysis and market research.
- Comply with legal and regulatory obligations.
- To identify you and your device(s) for any/all purposes identified above, including to monitor your use of and interactions with products/mobile apps and services for such purposes.

Third parties with whom we share the category of personal information for a business or commercial purpose

- ENVOCARE employees who require it to perform their jobs.
- Other entities of the ENVOCARE group that help us deliver our services.

- Authorized/legal representatives.
- Third parties who provide product fulfillment services in connection with our products/mobile apps and services.
- Payment processors, financial institutions, and others as needed to complete transactions and for authentication, security, and fraud prevention.
- Other third parties as necessary to complete transactions and provide our products/mobile apps and services
- Third parties who assist with fraud prevention, detection, and mitigation.
- Consumer reporting agencies.
- Our lawyers, auditors, and consultants.
- Legal and regulatory bodies and other third parties as required by law.

Identification data

Date of birth, proof of residency, government issued ID, driver's license number, passport number, or other similar identifiers.

Sources of the category of personal information

- You (directly from consumer).
- Authorized/legal representatives.
- Third parties who assist with fraud prevention, detection, and mitigation.
- Consumer reporting agencies and other third parties who verify the information you provide.
- When you contact or visit us (automatically), such as when we record calls to our call center or use CCTV cameras.

Purposes for collecting the category of personal information

- Fulfill payment obligations.
- Administer, provide access to, monitor, and secure our information technology systems, websites, applications, databases, and devices.
- Comply with legal and regulatory obligations.

Third parties with whom we share the category of personal information for a business or commercial purpose

- ENVOCARE employees who require it to perform their jobs.
- Other entities of the ENVOCARE group that help us deliver our services.
- Authorized/legal representatives.
- Payment processors, financial institutions, and others as needed to complete transactions and for authentication, security, and fraud prevention.
- Third parties who assist with fraud prevention, detection, and mitigation.
- Consumer reporting agencies.

- Our lawyers, auditors, and consultants.
- Legal and regulatory bodies and other third parties as required by law.

Location Data

GPS coordinates or similar information regarding the location of a device.

- Sources of the category of personal information
- You (directly from consumer).
- Your computer and mobile devices (automatically) when you visit or interact with our websites.
- Your mobile devices and other internet-connected devices and applications (automatically).

Purposes for collecting the category of personal information

- Determine product/mobile apps and service eligibility and coverage.
- Detect security incidents and other fraudulent activity.
- Monitor, investigate, and enforce compliance with our policies, product/service terms and conditions, and legal and regulatory requirements.
- To identify you and your device(s) for any/all purposes identified above, including to monitor your use of and interactions with products/mobile apps and services for such purposes.

Third parties with whom we share the category of personal information for a business or commercial purpose

- ENVO CARE employees who require it to perform their jobs.
- Other entities of the ENVO CARE group that help us deliver our services.
- Authorized/legal representatives.
- Third parties who provide product fulfillment services in connection with our products/mobile apps and services.
- Other third parties as necessary to complete transactions and provide our products/mobile apps and services.
- Third parties who assist with our information technology and security programs.
- Third parties who assist with fraud prevention, detection, and mitigation.
- Our lawyers, auditors, and consultants.
- Legal and regulatory bodies and other third parties as required by law.

Mobile App Data

Wi-Fi SSID, User commands – voice commands and transcriptions, text commands, etc., User history – scheduled calendar events and attendees, in-app actions, device info, browser history, etc., User preferences – preferences around dining, seating, meeting, etc.

Sources of the category of personal information

- You (directly from consumer).
- Your computer and mobile devices (automatically) when you visit or interact with our websites.
- Your mobile devices and other internet-connected devices and applications (automatically).

Purposes for collecting the category of personal information

- Determine product/mobile apps and service eligibility and coverage.
- Detect security incidents and other fraudulent activity.
- Monitor, investigate, and enforce compliance with our policies, product/service terms and conditions, and legal and regulatory requirements.
- To identify you and your device(s) for any/all purposes identified above, including to monitor your use of and interactions with products/mobile apps and services for such purposes.

Third parties with whom we share the category of personal information for a business or commercial purpose

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- Authorized/legal representatives.
- Third parties who provide product fulfillment services in connection with our products/mobile apps and services.
- Other third parties as necessary to complete transactions and provide our products/mobile apps and services.
- Third parties who assist with our information technology and security programs.
- Third parties who assist with fraud prevention, detection, and mitigation.
- Our lawyers, auditors, and consultants.
- Legal and regulatory bodies and other third parties as required by law.

Network Activity Data

Internet or other electronic network activity information, such as browsing history, search history, cookie data, referring/exiting URL, clickstream data, time spent on webpage or advertisement, and

other information regarding an individual's interaction with a website, application, email, advertisement or social media page.

Sources of the category of personal information

- Third parties who provide digital marketing and analytics services for us using cookies and similar technologies that contain a unique identifier, such as an advertising ID.
- Third parties that provide access to information you make publicly available, such as social media platforms.
- Your computer and mobile devices (automatically) track when you visit or interact with our websites, applications, and online platforms.
- Cookies, web beacons, and similar technologies (automatically) track some browsing activities when you visit our websites or third-party websites.
- Cookies, web beacons and similar technologies (automatically) track some activities in emails we send out for marketing purposes, such as whether a recipient opened a link or other such actions.
- Third party advertising partners and other third parties who provide digital marketing services.
- Third parties who provide website and online security services.
- Your mobile devices and other internet-connected devices and applications (automatic).
- We draw inferences from the information we collect from and about you, such as your preferences.

Purposes for collecting the category of personal information

- Determine product/mobile app and service eligibility and coverage.
- Provide our products/mobile apps and services to you.
- Administer, manage, analyze, and improve our products/mobile apps and services.
- Analyze and better understand your needs, preferences, and interests and personalize our website, adverts, products/mobile apps and services accordingly.
- Conduct internal business analysis.
- Track the success of marketing campaigns and determine the effectiveness of and optimizing our promotional and marketing activity.
- Improve the functionality and design of our website, emails, or social media pages.
- Advertising and product promotion, including to contact you regarding products, services, news and topics that may be of interest to you.
- Administer, provide access to, monitor, and secure our information technology systems, websites, applications, databases, and devices.
- Monitor, investigate, and enforce compliance with our policies, product/service terms and conditions, and legal and regulatory requirements.
- Comply with legal and regulatory obligations.
- To identify you and your device(s) for any/all purposes identified above, including to monitor your use of and interactions with products/mobile apps and services for such purposes.

Third parties with whom we share the category of personal information for a business or commercial purpose

- ENVO CARE employees who require it to perform their jobs.
- Other entities of the ENVO CARE group that help us deliver our services.
- Authorized/legal representatives.
- Third parties with whom we have joint marketing and similar arrangements.
- Third parties who provide product fulfillment services in connection with our products/mobile apps and services.
- Other third parties as necessary to complete transactions and provide our products/mobile apps and services.
- Third parties who provide marketing and data analytics services, such as social media platforms used to deliver our ads, website/email optimization providers, email marketing vendors, and data analytics vendors.
- Third party network advertising partners.
- Our lawyers, auditors, and consultants.
- Legal and regulatory bodies and other third parties as required by law.

Professional Information

An individual's professional information, for example business title, position, organization, chain of command, etc.

Sources of the category of personal information

- You (directly from consumer).
- Public records.
- Authorized/legal representatives.
- Consumer reporting agencies and other third parties who verify the information you provide.

Purposes for collecting the category of personal information

- Determine product/mobile app and service eligibility and coverage.
- Provide our products/mobile apps and services to you.
- Analyze and better understand your needs, preferences, and interests.
- Conduct internal business analysis and market research.
- Advertising and product promotion, including to contact you regarding products, services and topics that may be of interest to you.
- Engage in joint marketing initiatives.
- Comply with legal and regulatory obligations.

Third parties with whom we share the category of personal information for a business or commercial purpose

- ENVOCARE employees who require it to perform their jobs.
- Other entities of the ENVOCARE group that help us deliver our services.
- Authorized/legal representatives.
- Third parties who provide product fulfillment services in connection with our products/mobile apps and services.
- Third parties who deliver our communications, such as the postal service and couriers.
- Other third parties as necessary to complete transactions and provide our products/mobile apps and services.
- Third parties who provide marketing and data analytics services, such as social media platforms used to deliver our ads, website/email optimization providers, email marketing vendors, and data analytics vendors.
- Third parties who assist with our information technology and security programs.
- Third parties who assist with fraud prevention, detection, and mitigation.
- Consumer reporting agencies.
- Our lawyers, auditors, and consultants.
- Legal and regulatory bodies and other third parties as required by law.

Tenant data

Consumption data or family members

Sources of the category of personal information

- You (directly from consumer).
- Public records.
- Authorized/legal representatives.
- Third parties who assist with fraud prevention, detection, and mitigation.
- Consumer reporting agencies and other third parties who verify the information you provide.
- We draw inferences from the information we collect from and about you, such as your preferences.

Purposes for collecting the category of personal information

- Determine product/mobile app and service eligibility and coverage.
- Provide our products/mobile apps and services to you.
- Administer, manage, analyze, and improve our products/mobile apps and services.
- Issue invoices and collect payments.
- Communicate with you regarding our products and services.
- Analyze and better understand your needs, preferences, and interests.
- Conduct internal business analysis and market research.
- Advertising and product promotion, including to contact you regarding products, services, and topics that may be of interest to you.
- Administer, provide access to, monitor, and secure our information technology systems, websites, applications, databases, and devices.
- Provide access to, monitor, and secure our facilities, equipment, and other property.

- Detect security incidents and other fraudulent activity.
- Monitor, investigate, and enforce compliance with our policies, product/service terms and conditions, and legal and regulatory requirements.
- Comply with legal and regulatory obligations.
- To identify you and your device(s) for any/all purposes identified above, including to monitor your use of and interactions with products/mobile apps and services for such purposes.

Third parties with whom we share the category of personal information for a business or commercial purpose

- ENVOCARE employees who require it to perform their jobs.
- Other entities of the ENVOCARE group help us deliver our services.
- Authorized/legal representatives.
- Third parties who provide product fulfillment services in connection with our products/mobile apps and services.
- Payment processors, financial institutions, and others as needed to complete transactions and for authentication, security, and fraud prevention.
- Third parties who deliver our communications, such as the postal service and couriers.
- Other third parties as necessary to complete transactions and provide our products/mobile apps and services.
- Third parties who assist with our information technology and security programs.
- Third parties who assist with fraud prevention, detection, and mitigation.
- Consumer reporting agencies.
- Our lawyers, auditors, and consultants.
- Legal and regulatory bodies and other third parties as required by law.

Visual and voice recordings

Audio, electronic, visual, such as customer service call recordings, voice commands, photographs, recordings from CCTV cameras

Sources of the category of personal information

- When you contact or visit us (automatically), such as when we record calls to our call center or use CCTV cameras.

Purposes for collecting the category of personal information

- Administer, manage, analyze, and improve our products/mobile apps and services.
- Analyze and better understand your needs, preferences, and interests.
- Conduct internal business analysis and market research.
- Administer, provide access to, monitor, and secure our information technology systems, websites, applications, databases, and devices.
- Provide access to, monitor, and secure our facilities, equipment, and other property.
- Detect security incidents and other fraudulent activity.

- Monitor, investigate, and enforce compliance with our policies, product/service terms and conditions, and legal and regulatory requirements.
- Comply with legal and regulatory obligations.
- To identify you and your device(s) for any/all purposes identified above, including to monitor your use of and interactions with products/mobile apps and services for such purposes.

Third parties with whom we share the category of personal information for a business or commercial purpose

- ENVOCARE employees who require it to perform their jobs.
- Other entities of the ENVOCARE group help us deliver our services.
- Authorized/legal representatives.
- Third parties who provide product fulfillment services in connection with our products/mobile apps and services.
- Other third parties as necessary to complete transactions and provide our products/mobile apps and services.
- Third parties who assist with our information technology and security programs.
- Third parties who assist with fraud prevention, detection, and mitigation.
- Consumer reporting agencies.
- Our lawyers, auditors, and consultants.
- Legal and regulatory bodies and other third parties as required by law.

Written Signature

An individual's written signature, such as a signature on a contract or lease document

Sources of the category of personal information

- You (directly from consumer).
- Authorized/legal representatives.
- Payment processors and other financial institutions.
- Third parties who assist with fraud prevention, detection, and mitigation.
- Consumer reporting agencies and other third parties who verify the information you provide.

Purposes for collecting the category of personal information

- Issue invoices and collect payments.
- Fulfill payment obligations.
- Detect security incidents and other fraudulent activity.
- Monitor, investigate, and enforce compliance with our policies, product/service terms and conditions, and legal and regulatory requirements.
- Comply with legal and regulatory obligations.
- To identify you for any/all purposes identified above.

Third parties with whom we share the category of personal information for a business or commercial purpose

- ENVOCARE employees who require it to perform their jobs.
- Other entities of the ENVOCARE group help us deliver our services.
- Authorized/legal representatives.
- Third parties who provide product fulfillment services in connection with our products/mobile apps and services.
- Payment processors, financial institutions, and others as needed to complete transactions and for authentication, security, and fraud prevention.
- Other third parties as necessary to complete transactions and provide our products/mobile apps and services.
- Third parties who assist with fraud prevention, detection, and mitigation.
- Consumer reporting agencies.
- Our lawyers, auditors, and consultants.
- Legal and regulatory bodies and other third parties as required by law.

Our legal basis for processing your information

We rely upon the appropriate legal bases under the applicable privacy law for processing personal information and sensitive (special category) personal information – these include processing personal information where this is necessary for the fulfilment of a contract, where the processing is necessary to carry out our legal obligations, where you have given us your consent, or where it is in our legitimate interests to do so. Where we rely on our legitimate interests, this means that we use personal information to run our business and to provide the services we have been asked to provide. We collect information that you provide voluntarily or is provided on your behalf. If you do not provide us with information we need, we may be unable to offer certain products/mobile apps and services.

Where we keep and process your information

We might transfer and store the information we collect from you outside the country of origin. It may be processed by staff or our suppliers outside the country of origin. When we do this, we aim to make sure the information is secure and properly protected. We do this by means of relying on adequacy decisions or putting in place appropriate safeguards (e.g. Standard Contractual Clauses).

Keeping your information safe

We commit to maintaining appropriate security measures to protect personal information wherever it is located, and whether it is in electronic or manual form. To do this we may use a variety of mechanisms depending on where the information is stored and the relationship between ENVOCARE MARKETING and any recipient organizations.

How long we keep your information

We endeavor to keep your information only for as long as we need it for legitimate business or legal reasons. We will then delete it safely and securely.

Your Personal Information Rights

Where applicable, you may have the following rights over your personal information. To exercise any of these rights use our online form for personal information rights requests:

- **Request a copy of the information we hold (right of access)**

You can ask for the personal information we hold about you. In most cases there is no charge for us providing this information to you. You can also ask for information that you have provided to us in an electronic format.

- **Right to data portability**

In some circumstances, when processing is based on your consent or a contract, you may request that ENVOCARE MARKETING transmits your personal information directly to another organization.

- **Right of erasure (right to be forgotten)**

If, for any reason, you do not want us to hold or use your personal information you can ask us to erase it. We may need to keep some of your personal information for legal reasons, for example to comply with a regulatory requirement.

For marketing purposes, we will add your name to a suppression list so that you are not contacted in the future should you be identified as a prospective client.

GDPR only: this right is only applicable where processing was based on consent and consent is now withdrawn, and otherwise only where processing is unnecessary, irrelevant, excessive, out of date, or unlawful, or ENVOCARE MARKETING has a legal obligation to erase the data.

- **Have your information corrected (right to rectification)**

If you think the personal information we hold about you is wrong, we will check and correct it if necessary. We are committed to holding personal information that is accurate, relevant and current.

- **Restrict the processing of your personal data**

You may request that we suspend the processing of your personal data in certain circumstances, for example if you contest the accuracy of the information or have issues with how we processed your data.

In most cases restrictions will be in place for a certain period while ENVOCARE MARKETING verifies the accuracy of your personal information or considers their legitimate grounds for processing.

- **Object to processing of your personal data**

Dependent on applicable privacy law, in certain circumstances you may object to the processing of your personal data where we believe we have a legitimate interest in processing it. You also have the right to object to the use of your personal data for direct marketing purposes.

These rights may be limited in some situations, such as where ENVOCARE MARKETING can demonstrate that they have a legal requirement or compelling legitimate grounds to process your personal data.

- **Stopping us contacting you**

If you have provided us with consent to supply you with marketing and information, you can withdraw your consent at any time by emailing <https://www.envocare.co/contact-us>

How to raise a concern or ask a question

If you need to raise a concern about our handling of personal information, please contact us via our online form for privacy-related concerns or email us at envocareinfo@gmail.com envocare.co. If you are unhappy with how we deal with a complaint, you can contact your Data Protection Authority or the equivalent in your state or country if applicable.

You may also contact us regarding data privacy issues by writing to ENVOCARE MARKETING PRIVATE LIMITED, Anjuna, Goa Head of Privacy.

For all enquiries not relating to your Personal Information please [contact us](#).