

TERMS OF SERVICE AGREEMENT

Last Revision: 19 Jul, 2023

Welcome to **www.campsvilla.com**. This website is owned and operated by Campsvilla Outdoors Pvt Ltd & Krishna Cottage, Near Water Tanks, Seri Road, Solan, Himachal Pradesh, 173212. By visiting our website and accessing the information, resources, services, products, and tools we provide, you understand and agree to accept and adhere to the following terms and conditions as stated in this policy (hereinafter referred to as the 'Agreement'), along with the terms and conditions as stated in our Privacy Policy (please refer to the Privacy Policy section below for more information).

We reserve the right to change this Agreement from time to time with/without notice. You acknowledge and agree that it is your responsibility to review this Agreement periodically to familiarize yourself with any modifications. Your continued use of this site after such modifications will constitute acknowledgement and agreement of the modified terms and conditions.

PLEASE READ THIS TERMS OF SERVICE AGREEMENT CAREFULLY. BY USING THIS WEBSITE OR ORDERING PRODUCTS FROM THIS WEBSITE YOU AGREE TO BE BOUND BY ALL OF THE TERMS AND CONDITIONS OF THIS AGREEMENT.

This Agreement governs your use of this website **www.campsvilla.com** (hereinafter referred to as the 'Website'), This Agreement includes and incorporates by this reference, the policies and guidelines referred below. Campsvilla Outdoors Pvt Ltd reserves the right to change or revise the terms and conditions of this Agreement at any time by posting any changes or a revised Agreement on this Website. Campsvilla Outdoors Pvt Ltd will/will not alert you that changes or revisions have been made by indicating on the top of this Agreement the date it was last revised. The changed or revised Agreement will be effective immediately after it is posted on this Website. Your use of the Website following the posting of any such changes or of a revised Agreement will constitute your acceptance of any such changes or revisions. Campsvilla Outdoors Pvt Ltd encourages you to review this Agreement whenever you visit the Website to make sure that you understand the terms and conditions governing use of the Website. This Agreement does not alter in any way the terms or conditions of any other written agreement you may have with Campsvilla Outdoors Pvt Ltd for other products or services. If you do not agree to this Agreement (including any referenced policies or guidelines), please immediately terminate your use of the Website.

Responsible Use And Conduct

- In order to access our Resources/ , you may be required to provide certain information about yourself (such as identification, email, phone number, contact details, etc.) as part of the registration process, or as part of your ability to use the Resources. You agree that any information you provide will always be accurate, correct, and up to date.
- You are responsible for maintaining the confidentiality of any login information associated with any account you use to access our Resources/ . Accordingly, you are responsible for all activities that occur under your accounts.

- Accessing (or attempting to access) any of our Resources/ by any means other than through the means we provide, is strictly prohibited. You specifically agree not to access (or attempt to access) any of our Resources/ through any automated, unethical or unconventional means.
- Engaging in any activity that disrupts or interferes with our Resources/ , including the servers and/or networks to which our Resources / are located or connected, is strictly prohibited.
- Attempting to copy, duplicate, reproduce, sell, trade, or resell our Resources / is strictly prohibited.
- You are solely responsible for any consequences, losses, or damages that we may directly or indirectly incur or suffer due to any unauthorized activities conducted by you, as explained above, and may incur criminal or civil liability.

Privacy:

Campsvilla Outdoors Pvt Ltd believes strongly in protecting user privacy, which is why a separate Privacy Policy has been created in order to explain in detail how we collect, manage, process, secure, and store your private information. Please refer to Campsvilla Outdoors Pvt Ltd privacy policy, incorporated by reference herein, that is posted on the Website.

Customer Solicitation: -

Unless you notify our third party call center representatives or direct Campsvilla Outdoors Pvt Ltd sales representatives, while they are calling you, of your desire to opt out from further direct company communications and solicitations, you are agreeing to continue to receive further emails and call solicitations from Campsvilla Outdoors Pvt Ltd and its designated in house or third party call team(s).

Opt-Out Procedure:

We provide 3 easy ways to opt out of future solicitations -

1. You may use the opt out link found in any email solicitation that you may receive.
2. You may also choose to opt out, via sending your email address to: support@campsvilla.com .
3. You may send a written remove request to Campsvilla Outdoors Pvt Ltd sales representatives, while they are calling you, of your desire to opt-out from further direct company communications and solicitations, you are agreeing to continue to receive further emails and call solicitations from Campsvilla Outdoors Pvt Ltd & ADDRESS Krishna Cottage, Near Water Tanks,Seri Road,Solan,Himachal Pradesh,173212.

Proprietary Rights:

Campsvilla Outdoors Pvt Ltd has proprietary rights. Campsvilla Outdoors Pvt Ltd also has rights to all trademarks and trade dress and specific layouts of this webpage, including calls to action, text placement, images and other information.

Content, Intellectual Property, Third Party Links:

This Website also offers information, both directly and through indirect links to third-party websites. Campsvilla Outdoors Pvt Ltd does not always create the information offered on this Website; instead, the information is often gathered from other sources. To the extent that Campsvilla Outdoors Pvt Ltd does create the content on this Website, such content is protected by intellectual property laws of India, foreign nations, and international bodies. Unauthorized use of the material may violate copyright, trademark, and/or other laws. You acknowledge that your use of the content on this Website is for personal, non-commercial use. Any links to third-party websites are provided solely as a convenience to you. Campsvilla Outdoors Pvt Ltd does not endorse the contents on any such third-party websites. Campsvilla Outdoors Pvt Ltd is not responsible for the content of or any damage that may result from your access to or reliance on these third-party websites. If you link to third-party websites, you do so at your own risk.

Use of Website:

Campsvilla Outdoors Pvt Ltd is not responsible for any damages resulting from use of this website by anyone. You will not use the Website for illegal purposes. You will -

- abide by all applicable local, state, national, and international laws and regulations in your use of the Website (including laws regarding intellectual property),
- not interfere with or disrupt the use and enjoyment of the Website by other users,
- not resell material on the Website,
- not engage, directly or indirectly, in transmission of "spam", chain letters, junk mail or any other type of unsolicited communication, and
- not defame, harass, abuse, or disrupt other users of the Website.

License:

By using this Website, you are granted a limited, non-exclusive, non-transferable right to use the content and materials on the Website in connection with your normal, non-commercial use of the Website. You may not copy, reproduce, transmit, distribute, or create derivative works of such content or information without express written authorization from Campsvilla Outdoors Pvt Ltd or the applicable third party (if third party content is at issue).

Blogs:

- We may provide various open communication tools on our website, such as blog comments, blog posts, public chat, forums, message boards, newsgroups, product ratings and reviews, various social media services, etc. You understand that generally we do not

pre-screen or monitor the content posted by users of these various communication tools, which means that if you choose to use these tools to submit any type of content to our website, then it is your personal responsibility to use these tools in a responsible and ethical manner. By posting information or otherwise using any open communication tools as mentioned, you agree that you will not upload, post, share, or otherwise distribute any content that:

- is illegal, threatening, defamatory, abusive, harassing, degrading, intimidating, fraudulent, deceptive, invasive, racist, or contains any type of suggestive, inappropriate, or explicit language;
 - infringes on any trademark, patent, trade secret, copyright, or other proprietary right of any party;
 - contains any type of unauthorized or unsolicited advertising;
 - impersonates any person or entity, including any www.campsvilla.com/Campsvilla Outdoors Pvt ltd employees or representatives.
- We have the right at our sole discretion to remove any content that, we feel in our judgment does not comply with this User Agreement, along with any content that we feel is otherwise offensive, harmful, objectionable, inaccurate, or violates any 3rd party copyrights or trademarks. We are not responsible for any delay or failure in removing such content. If you post content that we choose to remove, you hereby consent to such removal, and consent to waive any claim against us.
 - We do not assume any liability for any content posted by you or any other 3rd party users of our website. However, any content posted by you using any open communication tools on our website, provided that it doesn't violate or infringe on any 3rd party copyrights or trademarks, becomes the property of Campsvilla Outdoors Pvt ltd, and as such, gives us a perpetual, irrevocable, worldwide, royalty-free, exclusive license to reproduce, modify, adapt, translate, publish, publicly display and/or distribute as we see fit. This only refers and applies to content posted via open communication tools as described, and does not refer to information that is provided as part of the registration process, necessary in order to use our Resources. All information provided as part of our registration process is covered by our Privacy Policy.
 - You agree to indemnify and hold harmless www.campsvilla.com a digital property of Campsvilla Outdoors Pvt ltd and its parent company and affiliates, and their directors, officers, managers, employees, donors, agents, and licensors, from and against all losses, expenses, damages and costs, including reasonable attorneys' fees, resulting from any violation of this User Agreement or the failure to fulfill any obligations relating to your account incurred by you or any other person using your account. We reserve the right to take over the exclusive defense of any claim for which we are entitled to indemnification under this User Agreement. In such event, you shall provide us with such cooperation as is reasonably requested by us.

Posting:

By posting, storing, or transmitting any content on the Website, you hereby grant Campsvilla Outdoors Pvt ltd a perpetual, worldwide, non-exclusive, royalty-free, assignable, right and license to use, copy, display, perform, create derivative works from, distribute, have distributed, transmit and assign such content in any form, in all media now known or hereinafter created, anywhere in

the world. Campsvilla Outdoors Pvt ltd does not have the ability to control the nature of the user-generated content offered through the Website. You are solely responsible for your interactions with other users of the Website and any content you post. Campsvilla Outdoors Pvt ltd is not liable for any damage or harm resulting from any posts by or interactions between users. Campsvilla Outdoors Pvt ltd reserves the right, but has no obligation, to monitor interactions between and among users of the Website and to remove any content Campsvilla Outdoors Pvt ltd deems objectionable, in Campsvilla Outdoors Pvt ltd's sole discretion.

Disclaimer of Warranties:

Your use of this website and/or are at your sole risk. The website and are offered on an "as is" and "as available" basis. Campsvilla Outdoors Pvt ltd expressly disclaims all warranties of any kind, whether express or implied, including, but not limited to, implied warranties of merchantability, fitness for a particular purpose and non-infringement with respect to the or website content, or any reliance upon or use of the website content or

Without limiting the generality of the foregoing, Campsvilla Outdoors Pvt ltd makes no warranty:

- that the information provided on this website is accurate, reliable, complete, or timely.
- that the links to third-party websites are to information that is accurate, reliable, complete, or timely.
- no advice or information, whether oral or written, obtained by you from this website will create any warranty not expressly stated herein

Some jurisdictions do not allow the exclusion of certain warranties, so some of the above exclusions may not apply to you.

Limitation of liability:

Campsvilla Outdoors Pvt ltd's entire liability, and your exclusive remedy, in law, in equity, or otherwise, with respect to the website content / and/or for any breach of this agreement is solely limited to the amount you paid

Campsvilla Outdoors Pvt ltd will not be liable for any direct, indirect, incidental, special or consequential damages in connection with this agreement &/or in any manner, including liabilities resulting from:

- the use or the inability to use the website content / ;
- the cost of procuring substitute content / ;
- any information obtained / purchased or transactions entered into through the website; or
- any lost profits you allege.

Some jurisdictions do not allow the limitation or exclusion of liability for incidental or consequential damages so some of the above limitations may not apply to you.

conjunction with the Limitation of Liability as explained above, you expressly understand and agree that any claim against us shall be limited to the amount you paid, if any, for use of .
www.campsvilla.com/Campsvilla Outdoors Pvt ltd will not be liable for any direct, indirect, incidental, consequential or exemplary loss or damages which may be incurred by you as a result of using our Resources / , or as a result of any changes, data loss or corruption, cancellation, loss of access, or downtime to the full extent that applicable limitation of liability laws apply.

Indemnification:

You will release, indemnify, defend and hold harmless Campsvilla Outdoors Pvt ltd, and any of its contractors, agents, employees, officers, directors, shareholders, affiliates and assigns from all liabilities, claims, damages, costs and expenses, including reasonable attorneys' fees and expenses, of third parties relating to or arising out of

- this Agreement or the breach of your warranties, representations and obligations under this Agreement;
- the Website content or your use of the Website content;
- any intellectual property or other proprietary right of any person or entity;
- your violation of any provision of this Agreement; or
- any information or data you supplied to Campsvilla Outdoors Pvt ltd.

When Campsvilla Outdoors Pvt ltd is threatened with suit or sued by a third party, Campsvilla Outdoors Pvt ltd may seek written assurances from you concerning your promise to indemnify Campsvilla Outdoors Pvt ltd; your failure to provide such assurances may be considered by Campsvilla Outdoors Pvt ltd to be a material breach of this Agreement. Campsvilla Outdoors Pvt ltd will have the right to participate in any defense by you of a third-party claim related to your use of any of the Website content / , with the counsel of Campsvilla Outdoors Pvt ltd's choice at its expense. Campsvilla Outdoors Pvt ltd will reasonably cooperate in any defense by you of a third-party claim at your request and expense. You will have sole responsibility to defend Campsvilla Outdoors Pvt ltd against any claim, but you must receive Campsvilla Outdoors Pvt ltd's prior written consent regarding any related settlement. The terms of this provision will survive any termination or cancellation of this Agreement or your use of the Website / .

Copyrights/Trademarks

All content and materials available on www.campsvilla.com, including but not limited to text, graphics, website name, code, images and logos are the intellectual property of Campsvilla Outdoors Pvt ltd and are protected by applicable copyright and trademark law. Any inappropriate use, including but not limited to the reproduction, distribution, display or transmission of any content on this site is strictly prohibited unless specifically authorized by Campsvilla Outdoors Pvt ltd.

Agreement to be bound

BY USING THIS WEBSITE OR ORDERING , YOU ACKNOWLEDGE THAT YOU HAVE READ AND AGREE TO BE BOUND BY THIS AGREEMENT AND ALL TERMS AND CONDITIONS ON THIS WEBSITE.

General Clause:

- **Force Majeure:** Campsvilla Outdoors Pvt ltd will not be deemed in default hereunder or held responsible for any cessation, interruption or delay in the performance of its obligations hereunder due to earthquake, flood, fire, storm, natural disaster, act of God, war, terrorism, armed conflict, labor strike, lockout, or boycott.
- **Cessation of Operation:** Campsvilla Outdoors Pvt ltd may at any time, in its sole discretion and without advance notice to you, cease operation of the Website
- **Entire Agreement:** This Agreement comprises the entire agreement between you and Campsvilla Outdoors Pvt ltd and supersedes any prior agreements pertaining to the subject matter contained herein.

Governing

Law:

This website is controlled by Campsvilla Outdoors Pvt ltd from our offices located in the state of Himachal PradeshI, India. It can be accessed by most countries around the world. As each country has laws that may differ from those of Himachal PradeshI, India, by accessing our website, you agree that the statutes and laws of Himachal PradeshI, India, without regard to its conflict of law principles to the contrary and the United Nations Convention on the International Sales of Goods, will apply to all matters relating to the use of this website.

Effect of Waiver:

The failure of Campsvilla Outdoors Pvt ltd to exercise or enforce any right or provision of this Agreement will not constitute a waiver of such right or provision. If any provision of this Agreement is found by a court of competent jurisdiction to be invalid, the parties nevertheless agree that the court should endeavor to give effect to the parties' intentions as reflected in the provision and the other provisions of this Agreement remain in full force and effect.

Governing Law/Jurisdiction:

This Website originates from the Solan, Himachal PradeshI, India. This Agreement will be governed by the laws of the State of Himachal Pradesh, India. It can be accessed by most countries around the world. As each country has laws that may differ from those of Himachal Pradesh, India without regard to its conflict of law principles to the contrary. Neither you nor Campsvilla Outdoors Pvt ltd will commence (Himachal Pradesh), India. This Agreement will be governed by the laws of the State of Himachal PradeshI, India. It can be accessed by most countries around the world. As each country has laws that may differ from those of Himachal PradeshI, India without regard to its conflict of law principles to the contrary. Neither you nor or prosecute any suit, proceeding or claim to enforce the provisions of this Agreement, to recover damages for breach of

or default of this Agreement, or otherwise arising under or by reason of this Agreement, other than in courts located in State of Himachal Pradesh, India. It can be accessed by most countries around the world. As each country has laws that may differ from those of Himachal Pradesh, India. By using this Website or ordering , you consent to the jurisdiction and venue of such courts in connection with any action, suit, proceeding or claim arising under or by reason of this Agreement. You hereby waive any right to trial by jury arising out of this Agreement and any related documents.

This website is controlled by Campsvilla Outdoors Pvt ltd from our offices located in the state of Himachal Pradesh, India. It can be accessed by most countries around the world. As each country has laws that may differ from those of Himachal Pradesh, India, by accessing our website, you agree that the statutes and laws of Himachal Pradesh, India without regard to the conflict of laws and the United Nations Convention on the International Sales of Goods, will apply to all matters relating to the use of this website

Furthermore, any action to enforce this User Agreement shall be brought in the courts having jurisdiction over such issue, located in Himachal Pradesh, India. You hereby agree to the judgement passed by such courts and waive any right to jurisdictional, venue, or inconvenient forum objections to such courts.

Statute of Limitation:

You agree that regardless of any statute or law to the contrary, any claim or cause of action arising out of or related to use of the Website or or this Agreement must be filed within one (1) year after such claim or cause of action arose else be forever barred.

Waiver of Class Action Rights:

BY ENTERING INTO THIS AGREEMENT, YOU HEREBY IRREVOCABLY WAIVE ANY RIGHT YOU MAY HAVE TO JOIN CLAIM WITH THOSE OF OTHERS IN THE FORM OF A CLASS ACTION OR SIMILAR PROCEDURAL DEVICE. ANY CLAIMS ARISING OUT OF OR RELATING TO OR IN CONNECTION WITH THIS AGREEMENT MUST BE ASSERTED INDIVIDUALLY.

Termination:

Campsvilla Outdoors Pvt ltd reserves the right to terminate your access to the Website if it reasonably believes, in its sole discretion, that you have breached any of the terms and conditions of this Agreement. Following termination, you will not be permitted to use the Website If your access to the Website is terminated, Campsvilla Outdoors Pvt ltd reserves the right to exercise whatever means it deems necessary to prevent unauthorized access of the Website. This Agreement will survive indefinitely unless and until Campsvilla Outdoors Pvt ltd chooses, in its sole discretion and without advance notice to you, to terminate it.

Domestic Use:

Campsvilla Outdoors Pvt ltd makes no representation that the Website or are appropriate or available for use in locations outside India. Users who access the Website from outside India do so at their own risk and initiative and must bear all responsibility for compliance with any applicable local laws.

Guarantee:

Unless otherwise expressed, Campsvilla Outdoors Pvt ltd & www.campsvilla.com expressly disclaims all warranties and conditions of any kind, whether express or implied, including, but not limited to the implied warranties and conditions of merchantability, fitness of content / for a particular purpose and non-infringement.

Assignment:

You may not assign your rights and obligations under this Agreement to anyone. Campsvilla Outdoors Pvt ltd may assign its rights and obligations under this Agreement in its sole discretion and without advance notice to you.

BY USING THIS WEBSITE OR ORDERING FROM THIS WEBSITE YOU AGREE TO BE BOUND BY ALL OF THE TERMS AND CONDITIONS OF THIS AGREEMENT.

Contact information:

If you have any questions or comments about these our Terms of Service as outlined above, you can contact us at:

Campsvilla Outdoors Pvt ltd
Krishna Cottage, Near Water Tanks, Seri Road, Solan, Himachal Pradesh,173212
hello@campsvilla.com

PRIVACY POLICY

Campsvilla Outdoors Pvt Ltd recognises the importance of maintaining your privacy. We value your privacy and appreciate your trust in us. This Privacy Policy sets out how Campsvilla Outdoors Pvt Ltd uses and protects any information that you give Campsvilla Outdoors Pvt Ltd when you use this www.campsvilla.com or the Campsvilla Outdoors Pvt Ltd mobile application or any other digital medium and other offline sources of our Company. Campsvilla Outdoors Pvt Ltd is committed to ensure that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this Privacy Policy as it describes how we treat user information we collect from you, the policies and procedures on the collection, use, disclosure and protection of your information when you use our Campsvilla Outdoors Pvt Ltd Platform.

This Privacy Policy applies to current and former visitors to our Campsvilla Outdoors Pvt Ltd Platform and to our online customers. By visiting and/or using our website, you agree to this Privacy Policy. Campsvilla Outdoors Pvt Ltd may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

www.campsvilla.com is a property of Campsvilla Outdoors Pvt Ltd, Private Limited, established under laws of India, having its registered office at Solan, Himachal Pradesh - 173212.

DEFINITIONS:

The terms "Campsvilla", "Company", "we", "us" and "our" refer to the Campsvilla Outdoors Pvt Ltd.

The term "Campsvilla Outdoors Pvt Ltd Platform" refers to www.campsvilla.com or the Campsvilla Outdoors Pvt Ltd mobile application or any other digital medium and other offline sources.

The terms "you" and "your" refer to the user of www.campsvilla.com

The term "Group" means, with respect to any person, any entity that is controlled by such person, or any entity that controls such person, or any entity that is under common control with such person, whether directly or indirectly, or, in the case of a natural person, any Relative (as such term is defined in the Companies Act, 1956 and Companies Act, 2013 to the extent applicable) of such person.

The term "Services" refers to any services offered by Campsvilla Outdoors Pvt Ltd .

The term "Policy" refers to this Privacy Policy.

Please read this Policy before using the Campsvilla Outdoors Pvt Ltd Platform or submitting any personal information to Campsvilla Outdoors Pvt Ltd. This Policy is a part of and incorporated within, and is to be read along with, the Terms of Use <https://campsvilla.com/terms-and-conditions>.

INFORMATION WE COLLECT FROM YOU:

Contact information:

We might collect your **Name, Email, Phone**.

Payment and billing information:

We might collect your billing name, billing address and payment method when you buy a product/service. We NEVER collect your credit card number or credit card expiry date or other details pertaining to your credit card on our website. Credit card information will be obtained and processed by our online payment partner Razorpay.

Information you post:

We collect information you post in a public space on our Campsvilla Outdoors Pvt Ltd Platform or on a third-party social media site belonging to Campsvilla Outdoors Pvt Ltd.

Usage and Preference Information:

We collect information as to how you interact with our Services, preferences expressed and settings chosen. Campsvilla Outdoors Pvt Ltd Platform includes the Campsvilla Outdoors Pvt Ltd advertising services ("Ad Services"), which may collect user activity and browsing history within the Campsvilla Outdoors Pvt Ltd Platform and across third-party sites and online services, including those sites and services that include our ad pixels ("Pixels"), widgets, plug-ins, buttons, or related services or through the use of cookies. Our Ad Services collect browsing information including, without limitation, your Internet protocol (IP) address and location, your login information, browser type and version, date and time stamp, user agent, Campsvilla Outdoors Pvt Ltd cookie ID (if applicable), time zone setting, browser plug-in types and versions, operating system and platform, and other information about user activities on the Campsvilla Outdoors Pvt Ltd Platform, as well as on third party sites and services that have embedded our Pixels, widgets, plug-ins, buttons, or related services.

Transaction Information:

We collect transaction details related to your use of our Services, and information about your activity on the Services, including the full Uniform Resource Locators (URL), the type of Services you requested or provided, comments, domain names, search results selected, number of clicks, information and pages viewed and searched for, the order of those pages, length of your visit to our Services, the date and time you used the Services, amount charged, details regarding application of promotional code, methods used to browse away from the page and any phone number used to call our customer service number and other related transaction details.

Stored information and files:

Campsvilla Outdoors Pvt Ltd mobile application (Campsvilla Outdoors Pvt Ltd app) may also access metadata and other information associated with other files stored on your mobile device. This may include, for example, photographs, audio and video clips, personal contacts and address book information. If you permit the Campsvilla Outdoors Pvt Ltd app to access the address book on your device, we may collect names and contact information from your address book to facilitate social interactions through our services and for other purposes described in this Policy or at the time of consent or collection. If you permit the Campsvilla Outdoors Pvt Ltd app to access the calendar on your device, we collect calendar information such as event title and description, your response (Yes, No, Maybe), date and time, location and number of attendees. If you are a partner company, we will, additionally, record your calls with us made from the device used to provide Services, related call details, SMS details location and address details.

Demographic information:

We may collect demographic information about you, events you like, events you intend to participate in, tickets you buy, or any other information provided by you during the use of Campsvilla Outdoors Pvt Ltd Platform. We might collect this as a part of a survey also.

Other information:

If you use Campsvilla Outdoors Pvt Ltd Platform, we may collect information about your IP address and the browser you're using. We might look at what site you came from, duration of time spent on our website, pages accessed or what site you visit when you leave us. We might also collect the type of mobile device you are using, or the version of the operating system your computer or device is running.

WAYS OF COLLECTING INFORMATION:**We collect information directly from you:**

- We collect information directly from you when you register on Campsvilla Outdoors Pvt Ltd Platform. We also collect information if you post a comment on Campsvilla Outdoors Pvt Ltd Platform or ask us a question through phone or email or any other source of communication.

We collect information from you passively:

- We use tracking tools like **Google Analytics, Google Webmaster, Google Cookies** for collecting information about your usage of our website.

We get information about you from third parties:

- We may receive information about you from third parties, such as other users, partners (including ad partners, analytics providers, search information providers), or our affiliated companies or if you use any of the other websites/apps we operate or the other

Services we provide. Users of our Ad Services and other third-parties may share information with us such as the cookie ID, device ID, or demographic or interest data, and information about content viewed or actions taken on a third-party website, online services or apps. For example, users of our Ad Services may also be able to share customer list information (e.g., email or phone number) with us to create customized audience segments for their ad campaigns.

- When you sign in to Campsvilla Outdoors Pvt Ltd Platform with your SNS account, or otherwise connect to your SNS account with the Services, you consent to our collection, storage, and use, in accordance with this Policy, of the information that you make available to us through the social media interface. This could include, without limitation, any information that you have made public through your social media account, information that the social media service shares with us, or information that is disclosed during the sign-in process. Please see your social media provider's privacy policy and help center for more information about how they share information when you choose to connect your account.
- If you are partner company, we may, additionally, receive feedback and rating from other users.

USE OF YOUR PERSONAL INFORMATION:

We use information to contact you:

- We might use the information you provide to contact you for confirmation of a purchase on Campsvilla Outdoors Pvt Ltd Platform or for other promotional purposes.

We use information to abide by the contracts:

- We might use the information you provide to carry out our obligations arising from any contracts entered into between you and us and to provide you with the relevant information and services.

We use information to respond to your requests or questions:

- We might use your information to confirm your registration for rendering services we offer.

We use information to improve our products and services:

- We might use your information to customize your experience with us. This could include displaying content based upon your preferences. We might also use your information to understand our users (what they do on our Services, what features they like, how they use them, etc.), improve the content and features of our Services (such as by personalizing content to your interests), process and complete your transactions, make special offers, provide customer support, process and respond to your queries and to generate and

review reports and data about, and to conduct research on, our user base and Service usage patterns. If you are a partner company, we may use the information to track the progress of your service to our customers.

We use information to look at site trends and customer interests:

- We may use your information to make our website and products better. We may combine information we get from you with information about you we get from third parties. We may use your information to provide you with information about services we consider similar to those that you are already using, or have enquired about, or may interest you. If you are a registered user, we will contact you by electronic means (e-mail or SMS or telephone) with information about these services.

We use information for security purposes:

- We may use information to protect our company, our customers, or our Campsvilla Outdoors Pvt Ltd Platform.

We use information for marketing purposes:

- We might send you information about special promotions or offers. We might also tell you about new features or products or enroll you in our newsletter. These might be our own offers or products, or third-party offers or products we think you might find interesting. We may use the information to measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you.

We use information to send you transactional communications:

- We might send you emails or SMS about your account or purchase of our product.

We use information as otherwise permitted by law:

- We may combine the information that we receive from third parties with the information you give to us and information we collect about you for the purposes set out above. Further, we may anonymize and/or de-identify information collected from you through the Services or via other means, including via the use of third-party web analytic tools. As a result, our use and disclosure of aggregated and/or de-identified information is not restricted by this Policy, and it may be used and disclosed to others without limitation.
- We analyse the log files of our Campsvilla Outdoors Pvt Ltd Platform that may contain Internet Protocol (IP) addresses, browser type and language, Internet service provider (ISP), referring, app crashes, page viewed and exit websites and applications, operating system, date/time stamp, and clickstream data. This helps us to administer the website, to learn about user behavior on the site, to improve our product and services, and to gather demographic information about our user base as a whole.

SHARING/DISCLOSURE/DISTRIBUTION OF YOUR INFORMATION WITH THIRD-PARTIES:

We will share information with third parties who perform services on our behalf:

- We may share your information with our vendors, consultants, marketing partners, research firms and other service providers or business partners, such as payment processing companies, to support our business. For example, your information may be shared with outside vendors to send you emails and messages or push notifications to your devices in relation to our Services, to help us analyze and improve the use of our Services, to process and collect payments.
- We may also use vendors for other projects, such as conducting surveys or organizing sweepstakes for us. Some vendors may be located outside of India.

We will share information with Advertisers and advertising networks:

- We may work with third parties such as network advertisers to serve advertisements on the Campsvilla Outdoors Pvt Ltd Platform and on third-party websites or other media (e.g., social networking platforms). These third parties may use cookies, JavaScript, web beacons (including clear GIFs), Flash LSOs and other tracking technologies to measure the effectiveness of their ads and to personalize advertising content to you.
- While you cannot opt out of advertising on the Campsvilla Outdoors Pvt Ltd Platform, you may opt out of much interest-based advertising on third party sites and through third party ad networks (including DoubleClick Ad Exchange, Facebook Audience Network and Google AdSense). Opting out means that you will no longer receive personalized ads by third parties ad networks from which you have opted out, which is based on your browsing information across multiple sites and online services. If you delete cookies or change devices, your 'opt out' may no longer be effective to fulfill the purpose for which you provide it.

We will share information with our business partners:

- This includes a third party who provide us various services. Our partners use the information we give them as described in their privacy policies.
- While you place a request to order through the Campsvilla Outdoors Pvt Ltd Platform, your information is provided to us and to the vendors with whom you may choose to order. In order to facilitate your online order processing, we provide your information to that vendors in a similar manner as if you had made a goods/products/food order directly with the vendors. If you provide a mobile phone number, Campsvilla Outdoors Pvt Ltd may send you text messages regarding the orders delivery status.

We will share information with Other Users:

- If you are a delivery partner, we may share your name, phone number and/or profile picture (if applicable), tracking details with other users to provide them the Services.

We may share information if we think we have to in order to comply with the law or to protect ourselves:

We may also share it if a government agency or investigatory body or other companies assisting us, requests when we are:

- Obligated under the applicable laws or in good faith to respond to court orders and processes; or
- Detecting and preventing against actual or potential occurrence of identity theft, fraud, abuse of Services and other illegal acts;
- Responding to claims that an advertisement, posting or other content violates the intellectual property rights of a third party;
- Under a duty to disclose or share your personal data in order to enforce our Terms of Use and other agreements, policies or to protect the rights, property, or safety of the Company, our customers, or others, or in the event of a claim or dispute relating to your use of our Services. This includes exchanging information with other companies and organisations for the purposes of fraud detection and credit risk reduction.

We may share information for Internal Use or may share it with any successor to all or part of our business:

- For example, if part of our business is sold we may give our customer list as part of that transaction. We may also share your information with any present or future member of our "Group" (as defined above) or affiliates for our internal business purposes

We may share your information for reasons not described in this policy:

- We may share your information other than as described in this Policy if we notify you and you consent to the sharing. We will tell you before we do this.

YOUR CONSENT:

By using the Campsvilla Outdoors Pvt ltd Platform and the Services provided therein, you agree and consent to the collection, transfer, use, storage, disclosure and sharing of your information as described and collected by us in accordance with this Policy. If you do not agree with the Policy, please do not use or access the Campsvilla Outdoors Pvt ltd Platform.

COOKIES:

Our Campsvilla Outdoors Pvt ltd Platform and third parties with whom we partner, may use cookies, pixel tags, web beacons, mobile device IDs, "flash cookies" and similar files or

technologies to collect and store information with respect to your use of the Services and third-party websites.

Cookies are small files that are stored on your browser or device by websites, apps, online media and advertisements. We use cookies and similar technologies for purposes such as:

- Authenticating users;
- Remembering user preferences and settings;
- Determining the popularity of content;
- Delivering and measuring the effectiveness of advertising campaigns;
- Analysing site traffic and trends, and generally understanding the online behaviours and interests of people who interact with our services.

A pixel tag (also called a web beacon or clear GIF) is a tiny graphic with a unique identifier, embedded invisibly on a webpage (or an online ad or email), and is used to count or track things like activity on a webpage or ad impressions or clicks, as well as to access cookies stored on users' computers. We use pixel tags to measure the popularity of our various pages, features and services. We also may include web beacons in e-mail messages or newsletters to determine whether the message has been opened and for other analytics.

To modify your cookie settings, please visit your browser's settings. By using our Services with your browser settings to accept cookies, you are consenting to our use of cookies in the manner described in this section.

We may also allow third parties to provide audience measurement and analytics services for us, to serve advertisements on our behalf across the Internet, and to track and report on the performance of those advertisements. These entities may use cookies, web beacons, SDKs and other technologies to identify your device when you visit the Campsvilla Outdoors Pvt Ltd Platform and use our Services, as well as when you visit other online sites and services.

Please see our Cookie Policy here for more information regarding the use of cookies and other technologies described in this section, including regarding your choices relating to such technologies.

DATA SECURITY PRECAUTIONS:

We have in place appropriate technical and security measures to secure the information collected by us. We use vault and tokenization services from third party service providers to protect the sensitive personal information provided by you. The third-party service providers with respect to our vault and tokenization services and our payment gateway and payment processing are compliant with the payment card industry standard (generally referred to as PCI compliant service providers). You are advised not to send your full credit/debit card details through unencrypted electronic platforms. Where we have given you (or where you have chosen) a username and password which enables you to access certain parts of the Campsvilla Outdoors

Pvt ltd Platform, you are responsible for keeping these details confidential. We ask you not to share your password with anyone.

Please be aware that the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted through the Campsvilla Outdoors Pvt ltd Platform. Once we have received your information, we will use strict physical, electronic, and procedural safeguards to try to prevent unauthorised access.

Email OPT-OUT:

You can opt out of receiving our marketing emails. To stop receiving our promotional emails, please email (support@campsvilla.com). It may take about 3 days to process your request. Even if you opt out of getting marketing messages, we will still be sending you transactional messages through email and SMS about your purchases.

THIRD PARTY SITES:

The Campsvilla Outdoors Pvt ltd Platform may contain links to other websites. If you click on one of the links to third party websites, you may be taken to websites we do not control. Any personal information about you collected whilst visiting such websites is not governed by this Policy. Campsvilla Outdoors Pvt ltd shall not be responsible for and has no control over the practices and content of any website accessed using the links contained on the Campsvilla Outdoors Pvt ltd Platform. Read the privacy policy of other websites carefully as this policy does not apply to the privacy practices of those websites. We are not responsible for these third party sites.

This Policy shall also not apply to any information you may disclose to any of our service providers/service personnel which we do not require you to disclose to us or any of our service providers under this Policy.

JURISDICTION:

If you choose to visit the website, your visit and any dispute over privacy is subject to this Policy and the website's terms of use. In addition to the foregoing, any disputes arising under this Policy shall be governed by the laws of Solan, Himachal Pradesh, India.

If you have any queries relating to the processing or usage of information provided by you in connection with this Policy or other privacy concerns, you can email us at hello@campsvilla.com .