

## Policies

The privacy policy is important for safeguarding the privacy policy and provide notice explaining online procedures and certain security protocol information practices. Please read our privacy policy. We respect and value the privacy of all the visitors. Your personal data will never be shared with anyone. We are obliged under law.

### Illegal activity

Users agree to use the CloudInsta24 services private limited only for lawful purposes. Use of the CloudInsta24 network and service for transmission, distribution, retrieval, or storage of any information, data, or other material in violation of any applicable law or regulation (including, where applicable any tariff or treaty) is prohibited. This includes, without limitation, the use or transmission of any data or material protected by copyright, trademark, trade secret, patent, or other intellectual property right without proper authorization and the transmission of any material that constitutes an illegal threat, violates export control laws, or is obscene, defamatory, or otherwise unlawful. In those instances, involving child pornography, CloudInsta24 complies with all applicable federal or state laws including providing notice to the national centre for the missing and exploited children or other designated agencies.

### Limitation of liability and indemnification

CloudInsta24 shall not be liable for any indirect, incidental, special, consequential, or punitive damages, including but not limited to loss of profits, loss of business or business opportunity, loss of use, etc., even if advised of the possibility of such damages.

CloudInsta24 shall not be liable for any direct or actual damages, except to the extent specified in a written or electronic agreement entered into between CloudInsta24 and its customer. Other limitations of liability are included here by reference including the terms of use and privacy policy of the CloudInsta24 web sites.

Cloudinsta24 makes no warranties or representations herein, either express or implied, concerning the network, and expressly disclaims warranties of fitness for a particular use or purpose, the warranty of merchantability and any other warranty implied by law.

### Data we collect

- Name
- IP Address
- Email Address
- Contact phone number
- Geographic location
- Web browser type and version

### Technical & usage information

Related to the services we provide to you, including information about how you use our networks, services, products, or websites. Some examples include:

- Equipment data: your personal responses will be identifies the equipment on both the networks. Services that are being received might include all the hardware and software devices along with settings and serial numbers.
  - Network performance and usages: all the information including calling and data related activities are notified on the devices. They are kept as the part of security. Transmission rates and delays are also recorded for improvement in bandwidth and other services (including offline services).
  - Web browsing and application: the applications using ip address, websites address. Transmission rates and delays where pages take more time for loading. The pages which takes personal data and have credentials with users permission only is secured on that devices.
  - Location, direction, and journey information: this will be collected based on any connected device you may use our services on. It includes your zip/postal code and street address, as well as the whereabouts of your wireless device. Location information is generated when your device communicates with cell towers, wi-fi routers or access points and/or with other technologies. Any connected device that you own, or which is otherwise linked to you will generate such information that will then be associated with you.

### Security

At CloudInsta24 security is the biggest importance. All the policies are marinated with privacy and security on priority. Compliance programs are populated such that the security issues can be easily controlled. The credentials should be protected, should not be shared with anyone. The access has to be always authorised. Information has to be used correctly. We take complete care to understand the personal data protection. Avoid using unauthorised computers, use strong passwords, logout properly from the shared computers, do not keep login password for longer time. Forgotten passwords can be retrieved but the unauthorised password activities will not be encouraged.

### Changes in this policy

Changes in the policy may be revised at any time CloudInsta24 have all the rights to change the privacy policy at any time, the changes will be revised and updated on timely basis. We may also make changes to comply with developments in applicable law or regulatory requirements. Where it is practicable, we will notify you by other means prior to changes materially affecting you such as by posting a notice on our sites or sending you a notification. To ensure that you are always aware of how we use your personal data we will update the online version of this policy from time-to-time to reflect any changes to our use of your personal data. However, we encourage you to review this policy periodically to be informed of any changes to how we use your personal data. Continues use of the website and our services after the changes in the privacy policy will be only with acceptance of the user.

### Viruses, etc.

CloudInsta24 assumes no responsibility, and shall not be liable for any damages to, or viruses that may infect, your computer equipment or other property on account of your

access to, use of, or browsing in this site or your downloading of any materials, data, text, or images from this site.

### Liability disclaimer

The information contained in this site is provided as a courtesy for CloudInsta24 customers. CloudInsta24 has provided the information in good faith and has made reasonable efforts to make the information as accurate and up to date as possible.

This information is provided “as is” without any warranty or representation of any kind, either express or implied including but not limited to those of merchantability, fitness for a particular purpose and non-infringement, accuracy, authority, completeness, usefulness and timeliness. In no event shall CloudInsta24 be liable for any punitive, direct, indirect, special, incidental, exemplary or consequential damages including without limitation lost revenue or profits, lost opportunity, time or any other loss resulting from reliance on the information contained on this site including damages arising from inaccuracies, omissions or errors or arising out of the use or inability to use this web site, even if CloudInsta24 has been advised of the possibility of such damages or such damages are foreseeable and however arising, including negligence.

### Information about our use of Cookies and other tracking mechanisms

Cloudinsta24 Services Pvt Ltd., its subsidiaries (collectively “CISPL”) and third-party service providers use cookies on this website (Site) and other CISPL websites. This website uses cookies to distinguish you from other users. This helps us to provide you with a good experience when you browse this website and also allows us to improve the site for all our users.

Websites that operate across certain parts of the European Union are required to obtain consent before using or storing cookies (or similar technologies) on your computer or mobile device.

This cookie policy provides you with information about the cookies that we use and the reason why we use these cookies.

For further information about this policy or if you require a detailed list of all cookies which are used by this website, please contact: Legal Compliance.

## What is a cookie?

A cookie is a small file of letters and numbers that is placed on your web browser, or on the hard drive of your computer or mobile device.

## Key Concepts

First and third-party cookies: whether a cookie is a 'first' or 'third' party cookie depends on the domain (or website) that places the cookie. First-party cookies are set by the website that is being visited, whereas third-party cookies are set by a domain other than the website that is currently being viewed. If a user visits a website and another web service sets a cookie through that website, this would be a third-party cookie.

Session cookies: these cookies are temporary and only last as long a user's 'browser session'. A browser session starts when a user opens the browser window and finishes when they close the browser window. Once the browser is closed, all session cookies will be deleted.

Persistent cookies: these cookies remain on a user's device after a browser session has finished. How long each cookie lasts will be specified by each cookie. Persistent cookies will be activated each time that a user revisits the website that placed the particular cookie.

## How to delete and block our cookies

You can block cookies by using the settings of your web browser, which will allow you to refuse some or all cookies (for tips on how to do this, see the section "How to turn cookies off?" below). Please bear in mind, though, that if you chose to block all cookies (including essential cookies) you may not be able to access some or all of this website.

Unless you have set your browser settings to refuse cookies, our system will place cookies as soon you visit this site. Turning off or deleting cookies will not prevent this website from identifying the type of device you are using (i.e., a computer or mobile device) and collecting related data.

## How to turn cookies off?

Internet browsers allow you to control your cookie settings, which are usually found in the 'options' or 'preferences' menu of your browser. In order to understand these settings, the following links may be helpful. Otherwise, you should use the 'Help' option of your internet browser to find more details.

## Can I withdraw my consent?

Once you have given us your consent to use cookies, we will place a cookie to remember that you have already given your consent the next time that you visit this site. This cookie will expire periodically. If you wish to withdraw your consent at any time, you will need to delete your cookies using your internet browser settings.

For further information about deleting or blocking cookies, please visit:  
<http://www.aboutcookies.org/>.

## What cookies do we use and why?

The cookies used on this website are categorised as follows: Strictly necessary  
Performance  
Functionality  
Targeting  
Strictly Necessary.

'Strictly Necessary' cookies allow us to provide some essential features on our websites, such as secure areas and shopping baskets. Without these cookies, we would not be able to provide some of the services that you have asked to use. The 'Strictly Necessary' cookies that we use do not gather any personal information about you that can be used for marketing purposes or for tracking where you have been on the internet.

We use these Strictly Necessary cookies to:

Identify you as being logged-in to this website.

Make sure that you connect to the right service on this site when we make any changes to the way the website works.

To route users to specific applications of a service, or specific servers.

'Strictly Necessary' cookies are essential to the proper functioning of this website, so if you chose to block these cookies we cannot guarantee your use of the site, or how the security on this site will perform during your visit.

## Performance

"Performance" cookies collect information about how you use this website (e.g., which pages you visit, or if you experience any errors). These cookies do not collect any information that could identify you and are only used to help us improve how this website works, understand what interests our users, and measure how effective our advertising is.

We use Performance cookies for:

Web Analytics: To provide statistics on how this website is used.

Error Management: To help us improve this website by measuring any errors that occur.

Testing Designs: To test different designs for this website.

Tracking and monitoring the site's content to improve the user experience.

Some of the "Performance" cookies we use are managed by third parties, and you may refer to the third parties' own website privacy notifications for further information.

By using this website, you accept our use of “Performance” cookies. Accepting these cookies is a condition of using this website, so if you prevent them, we cannot guarantee how this site will perform for you.

## Functionality

“Functionality” cookies are used to provide services or to remember settings to improve your visit.

We use Functionality cookies to:

Remember settings you’ve applied, such as layout, text size, preferences, and colours.

Remember if we’ve already asked you if you want to fill in a survey or poll.

Show you when you’re logged in to this website.

Some of these cookies are managed by third parties. Where this is the case, we don’t allow the third party to use the cookies for any purpose other than those listed above.

## Targeting

“Targeting” cookies are linked to services provided by third parties, such as ‘Like’ buttons and ‘Share’ buttons. Third parties provide these services in return for recognizing that you have visited this website.

## We use Targeting cookies to:

Link to social networks like Facebook, who may subsequently use information about your visit to target advertising to you on other websites.

Provide advertising agencies with information on your visit so that they can present you with advertisements in which you may be interested.

You can control whether or not these cookies are used but preventing them may stop us from offering you some services or targeted advertising.

### Google Analytics

Our Sites use Google Analytics, a web analytics service provided by Google, Inc. (“Google”). Google Analytics uses “cookies”, which are text files placed on your computer, to help a website analyse how users use the site. The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States. In order to anonymize IP addresses collected from the European Economic Area, Google will truncate/anonymize the last octet of the IP address. Only in exceptional cases will the full IP address be sent to and shortened by Google servers in the USA. On behalf of the website provider, Google will

use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage to the website provider. Google will not associate your IP address with any other data held by Google. You may refuse the use of cookies by selecting the appropriate settings on your browser. However, please note that if you do this, you may not be able to use the full functionality of this website. Furthermore, you can prevent Google's collection and use of data (cookies and IP address) by downloading and installing the browser plug-in available under <https://tools.google.com/dlpage/gaoptout?hl=en-GB> Further information concerning the terms and conditions of use and data privacy can be found at <http://www.google.com/analytics/terms/gb.html>. Please note that on our Sites, Google Analytics code is supplemented by "gat. Anonymize Ip ();" to ensure an anonymized collection of IP addresses (so called IP-masking).

## Other Tracking Mechanisms

We may also engage third parties to track and analyse data collected from our websites. We use the data collected by such third parties to help us administer and improve the quality of our websites and to analyse usage. We may also work with third parties, such as network advertisers, to display advertising on our Sites and to display advertising about CISPL on our websites. These third parties may combine the information that we provide about you with other information that they have collected. This cookies policy does not cover such third parties' use of the data.

Clear GIFs, pixel tags and other technologies. Clear GIFs are tiny graphics with a unique identifier, similar in function to cookies. In contrast to cookies, which are stored on your computer's hard drive, clear GIFs are embedded invisibly on web pages. We and our third-party service providers may use clear GIFs (a.k.a. web beacons, web bugs or pixel tags), in connection with our websites to, among other things, track the activities of visitors, help us manage content and compile statistics about usage. We and our third-party service providers also use clear GIFs in HTML e-mails to our customers, to help us track e-mail response rates, identify when our e-mails are viewed, and track whether our e-mails are forwarded.

Do-Not-Track. Our Sites do not recognize browser requests not to be tracked.

Useful information about cookies can be found at:

<http://www.allaboutcookies.org>

## Analytics cookies

For more information about Google analytic cookies, please see Google's help pages and privacy policy:

- Google's Privacy Policy [<https://www.google.com/intl/en/policies/privacy/>]
- Google Analytics Help pages [<https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage>]

## Behavioural Advertising

A guide to behavioural advertising and online privacy has been produced by the internet advertising industry which can be found at:

<http://www.youronlinechoices.eu>

[www.aboutads.info](http://www.aboutads.info)

International Chamber of Commerce United Kingdom

Information on the ICC (UK) UK cookie guide can be found on the ICC website section:

<http://www.international-chamber.co.uk/our-expertise/digitaleconomy>