

## Privacy Policy

RMZ Active Quest Private Limited (hereinafter referred to as “**Company/RMZ/us/we/our**”) respects your privacy, cares about the way in which your personal data/information is treated and is committed to protecting your personal information/data.

RMZ is the ‘data controller’ and has sole discretion to decide the reason for utilisation of your data. We are also responsible for keeping your data safe and only using it for the sole purpose for proceeding with a particular action in the Platforms (as defined hereinbelow) as may be required.

RMZ is managing and operating the website <https://www.delhiredz.com/> and other related content and services (“**Platforms**”) through which RMZ *inter alia* manages fan engagement and sale and purchase of merchandise to the users and subscribers of the Platforms (“**User**” or “**Users**” or “**you**” or “**your**”).

This privacy policy (“**Privacy Policy**”), together with the terms and conditions of the Platforms and/or products governs your use of the Platforms and describes our security practices, policies and procedures on the collection, use, disclosure, processing, transfer, and storage of the information provided to us by you. By using, registering with, browsing, accessing, or purchasing from the Platforms you agree to be bound by the terms of this Privacy Policy and consent to the collection, storage, possession, dealing, handling, sharing, disclosure or transfer of your information in accordance with the terms of the Privacy Policy. We shall not use the User’s information in any manner except as provided under this Privacy Policy.

This Privacy Policy is an electronic document and is governed by the Information Technology Act, 2000 and rules made thereunder as relevant. This electronic document is generated by a computer system and does not require any physical or digital signatures.

### INFORMATION COLLECTED

Generally, you can visit our Website and Platforms without disclosing or revealing any Personal Data (defined hereinbelow) about yourself. However, you may not be able to create a user profile, or access certain areas or services on the Website that require registration or storage of Personal Data.

***Personal Information or Personal Data*** (used interchangeably) means and includes (i) any personal information relating to you as a natural person which, either directly or indirectly in combination with other information available is capable of identifying such a person and includes, *inter alia*, , your name, age, gender, photo, location data, email id, phone number and address etc., **and** (ii) sensitive personal data or information including medical records and history, financial information such as bank account or credit card or debit card details, sexual orientation, biometric information,

passwords, physical, physiological and mental health conditions etc. other than information that is freely available or accessible in public domain or furnished under the Right to Information Act, 2005 or any other law for the time being in force. The Personal Information that we collect from you will vary based on the activity you seek to engage / purpose you seek to achieve through our Website.

We collect Personal Information from you when you register and create your personal user profile to interact on our Website and contribute user content. We may also collect Personal Information from you when you purchase merchandise from our Website store, or register for any of our services or otherwise voluntarily provide such information. If you do not provide certain Personal Information, we may not be able to create your user profile, and you may not be able to use all aspects of the Website, contribute to user content, or purchase merchandise from our Website store.

The Company takes all necessary and reasonable measures to protect the confidentiality of your information and its transmission through the worldwide web / internet. However, the Company or any of its associates/employees/partners cannot be held liable for disclosure of the confidential information when collected in accordance with this Privacy Policy or in terms of any agreements. In the course of using this Website or availing the services, the Company and its affiliates may become privy to the Personal Information of its customers, including information that is of a confidential nature.

In addition to the disclosures reasonably necessary for the purposes identified herein, the Company may disclose your Personal Information to the extent that it is required to do so by law, in connection with any legal proceedings or prospective legal proceedings, and in order to establish, exercise or defend its legal rights.

## **SECURING YOUR DATA**

Company takes reasonable technical and organizational precautions, at the minimum those mandated under applicable law, to prevent the loss, misuse or alteration of your Personal Information. The Company stores all the Personal Information you provide on its secure servers.

## **UPDATING THIS STATEMENT**

Pursuant to the changing nature of privacy laws and regulations, digital technologies, and our business, we may modify and update this privacy policy from time to time and post a new version on this website. Further, where appropriate, we will notify you by e-mail of such changes. However, we advise you check this page regularly to ensure you are familiar with any changes.

This Privacy Policy was last modified on June 11, 2025.

## **COLLECTING AND PROCESSING OF PERSONAL INFORMATION**

The Company endeavours that all Personal Information that is collected from you is, held and used in accordance with applicable laws and regulations of India. The Company will, subject to the laws applicable to you, require you to give your express consent signifying your agreement to the processing of Personal Information relating to you unless where express consent is not required. The Company will not collect or use your Personal Information where you have not expressed your consent for the same. The Company may use and process your Personal Information, for a number of lawful purposes in connection with our business including to create your account, and to provide the services you request. We collect information related to how you use the Platforms, including actions you take in your account (like sharing, editing, viewing, and moving files or folders). We also collect information from and about the devices you use to access the Platforms. We may use aggregated, non-personally identifying information to operate, improve, and optimize our application and service.

## **CONSENT AND WITHDRAWAL OF CONSENT**

The Company may obtain your consent (which includes consent in electronic form) as per the applicable laws before collecting Personal Information for contacting you for the purpose of making your user profile, including its verification and providing our products and services and processing your Personal Information. You have the right at any point of time to withdraw your consent to the processing of your Personal Information by informing us in writing (which includes electronic form). However, please note that withdrawal of consent will not be retrospective in nature and shall be applicable prospectively. On withdrawal of your consent, your contract with the Company shall, subject to applicable laws, come to an end as per the terms agreed between us.

You will receive promotional/marketing material from us if you have requested for the same or if you have provided your name and/or other Personal Information or if you have provided your consent as maybe required under the applicable laws, while registering for receiving marketing/promotion content and in case you have not opted out of receiving such communication. You will have the right to 'Opt Out' or 'Exit' out of receiving promotional/marketing information about our products or services.

You may write to us at [corpsec@rmz.com](mailto:corpsec@rmz.com) to access, review, modify or correct your Personal Information or withdraw your consent. However, we are not responsible for the authenticity of the Personal Information provided by you.

You agree and acknowledge that requests for correction or modification of certain data or information may not be permitted under applicable law. In respect of such data or information, the above rights will not be available to be exercised.

## **SHARING, TRANSFER, DISCLOSURE OF PERSONAL INFORMATION**

The Company treats your Personal Information as private and confidential and does not reveal it to any third parties except where such action is necessary to comply with legal and regulatory requirements or to protect and defend the rights of its customers.

The Company may disclose and/or transfer your Personal Information to third parties in cases it is necessary for providing services to you and/or if you have expressly consented for the same. We may share your Personal Information without obtaining your prior written consent, with government agencies mandated under the applicable law to obtain information for the purpose of verification of identity or for prevention, detection, investigation or where disclosure is necessary for compliance of a legal obligation.

Where the Company discloses your Personal Information to its agents or sub-contractors for the purposes specified herein, the agent or sub-contractor in question will be obligated to use the Personal Information in accordance with, inter alia, the confidentiality terms and conditions contained in the agreements entered into with them. The Company or its agents and/or sub-contractors may use your Personal Information to contact you for promotion of its products/schemes etc. or those of its business partners, from time to time. You hereby agree and understand that such promotional calls shall be made to you unless you expressly convey in writing (which includes electronic form) to the Company that you should not be called further for such promotions, schemes etc. In addition to the disclosures reasonably necessary for the purposes identified herein, the Company may disclose your Personal Information to any third party to the extent that it is required to do so by law, in connection with any legal proceedings or prospective legal proceedings, and in order to establish, exercise or defend its legal rights or for service arising out of contractual obligations.

A third-party payment gateway provider may be required to collect certain financial information from you including, but not restricted to, your credit/debit card number or your bank account details (collectively referred to as “**Financial Information**”).

All Financial Information collected from the you by such third-party payment gateway providers will be used only for billing and payment processes. The Financial Information collected from you is transacted through secure digital platforms of approved payment gateways which are under encryption, thereby complying with reasonably expected technology standards. The verification of the Financial Information shall be accomplished only by you through a process of authentication in which we shall have no role to play and hence, we shall bear no liability in relation to the same. We shall neither be liable nor responsible for any actions or inactions of third-party payment gateway providers or any breach of conditions, representations and warranties given by them. We shall also not be obligated to mediate or resolve

any dispute or disagreement between you and such third-party payment service providers.

## **USE OF COOKIES**

The Company uses cookies (i.e. text files containing small amounts of information) which are downloaded to your device in order to provide a personalised browsing experience. Cookies, among other things, allow you to navigate between pages efficiently, remember your preferences and generally improve your browsing experience. All information collected by cookies is aggregated and anonymous. By using the Company's website, you agree that these types of cookies can be placed on your device. You are free to disable /delete the cookies by changing the browser settings. The Company is not responsible for cookies placed in your device by any other website and information collected thereto.

## **HOW LONG WILL THE DATA BE KEPT?**

We will keep your Personal Data for as long as required in connection with the original purpose for which that Personal Data was collected.

Where a User no longer wish to be engaged with us we may still need to keep hold of your Personal Data if there is a legal reason for doing so (e.g. for tax purposes or where we are resolving a dispute with you) or if mandated under any applicable law, but we will only retain your Personal Data which is strictly necessary for such reason and thereafter, will remove this data from our systems except the Personal Data of Users that form part of our archival and backup systems.

## **OTHER WEBSITES**

The website contains links to other third-party websites. The Company is not responsible for the privacy policies or practices of any third party or for any third party linking the Company's website to its website. Once you leave the Company's website, the information provided by you will be governed by the privacy policy of the owner of the site you are visiting. You need to keep yourself informed of these privacy policies.

## **CONTACT US:**

If you have any grievance about the treatment of your Personal Data / Personal Information, you may please connect with the Data Grievance Officer by email: corpsec@rmz.com.

## **GOVERNING LAW**

The terms of this Privacy Policy shall be governed and construed in accordance with the laws of India. Any dispute regarding or arising out of this Privacy Policy shall be subject to the exclusive jurisdiction of the courts in New Delhi, India.

**Severability**

Whenever possible, each section of this Privacy Policy shall be interpreted in a manner so as to be valid under applicable law. However, in the event any provision is held to be prohibited or invalid, such provision shall be ineffective only to the extent of such prohibition or invalidity, without invalidating the remainder of such provision or other remaining provisions of this Privacy Policy.