

Privacy Policy

Introduction

Our privacy policy will help you understand what information we collect at NSE Knowledge Hub (via Website or App), how we use it, and what choices you have.

When we talk about “**we**,” “**our**,” or “**us**” in this policy, we are referring to EdCast Inc. and NSE Academy Ltd. along with their group companies, the companies that provide the Services. When we talk about the “**Services**” in this policy, we are referring to our contents or any other services or facilities available on the online knowledge and learning tools platform, the “**NSE Knowledge Hub**”. Our Services are currently available for use via a website (“**Website**”) or applications (“**App**”) specific to your desktop or Mobile Device, as further described in our User Terms of Service. Unless not defined in our Privacy Policy, capitalized terms will have the same meaning as ascribed to them in our User Terms of Service.

This Privacy Policy provides a clear explanation of how the Website and App, which Authorized Users may download from marketplace, collects information about you when you interact with the Website or App while using our Services and/or NSE Knowledge Hub.

Information we collect and receive

1. **Customer Data:** Content and information submitted by users to the NSE Knowledge Hub is referred to in this policy as “**Customer Data**.” As further explained below, Customer Data is controlled by the organization or other third party that has _____ account on the NSE Knowledge Hub (the “**Customer**”). Where we collect or processes Customer Data, we do so on behalf of the Customer and in accordance with Customer’s policies that we have agreed to in the Contract.

If you join the NSE Knowledge Hub and create a user account (the “**User Account**”), you are an “**Authorized User**,” as further described in the User Terms of Service, and personal data collected from you for helping you establish your User Account, by us, is part of Customer Data. If you are using the Services by invitation of a Customer, whether that Customer is your employer, another organization, or an individual, that Customer determines its own policies regarding storage, access, modification, deletion, sharing, processing, and retention of Customer Data which may apply to your use of the Services and NSE Knowledge Hub. Please check with the Customer about the policies and settings it has in place, including procedure related to deletion of User Account and personal data. In some cases, as fully discussed in our User Terms of Service, you may be both the Authorized user and the Customer.

In order to create a User Account, you may be asked for personal data which may include, amongst other details, your full name and work email address.

2. **Other information :** We may also collect and receive the following information:
 - a) Account creation information : Authorized Users will provide information such as an email address, phone number, and password to create an account.

b) NSE Knowledge Hub Setup Information : When a Customer creates an account with NSE Knowledge Hub using the Services, we may collect an email address, name, photo, domain details, user name for the individual setting up the account, and password. We may also collect administrative team contact info, such as a mailing address etc. apart from the information as stated above

c) Billing and other information : For Customers that purchase a paid version of the Services, our corporate affiliates and our third party payment processors may collect and store billing address and credit card information on our behalf or we may do this ourselves.

d) Services usage information : This is information about how you are accessing and using the Services, which may include administrative and support communications with us and information about the instances, channels, people, features, content, and links you interact with, and what third party content, assessments and integrations that you use (if any)

e) Contact information: With your permission, any contact information you choose to import is collected (such as an address book from a device) when using the Services.

f) Log data: When you use the Services our servers automatically record information, including information that your browser sends whenever you visit a website or a mobile application when you are using that website or mobile application, as applicable. This log data may include your Internet Protocol address, the address of the web page you visited before using the Services and/or NSE Knowledge Hub, your browser type and settings, the date and time of your use of the Services and/or NSE Knowledge Hub, information about your browser configuration and plug-ins, language preferences, and cookie data, or your Mobile Device.

g) Device information : We may collect information about the device you are using the Services and/or NSE Knowledge Hub on, including what type of device it is, what operating system you are using, device settings, application IDs, unique device identifiers, and crash data. Whether we collect some or all of this information often depends on what type of device you are using and its settings.

h) Geo-location information: Precise GPS location from Mobile Device is collected only with your permission when you access the Service or NSE Knowledge Hub via App. Wi-Fi and IP addresses received from your browser or Mobile Device may be used to determine approximate location.

i) Services integrations: If, when using the Services, you integrate with a third party service, we will connect that service to ours. The third party provider of the integration may share certain information about your account with us.

j) Third party data: We may also receive information from affiliates in our corporate group, our partners, or others that we use to make our own information better or more useful. This might be aggregate level information, such as which IP addresses go with which zip codes, or it might be more specific information, such as about how well an online marketing or email campaign performed.

Our Cookie Policy

We use cookies and similar technologies to provide and support our websites, mobile applications, Services and NSE Knowledge Hub, such as:

- **Cookies (or browser cookies)** : A cookie is a small file placed on the hard drive of your computer. You may refuse to accept browser cookies by activating the appropriate setting on your browser. However, if you select this setting you may be unable to access certain parts of our website and/or mobile applications. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you direct your browser to our website and/or mobile application.
- **Flash Cookies**: Flash Cookies are local storage objects (or flash cookies) that collect and store information about your preferences and navigation to, from and on our website and/or mobile applications.
- **Web Beacons**: Web beacons and similar technologies are small bits of code, which are embedded in web pages, ads, and e-mail, that communicate with third parties. We may use web beacons, for example, to count the number of users who have visited a particular web page, to deliver or communicate with cookies, and to understand usage patterns. We also may include web beacons in emails to understand whether messages have been opened, acted on, or forwarded.

We use automatic data collection to (a) understand and save your preferences for future visits; (b) compile aggregate data about website traffic and website interactions in order to offer better website experiences and tools in the future; and (c) we may also use trusted third party services that track this information on our behalf.

We may choose to work with Google Ad Words, DoubleClick, Ad Roll or other advertising networks. Each of these companies has its own privacy policy, which we encourage you to review. For more information about advertising and tracking online, you may visit the [Network Advertising Initiative](#). This website allows consumers to “opt out” of the behavioural advertising delivered by member companies

We do not collect personal information automatically, but we may tie this information to personal information about you that we collect from other sources or you provide to us.

How we use your information

We use your information to provide and improve the Services and NSE Knowledge Hub.

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1. **Customer Data:** We may access and use Customer Data as reasonably necessary and in accordance with Customer's instructions to (a) provide, maintain and improve the Services and NSE Knowledge Hub; (b) to prevent or address service, security, technical issues or at a Customer's request in connection with customer support matters; (c) as required by law; and (d) as set forth in our agreement with the Customer or as expressly permitted in writing by the Customer.

1. **Other information:** We use other kinds of information in providing the Services and NSE Knowledge Hub. Specifically:

a) **To understand and improve our Services :** We carry out research and analyze trends to better understand how users are using the Services and improve them.

b) **To communicate with you by:**

i. Responding to your requests: If you contact us with a problem or question, we will use your information to respond.

ii. Sending emails and messages: We may send you Services and administrative emails and messages. We may also contact you to inform you about changes in our Services and/or NSE Knowledge Hub, our Service or NSE Knowledge Hub offerings, and important Service and/or NSE Knowledge Hub related notices, such as security and fraud notices. These emails and messages are considered part of the Services and/or NSE Knowledge Hub and you may not opt-out of them. In addition, we sometimes send emails about new product features or other news about us. You can opt out of these at any time by sending us an email at info@nseknowledgehub.com or clicking at the unsubscribe button, where applicable.

iii. Billing and account management: We use account data to administer accounts and keep track of billing and payments, but we do not collect any information related to payment, such as credit card information, etc.

iv. Communicating with you for the purpose of marketing: We often need to contact you for invoicing, account management and similar reasons. We may also use your contact information for our own marketing or advertising purposes. You can opt out of these at any time by sending us an email at info@nseknowledgehub.com or clicking at the unsubscribe button, where applicable.

v. Investigating and preventing abuse or fraud: We work hard to keep the Services and NSE Knowledge Hub secure and to prevent abuse and fraud.

This policy is not intended to place any limits on what we do with data that is aggregated and/or de-identified so it is no longer associated with an identifiable user or Customer of the Services.

Your choices

1. **Customer Data:** Customer provides us with instructions on what to do with Customer Data. A Customer has many choices and control over Customer Data. For example, Customer may provision or DE provision access to the Services, enable or disable third party integrations, manage permissions, retention and export settings, transfer or assign instances, share channels, or consolidate instances or channels with other instances or channels.

2. **Other information**

If you have any questions about your information, our use of this information, or your rights when it comes to any of the foregoing, contact us at info@nseknowledgehub.com.

Other Choices

In addition, the browser you use may provide you with the ability to control cookies or other types of local data storage. Your mobile device may provide you with choices around how and whether location or other data is collected and shared. We do not control these choices, or default settings, which are offered by makers of your browser or mobile device operating system.

Sharing and Disclosure

There are times when information described in this privacy policy may be shared by us. This section discusses only how we may share such information. Customers determine their own policies for the sharing and disclosure of Customer Data. We do not control how Customers or their third parties choose to share or disclose Customer Data.

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 1. **Customer Data:** We may share Customer Data in accordance with our agreement with the Customer and the Customer's instructions, including:
 - a) **With third party service providers and agents :** We engage with third party companies or individuals to provide information and learning tools on NSE Knowledge Hub, therefore we share Customer Data with those third party companies or individuals.
 - b) **With affiliates:** We may engage affiliates in our corporate group to process Customer Data.
 - c) **With third party integrations:** We may, acting on our Customer's behalf, share Customer Data with the provider of an integration added by Customer. We are not responsible for how the provider of an integration may collect, use, and share Customer Data.

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1. **Other information** We may share other information as follows:

- a) About you, the Authorized User, with the Customer. There may be times when you contact us to help resolve an issue specific to an account of which you are a member. In order to help resolve the issue and given our relationship with our Customer, we may share your concern with our Customer.
- b) With third party service providers, content partners and agents. We may engage third party companies or individuals, such as third party payment processors, to process information on our behalf.
- c) With affiliates. We may engage affiliates in our corporate group to process other information.

1. **Other types of disclosure**

We may share or disclose Customer Data and other information as follows:

- a) During changes to our business structure : If we engage in a merger, acquisition, bankruptcy, dissolution, reorganization, sale of some or all of our assets, financing, acquisition of all or a portion of our business, a similar transaction or proceeding, or steps in contemplation of such activities (e.g. due diligence).
- b) To comply with laws: To comply with legal or regulatory requirements and to respond to lawful requests, court orders and legal process.
- c) To enforce our rights, prevent fraud and for safety : To protect and defend the rights, property, or safety of us or third parties, including enforcing contracts or policies, or in connection with investigating and preventing fraud.
- d) We may disclose or use aggregate or de-identified information for any purpose : We may share aggregated or de-identified information with our partners or others for business or research purposes like sharing with a prospective Customer the average number of messages sent within NSE Knowledge Hub in a day or partnering with research firm or academics to explore interesting questions about learning science and knowledge management.

Deleting Account

If you, Authorized Users, wish to delete your User Account, which will terminate your access to Services and NSE Knowledge Hub, you may do so by sending us “Request for Deletion” at

info@nseknowledgehub.com. Upon receipt of such request, we will transmit such request to the Customer and will work along with the Customer, and in accordance with the Customer's terms and policies, to delete your User Account and any personal data associated with the same.

Security

We take security seriously. We take various steps to protect information you provide to us from loss, misuse, and unauthorized access or disclosure. These steps take into account the sensitivity of the information we collect, process and store, and the current state of technology.

We have implemented measures designed to secure your personal information from accidental loss and from unauthorized access, use, alteration and disclosure. All information you provide to us is stored on secure servers of our hosting service provider partner.

The safety and security of your information also depends on you. Where we have given you (or where you have chosen) a password for access to certain parts of website and/or mobile applications, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted to our website and/or mobile applications. Any transmission of personal information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on the website and/or mobile applications.

The information contained in on NSE Knowledge Hub, including text, graphics, links or other items are provided on an 'as is', 'as available' basis. We do not warrant the accuracy, adequacy or completeness of this information and material and expressly disclaim liability for errors or omissions in this information and material. No warranty of any kind, implied, express or statutory, including but not limited to the warranties of non-infringement of third party rights, title, merchantability, fitness for a particular purpose and freedom from computer virus, is given in conjunction with the information and materials.

We are not liable for any damages, including without limitation direct or indirect, special, incidental, or consequential damages, losses or expenses arising in connection with availing the Services and NSE Knowledge Hub or use thereof or inability to use by any party, or in connection with any failure of performance, error, omission, interruption, defect, delay in operation or transmission, computer virus or line or system failure, even if we, or our representatives, are advised of the possibility of such damages, losses or expenses. Hyperlinks from and to other websites are at your own risk; the content, accuracy, opinions expressed, and other links provided by these resources are not investigated, verified, monitored, or endorsed by us.

Children's information

Our Services are not directed to children under 13. If you learn that a child under 13 has provided us with personal information without consent, please contact us immediately on email support@nseknowledgehub.com.

Changes to this Privacy Policy

We may change this policy from time to time, and if we do we will post any changes on this page. If you continue to use the Services after those changes are in effect, you agree to the revised policy.

Contacting Us

Please also feel free to contact us if you have any questions about our Privacy Policy or practices. You may contact us at info@nseknowledgehub.com or at our mailing address below:

NSE Academy Ltd.

C/O: National Stock Exchange of India Ltd.
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Bandra-Kurla Complex
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Maharashtra, India