

PRIVACY POLICY

National Testing Agency (“NTA” or “ we ” or “ us” or “our”), offers the mobile application “**National Test Abhyas**” and any service availed by user (hereinafter referred to as “you”, “your” or “user”) through National Test Abhyas, conditioned upon your acceptance of the terms and conditions contained in National Test Abhyas’s Terms of Service, this privacy policy (“**Privacy Policy**”) and any other policies and notices specified by National Test Abhyas from time to time.

Purpose and Scope:

We are strongly committed to respect your online privacy and recognize the need for appropriate protection and management of any Personal Information collected and/or collated by us.

The purpose of this Privacy Policy is to ensure that there is an intact charter to collect, use and protect any personal and/or sensitive data collected by us. This Privacy Policy defines our policies and procedure for collection, usage, processing, disclosure and protection of any information obtained by us through National Test Abhyas.

By using National Test Abhyas, and voluntarily providing us with information, you are consenting to our use of it in accordance with this Privacy Policy. This Privacy Policy does not apply to third-party links, applications or websites that are connected via links to National Test Abhyas or displayed on National Test Abhyas.

This Privacy Policy constitutes a legal agreement between you, as a user of National Test Abhyas and us, as the owner of the National Test Abhyas. If you are under the age of 18, it is mandatory that your parent or guardian has read and accepted this privacy policy on your behalf and it is assumed that you have ensured that the use of National Test Abhyas by you is under the guidance and control of your parents or guardian. If your parent or guardian has not read and agreed to this policy, you will not have permission to use National Test Abhyas. National Test Abhyas has the right to contact the parents of any user as and when required for forwarding any educational effort.

Disclaimer:

Please be advised that in any Sensitive Information (as defined herein below) procured by us, shall be:

1. processed fairly and lawfully;
2. obtained only for specified and lawful purposes, and must not be used in any manner which is against the law or policy in force in India;
3. adequate, relevant and not excessive in relation to the purpose for which it is required;

4. able to be reviewed by the user, from time to time and updated-if need arises; and
5. not kept longer than for the time which it is required or the purpose for which it is required.

Your consent:

Please be advised that by providing the information (as enumerated upon herein below) you provide your consent and authorize us to collect, use or disclose such information for the business purposes and as stated in this Policy, the Terms of Service, and as permitted or required by law.

Moreover, you understand and hereby consent that this information may be transferred to any third party for the purpose of services provided through National Test Abhyas or to any third party providers for any jointly developed or marketed services, order fulfillment, customer services, data analysis, IT services and such other services which enable us to provide you services through National Test Abhyas.

If you do not agree with this Policy, you may refuse or withdraw your consent, or alternatively to not provide us with any Personal Information.

Such an intimation to withdraw your consent can be provided in letter, phone or e-mail to the communication details provided below:

National Testing Agency
C-20 1A/8,
Sector 62
IITK Outreach Centre,
Noida,
Uttar Pradesh
201309

abhyas@nta.ac.in

Types of Information collected by National Test Abhyas:

1. **Personal information**

1.1 **“Personal Information”** means and includes any information that relates to a natural person through which an individual is identified, such as the name, contact details, email address or any other relevant material provided by a user when they register for an account on the website or use the services made available through National Test Abhyas; including but not limited to information gathered through a purchase of a service, survey, e-mail updates. This may also include information regarding the socio-economic profile of a student such as ascertaining which category the student falls into (which is General/OBC/SC/ST). This also

includes information pertaining to the racial or ethnic origin, religion or other beliefs, health etc. of a user, either as provided by the user through National Test Abhyas or as otherwise provided.

1.2 **“Sensitive Information”** means and includes any information of a person as specified under Information Technology (Reasonable security practices and procedures and sensitive personal data or information) Rules, 2011 , such as password; financial information such as bank account or credit card or debit card or any other payment information, physical, physiological and mental health information; sexual orientation; medical records and history; biometric information; and any other information provided to National Test Abhyas for rendering service or for processing, storing under a lawful contract or otherwise.

1.3 **“Technical Information”** means and includes any information gathered through various technologies that may employ cookies, web beacons, or similar technologies to automatically record certain information from your device through which you use This also includes information pertaining to the racial or ethnic origin, religion or other beliefs, health etc. of a user, either as provided by the user through the website, National Test Abhyas or as otherwise provided.. This technical information may include your Internet Protocol (IP) address, device or browser type, Advertising ID, Internet service provider (ISP), referring or exit pages, clickstream data, operating system. This data includes usage information and user statistics.

1.4 **“Integrated Service Information”** means and includes any information obtained through access to any other social media platform (Facebook, Google, etc.) integrated with National Test Abhyas (if applicable). National Test Abhyas may collect this information already provided in your integrated service account.

1.5 **“Information from your parents/guardian”** means and includes any information which is provided in a case where a child is less than 18 years of age and the data provided by their parent and/or guardian.

1.6 **“Locational Information”** (if applicable) shall mean and include the information obtained through GPS or other means, such as the geographical location of the user.

2. **Non-Personal Information**

“Information through use of our service” means and includes information which is procured through the use of our service, including but not limited to the time spent responding to each question, behavioral patterns in answering questions, the amount of educational material viewed by you, and the number of questions attempted by you.

“Non-personal Information” shall mean any information which is gathered when a user visits the National Test Abhyas, the interested course material of the User, and the pages which were visited and the pages which were “clicked” by the user.

3. **Purpose of Collection and Usage of this Information:**

1. Support regular National Test Abhyas usage

1.1 **Identity verification:** This information is particularly pertinent for identity verification and to authenticate the submissions made on National Test Abhyas.

1.2 **Internal Record Keeping:** We use the information (as enumerated hereinabove), save and except Sensitive Information, to ascertain the types of classes or courses more relevant to your interests and to suit your needs. It helps in building a statistical database to analyze the characteristics, behavior and demographics of our users. This information is used solely to promote our business activities.

1.3 **Communications with National Test Abhyas:** When you provide us your Personal Information, we may use this information to communicate with you in the future.

1.4 **Ease of use of our services:** The information is used to ensure continued service to a user and not to interrupt the learning of any user because of any such concern (logistical or otherwise) and depending on the specifics of each user.

2. Improving your experience

1.5 **Increase output:** The information collated through use of our service, save and except Personal Information, Information from your parent/guardian and Sensitive Information, is used to enhance our relationship with you and provide you better means to increase user's learning outcomes. It is National Test Abhyas's endeavor to grow interest in a user by providing services which are relevant to a particular user. Moreover, National Test Abhyas uses all this information to analyze the usage trends, learning behaviors and preferences of our users, to improve the way these services work and look with respect to you, including updating, enhancing the operations and functionality of these features.

1.6 **Research Purposes:** The information (as enumerated above), save and except Personal Information, Information from your parent/guardian and Sensitive Information, is used for research purposes, including improving and customizing the National Test Abhyas for ease of use and the products and services offered by us. We may archive this information to use it for future communications for providing updates and/or surveys.

1.7 **Improve functionality:** All information, save and except Personal Information, Information from your parent/guardian and Sensitive Information, is used to provide a personalized learning and high-quality experience for our Users by increasing site functionality and the services offered by National Test Abhyas.

1.8 **Aggregating Information / Anonymized data:** We may aggregate information and analyze it in a manner to further accentuate the level of educational services that we offer to our customers. This information includes the average number of users of National Test Abhyas, the average clicks of the services offered by us, the features used, the response rate, etc. and other such statistics regarding groups or individuals. In doing so, we shall not be making disclosures of any Sensitive Information as defined above.

Disclosure and Sharing of Information:

We do not rent, sell or disclose or share any information that we collect from you with third parties, save and except in order to provide you services in accordance with this Privacy Policy, and as per the procedure prescribed by law and in compliance with our legal obligations. We may share your information in circumstances and for the purposes as specified hereunder:

1. When compelled by law: We may disclose any information provided by you on the National Test Abhyas as may be deemed to be necessary or appropriate: (a) under applicable law, including laws outside your country of residence; (b) to comply with legal process; (c) to respond to requests from public and government authorities including public and government authorities outside your country of residence; (d) to enforce our Terms of Service; (e) to protect our operations or those of any of our affiliates; (f) to protect Our rights, privacy, safety or property, and/or that of our affiliates, you or others; and (g) to allow us to pursue available remedies or limit the damages that We may sustain.
2. With our service providers: We may share information with other service providers on a need to know basis, subject to obligations of confidentiality in order for provision of services. We hereby clarify that National Test Abhyas works with vendors, partners, advertisers, and other service providers in different industries and categories of business by virtue of lawful contracts instituted between such third parties and National Test Abhyas to improve our product and services. Accordingly, we may share your information with such service providers in order to provide you our products and services.
3. On your authorization
 - 3.1 We may share information with social networking sites: Some of our Users choose to connect their National Test Abhyas account with social networks. In such a case and upon your express authorization, we may share your Personal Information with such networks.
 - 3.2 We may share data with third-party applications that you authorize: Third-party application developers and service providers may build complementary services for our platform, such as a mobile application for visually-impaired learners to access our resources. Please be advised that the information shall only be shared, without your consent, with government agencies as mandated under the law. You can be assured that no Sensitive Information shall ever be published on National Test Abhyas.

Transfer of Information:

Any information provided by you including Sensitive Information may only be transferred to any other entity or person in India, or located in another country, that ensures the same level of data protection as is provided in the Privacy Policy. Such a transfer is subject to a lawful contract

between National Test Abhyas and the third party or in a case where there is an express authorization for such a transfer to be effectuated.

Your Rights

You retain several rights in relation to your data as provided under applicable law. These may include the rights to:

- Access, confirm, and review data you may have provided
- Correct data that may be inaccurate or irrelevant.
- Deletion and erasure of your data in our possession
- Receive data we hold about you in a portable format.
- Object to or restrict any form of processing you may not be comfortable with.

In order to exercise these rights, please contact us on the email address provided above.

To update, correct, review, or amend the information that has been previously provided by you, you may make the changes on your account profile page by signing in and saving the said changes/ modifications. Any change/ modification made by you will be reflected on National Test Abhyas. Alternatively, you may write to us at the above mentioned contact details.

Control the collection or use of the Information: If users have any reservations, constraints or apprehensions regarding the access to, collection, storage, or any other use of the information they have provided to National Test Abhyas, they may withdraw their consent in the manner indicated above.

Retention of Data:

All information provided by you, save and except upon withdrawal or termination, shall be retained as long as your account is created and for use in operational purposes only. We will delete information based on a request received from you within a reasonable period and latest within 90 days of receiving a deletion request. However, we may retain such portions of information and for such periods as may be required under applicable law.

Cookies and other tracking Technologies:

National Test Abhyas may, irrespective of whether or not you are a registered member, utilize “cookies” and other Technical Information. Cookies are a small text file consisting of alphanumeric numbers used to collect the information about website activity. The Technical Information helps us analyse web traffic and helps you by customizing the National Test Abhyas to your preferences. A cookie in no way gives us access to your computer or mobile device. In

relation to cookies, you can deny access to the installation of the cookies by modifying the settings on your web browser, however this may prevent you from taking full advantage of the National Test Abhyas.

Technical Information may include information such as internet domain and host names; Internet protocol (IP) addresses; browser software and operating system types; clickstream patterns; and dates and times that you access National Test Abhyas. Our use of cookies Technical Information allows us to improve our National Test Abhyas and your experience of our National Test Abhyas and services. We may also analyze Technical Information that does not contain Personal Information for trends and statistics.

Third Party services:

National Test Abhyas will not provide your information to third parties unless National Test Abhyas has your consent or is required by law to do so. National Test Abhyas may use your information to send you promotional information about third parties which National Test Abhyas think you may find interesting if you tell us that you wish this to happen. In the event you choose to avail any third party services, your use of such services shall be subject to the terms of use and privacy policy of such third parties. We assume no liability for any information disclosed by you to any third parties either through the National Test Abhyas or otherwise. We shall not be responsible for any disclosure of information due to unauthorized third party access other acts of third parties or acts or omissions beyond our reasonable control and you agree that you will not hold us responsible for any breach of security unless such breach has been caused as a direct result of our negligence or willful default.

Data Security

To protect your privacy and security, National Test Abhyas takes steps to verify your identity before granting you account access or making corrections to your information. You should create and maintain a strong password to help ensure the security of your account. We use certain physical, managerial, technical or operational safeguards as per industry standards and established best practices to protect the information we collect. We use reasonable security practices and procedures and use secure servers as mandated under applicable laws for protection of your information. We review our information collection, storage and processing practices, including physical security measures to guard against unauthorized access to systems. However, as effective as these measures are, no security system is impenetrable. We cannot guarantee the security of our database, nor can we guarantee that the information you supply will not be intercepted while being transmitted to us over the internet. You accept the inherent security implications of data transmission over the internet and the world wide web cannot always be guaranteed as complete secure. Therefore, your use of the National Test Abhyas will be at your own risk. If you have any concerns please feel free to contact the Grievance Officer at the details given herein below.

Changes and updates to Policy

National Test Abhyas may modify or revise this Privacy Policy from time to time and shall accordingly notify you of any changes to this Privacy Policy by posting the revised Privacy Policy with an updated date of revision. National Test Abhyas shall endeavor to review, revise, update, modify, amend or correct this Privacy Policy on a regular and routine basis, especially whenever a significant update is made to the technology employed by NTA for its products and services. You must periodically review the Privacy Policy for the latest information on our privacy practices. In the event you continue to use the National Test Abhyas and our services after any update in the Privacy Policy, your use of the National Test Abhyas shall be subject to such update privacy policy.

Discrepancies and Grievances with National Test Abhyas:

In case of any discrepancy or grievance with respect to all or any information shared with National Test Abhyas, please feel free to contact at abhyas@nta.ac.in

We assure you that we shall ensure implementation of this Privacy Policy, and shall make the Policy available to individuals and redress the grievances of the user expeditiously within one (1) month from the date of receipt of grievance.

Contacting National Test Abhyas

Please feel free to reach out to use by e-mail at www.nta.ac.in/contactus or mail at abhyas@nta.ac.in National Testing Agency C-20 1A/8, Sector 62 IITK Outreach Centre, Noida - 201309 in case of any concerns, grievances, or questions relating to our privacy or data related practices.

Miscellaneous:

The invalidity or unenforceability of any part of this Privacy Policy shall not prejudice or affect the validity or enforceability of the remainder of this Privacy Policy. This Privacy Policy does not apply to any information other than the information collected by us through the National Test Abhyas. This Privacy Policy shall be inapplicable to any unsolicited information you provide us through the National Test Abhyas or through any other means. All unsolicited information shall be deemed to be non-confidential and we shall be free to use and/ or disclose such unsolicited information without any limitations. The rights and remedies available under this Privacy Policy may be exercised as often as necessary and are cumulative and not exclusive of rights or remedies provided by law. It may be waived only in writing. Delay in exercising or non-exercise of any such right or remedy does not constitute a waiver of that right or remedy, or any other right or remedy.

Governing Laws and Jurisdiction:

National Test Abhyas, our services and the use of it is governed by the laws of India and the courts in New Delhi shall have exclusive jurisdiction over any disputes connected to National Test Abhyas or the services.