



V2STech Solutions Private Limited

Privacy Policy

This Privacy Policy was last updated on December 13, 2025.

We, V2STech ("V2S", "Company", "we", "us", "our") are the owners of the website and web-based application available on <https://saarathihub.ai/> (collectively called the "Website and Web application") and of the customer (Tenant) specific white mobile application namely Saarathi Hub App (the "App"). The Website and the App are collectively referred to as "Platform". The Website provides information about the Platform. The Platform is a Multi-Tenant SAAS (Software-As-A-Service) platform that facilitates member management, enhances communication, and simplifies network group management. platform that facilitates outdoor staff management, enhances communication, and simplifies job management. platform that facilitates outdoor staff management, enhances communication, simplifies job management.

We respect your privacy and are committed to protecting personal data collected through this Platform and this privacy policy ("Privacy Policy") sets forth how we collect, use, and protect personal data.

PLEASE READ THIS PRIVACY POLICY CAREFULLY. BY CLICKING THE CONSENT CHECKBOX, BY CONTINUING TO USE THE PLATFORM, AND BY PROVIDING US WITH YOUR PERSONAL DATA, YOU CONSENT TO OUR USE OF YOUR PERSONAL DATA IN ACCORDANCE WITH THE TERMS OF THIS PRIVACY POLICY. IF YOU DO NOT AGREE TO THIS PRIVACY POLICY, YOU MAY WITHDRAW YOUR CONSENT OR ALTERNATIVELY CHOOSE NOT TO PROVIDE YOUR PERSONAL DATA ON THE PLATFORM. SUCH AN INTIMATION TO WITHDRAW YOUR CONSENT CAN BE PROVIDED BY EMAIL TO support@saarathihub.ai.

IF YOU ARE ACCESSING THE PLATFORM ON BEHALF OF A THIRD PARTY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO BIND SUCH THIRD-PARTY TO THE TERMS AND CONDITIONS OF THIS PRIVACY POLICY AND, IN SUCH AN EVENT YOUR USE OF THE PLATFORM SHALL REFER TO USE BY SUCH THIRD PARTY. IF YOU DO NOT HAVE SUCH AN AUTHORITY (TO PROVIDE ANY PERSONAL DATA OF A THIRD PARTY) OR DO NOT AGREE TO THE TERMS OF THIS PRIVACY POLICY, THEN YOU SHOULD REFRAIN FROM USING THE PLATFORM.

This Privacy Policy is an electronic record in the form of an electronic contract being compliant and construed in accordance with The Indian Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011 under The Information Technology Act 2000 ("Privacy Rules") that require publishing of Privacy Policy for the collection, use, storage and transfer of personal data.

1. Definitions.

The "User/s", "you", "your" shall mean and include individuals and organizations who visit, access and/or use the Platform.

"Personal Data" shall mean and include any data about an individual who is identifiable by or in relation to such data. This may include, but not limited to, your name, email address, contact number, company name, designation, postal address, location, etc.

2. Personal Data collected.

We may collect Personal Data through the Platform in the following ways:



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- a. **Account creation/ registration:** When you register or create an account on the Platform to avail the service on the Platform, you may provide us your Personal Data including but not limited to your full name, email address, phone number, company name, designation. We may also have access to your login credentials.
- b. **Communication/ enquiry:** When you contact us (i) at our email address, (ii) call us on our contact number, (iii) request a call back, (iv) book a demo of our Platform, (v) fill in the enquiry form on our Platform, we may receive your Personal Data. When you connect with us on our popular social media platforms, subscribe to our newsletter, reach out to us for support, we may receive your Personal Data.
- c. **Recruitment purposes:** When you apply for a job at our Company through the careers page on our Platform, we may collect certain Personal Data from you including but not limited to your name, email address, contact number, CV/ Resume educational information, previous work experience and any other information you provide in your resume.

3. Accuracy of information

The User undertakes that they shall be solely responsible for the accuracy, correctness, or truthfulness of the Personal Data shared with us whether of its own or any third party. In the event the User is sharing any Personal Data on behalf of a third person, the User represents and warrants that he has the necessary authority to share such Personal Data with the Company, obtained a written consent from such third party and the Company shall not be responsible for verifying the same. The User understands and acknowledges that such Personal Data shall be subject to the terms and conditions of this Privacy Policy.

4. Cookies

We may use cookies and/or similar in-house and third-party tracking tools to track user traffic patterns. You may disable the unnecessary cookies by adjusting the settings on your browser. Disabling cookies may affect the functionality of our Platform.

5. Use of Your Personal Data

We may use your Personal Data for the following purposes:

- a. to inform you about our services and to respond to your requests;
- b. for the creation or development of business intelligence or data analytics in relation to the services provided by us;
- c. to provide you with a better experience when you access our Platform and to improve the services;
- d. to process job applications (if you apply for a position with our organization);
- e. to maintain and manage our Platform;
- f. to manage our relationship with you;
- g. to communicate with you and to send you e-mail newsletters;
- h. for internal record keeping;
- i. and comply with our legal or statutory obligations.

6. Disclosures



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We do not sell, rent, share, distribute, lease or otherwise provide your Personal Data to third parties, without your prior consent. Keeping this in mind, we may disclose your Personal Data in the following cases:

- a. Affiliates:** We may provide your Personal Data to our affiliates to enable them to improve the offerings, provide feedback and respond to their queries.
- b. Service Providers:** We may share your Personal Data with the third-party service providers who work with us in connection with operating the Platform and/ or providing the offerings. All such service providers are subject to stringent confidentiality restrictions consistent with this Privacy Policy.
- c. Merger or Acquisition:** We may transfer your Personal Data if we are acquired by another entity, or if we merge with another company or transfer a part of our business, including the Platform, to a third party. Any third party or resultant entity that receives your Personal Data shall have the right to continue to use your Personal Data in line with the purposes set out herein. In the event of such a sale or transfer, we may notify you.
- d. Legal and Regulatory Authorities:** We may disclose your Personal Data in order to comply with our legal obligations/ court orders/ requests by Govt. authorities.

7. Data Retention

We will retain User's Personal Data as long as it is required to be retained for the purpose of provision of the services. We may also retain and use User's Personal Data as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

8. Security

Your Personal Data is stored on a third-party cloud infrastructure. Although we provide appropriate firewalls and protection, we cannot warrant the security of Personal Data transmitted as these systems are not hack proof. Data pilferage due to unauthorized hacking, virus attacks, technical issues is possible, and we will take necessary measures to mitigate such events.

9. Your Rights

You have the right to access your Personal Data in our possession, right to have us rectify or modify any such Personal Data, right to have us erase/delete your Personal Data, right to withdraw consent at any time where we are relying on consent to process your Personal Data. Depending on the nature of your request, we may ask you to complete a Personal Data request form or seek certain details to verify the request. In certain cases, we may charge a fee for this service. All requests for Personal Data will be handled within a reasonable period of time.

If you would like to exercise ANY of these rights, please write to us on support@saarathihub.ai.

10. Links to another third-party platform/ website

Our Platform may contain links to other websites/platforms/applications of your interest. Please note that we do not have any control over such other websites/platforms/applications, and you will be accessing these websites/ platforms/applications at your own risk. Therefore, we cannot be



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responsible for the protection and privacy of any information which you provide whilst visiting such websites/platforms/applications, and those are not governed by this Privacy Policy. You should exercise caution and look at the privacy policy applicable to such websites/platforms/applications.

11. Choice and opt out

We may send you communications including but not limited to (a) notices about your use of our Platform, including those concerning violations of use, (b) updates, (c) promotional information regarding our Platform, (d) newsletters. You may opt out of receiving promotional emails and newsletters from us by following the unsubscribe instructions provided in those emails. Alternatively, you can opt out, at any time, by writing to us on support@saarathihub.ai with your specific request.

12. Children's use

This Platform is not meant for children/ people under the age of 18. We do not knowingly collect or solicit Personal Data from children under the age of eighteen (18) years. If a legal representative/ parent of a child discovers that the child has provided us with Personal Data, please write to us on support@saarathihub.ai and we will delete such Personal Data.

13. Governing Laws

This Privacy Policy shall be construed and governed by the laws of India. You agree that the courts in Mumbai, India shall have exclusive jurisdiction over such disputes.

14. Changes to this Privacy Policy

We may update this Privacy Policy from time to time, and you are encouraged to check this Privacy Policy on a regular basis to be aware of the changes made to it which are also available on <https://saarathihub.ai/privacy-policy.pdf> for the most recent version.

This Privacy Policy was last updated on the date mentioned at the very beginning of the Privacy Policy.

15. Contact us

If you have any questions or concerns or grievances regarding this Privacy Policy or wish to withdraw your consent in relation to the processing of your Personal Data, you may reach out to our appointed grievance redressal officer Siddhesh Rane via email at support@saarathihub.ai.

Company Address:

501, 9 Mansi, Cross Lane no.1, Ram Maruti Road,

near Gaon devi ground, Thane (West),

Maharashtra, India – 400602