

# Privacy Policy for Heimer Labs

**Effective Date:** 01-Oct-2024

This privacy policy ("Policy") explains how **Heimer Labs Private Limited** or any of its affiliates or subsidiaries ("We", "Us", "Our", "Interface AI") processes Personal Data collected from You.

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## 1. Definitions

Terms not specifically defined herein shall have the meaning ascribed thereto in the Terms.

### 1.1 Controller

The natural or legal person, public authority, agency, or other body which alone or jointly with others determines the purposes and means of processing Personal Data.

### 1.2 Customer

Any person or entity with whom the Merchant interacts using the Services.

### 1.3 Merchant

The natural or legal person that has subscribed to the Services by entering into an agreement with Us.

### 1.4 Personal Data

Information relating to an identified or identifiable natural person, such as name, identification number, location data, or online identifiers, including SPDI (Sensitive Personal Data or Information).

### 1.5 To Process/Processing

Any operation or set of operations performed on Personal Data, including collection, recording, storage, and erasure.

### 1.6 SPDI (Sensitive Personal Data or Information)

As defined in Rule 3 of the SPDI Rules.

### 1.7 SPDI Rules

The Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011.

### 1.8 User

Designated users within the Services, including Account administrators, agents, and other designated users.

## 1.9 You/Your

An identified or identifiable natural person who:

- Visits the Website(s),
  - Is a User of the Services.
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## 2. Personal Data Collected by Us

### 2.1 Direct Collection

We collect Personal Data directly from You through various interactions:

- **Subscriptions:** Name, email, IP address, and geographic location.
- **Forms:** Feedback, testimonials, or survey data.
- **Events:** Contact details such as name and designation.
- **Support:** Communication details provided during support interactions.

### 2.2 Indirect Collection

We may receive Your Personal Data from third parties, cookies, or publicly available sources.

### 2.3 Social Media Interactions

Interaction with social media widgets is governed by the privacy policies of the respective platforms.

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## 3. Legal Basis for Processing

3.1 For data subjects in the **European Economic Area (EEA)**, the basis includes contractual obligations, legitimate interests, or consent.

3.2 For residents of **India**, consent is obtained in accordance with SPDI Rules.

3.3 Contact Us for more information regarding legal bases.

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## 4. Purposes for Processing Personal Data

We process Personal Data for purposes such as:

- Facilitating access to services.
  - Processing transactions.
  - Sending updates, promotional communications, or recruitment evaluation.
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## **5. Sharing of Personal Data**

We may share Personal Data with:

- Group companies and third-party providers for service delivery.
  - Public authorities, under legal obligations.
  - Entities involved in mergers or acquisitions.
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## **6. International Transfers**

6.1 Personal Data may be transferred outside India with adequate protection measures.

6.2 For residents of the **EEA**, data transfers comply with EU standards.

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## **7. Retention of Personal Data**

Personal Data is retained only as long as necessary for legitimate business purposes.

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## **8. Security of Personal Data**

We employ appropriate technical and organizational measures to safeguard Your Personal Data.

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## **9. Your Rights**

9.1 Access and correction of Personal Data.

9.2 Withdrawal of consent for processing.

9.3 Complaints to local data protection authorities.

9.4 Opt-out of marketing communications.

9.5 Additional rights for residents of EEA, UK, US, or Switzerland include deletion, objection, or portability requests.

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## **10. Cookie Policy**

We use cookies for essential functionality and analytics. You can opt out of non-essential cookies via browser settings or cookie banners.

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## 11. Privacy of Children

We do not knowingly collect data from children under 18. Parents/guardians should contact us for removal of such data.

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## 12. Notices and Exclusions

12.1 For Processing by Merchants, their policies govern the data.

12.2 Our Website may contain links to third-party websites.

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## 13. Contact Information

For inquiries, contact:

**Grievance Redressal Officer:**Rebhav Bharadwaj

**Email:** rebhav@getinterface.tech

**Address:** W-69, Rakesh Kapoor Innovation Centre Vidya Vihar, Pilani, Chirawa, Jhujhunu-333031, Rajasthan

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## 14. Changes to the Policy

We may update this Policy periodically. Material changes will be communicated.

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