

## **PRIVACY POLICY**

Sicagen is committed to protecting your privacy and takes its responsibilities regarding the security of customer information very seriously. This policy explains how we use customer information and how we protect your privacy.

### **Use of Customer Information**

We require certain information to allow us to process your task. Sicagen collects the details provided by you, together with information we learn about you from your use of our service and your visits to our web site and other sites accessible from them. We also collect information about the transactions you undertake including details of payment cards used.

We may collect additional information in connection with your participation in any promotions or competitions offered by us and information you provide when giving us feedback.

We will use your information to provide and personalize our service. We will also use your contact details to communicate with you. We may use your information to send you offers and news about Sicagen products and services or those of other carefully selected companies which we think may be of interest to you. We may contact you by post, email, telephone (including SMS) or fax for these purposes. Your confirmation e-mails (which may include details of all services processed through our websites) may include marketing material which we may feel will be of interest to you from other third parties.

#### Your data may be used for the following purposes:

Accounting, billing, audit, credit or other payment, administrative and legal purposes, statistical and marketing analysis, systems testing, maintenance, development etc., and to help us in any future dealings with you, for example by identifying your requirements and preferences.

Once you have registered with Sicagen, you will be provided with access to a "Contact Preferences" page that will allow you to tailor our commercial communications to your preferences. You can opt-out of receiving e-mail updates at any time by going to [MySicagen.com](http://MySicagen.com).

We like to receive feedback from our customers to help us improve our service. We may contact you by post, e-mail, telephone or fax to ask your opinions.

We may also use and analyze the information that we collect so that we can administer, support, improve and develop our business.

The information that you provide to us will be held in our systems, which are located on our premises or those of an appointed third party. We may also allow access to your information by other third parties who act for us for the purposes set out in this policy or for other purposes approved by you. It is possible that your data may be processed outside of Europe.

**Site tracking:** We use tracking software to monitor customer traffic patterns and site usage to help us develop the design and layout of the site to better meet the needs of visitors to Sicagen.com. This software does not enable us to capture any personally identifying information.

**Security to protect your information and data retention:** Your details are transmitted across the internet securely using high-grade encryption (128 bit).

Furthermore, we follow strict procedures in the storage and disclosure of information which you have given us, to prevent unauthorized access. Our security procedures mean that we may request proof of identity before we are able to disclose sensitive information to you.

In the circumstances set out in this policy where Sicagen passes your information to a third party, we will ensure that the security measures that such party has in place in relation to the processing of your data are at least as stringent as those employed by Sicagen. This does not apply where we are required by law to pass your information to a third party.

We will retain your information for a reasonable period or as long as the law requires.

**Disclosure to third parties:** Your information may be passed to and used by Sicagen to the authorized persons. Sicagen passes your data for the purposes of ensuring compliance and applicable regulations. Sicagen may also pass your information on to government authorities or enforcement bodies for any compliance related requirement.

From time to time, we make certain third party offers available through our site. If you choose to accept such an offer, we will disclose your contact and billing information to the third party who made the offer available to you.

**Your consent:** In using the Sicagen web site, you consent to the collection and use of this information by Sicagen in the ways described above.

If you have any further questions about our Privacy Policy or its implementation, please contact Sicagen's IT services department. If we decide to change our Privacy Policy, we will post those changes on this page so that you are always aware of what information we collect, how we use it and in what circumstances we disclose it.

Sicagen India Limited, Corporate Office: Spic House, No.88, Mount Road, Guindy, Chennai-600032. Tel: +91 44 3007 0300 Fax: +91 44 3007 0399 Email: r.sitaram@sicagen.com

## **Terms and Conditions**

These Terms and Conditions should be read in conjunction with Confirmation Document if any. Sicagen shall have full right to change, alter or modify the terms and conditions wherever necessary at any time.

## **Sicagen acceptable use policy**

Sicagen permits you to use this website strictly for commercial purposes only. Use of the website for any other purpose is strictly prohibited. If you do not agree with the terms of this Acceptable Use Policy ("Policy") then you may not use this website. In using this website you agree:

- To be legally bound by the terms of this Policy;
- To link to our website only through the home page [www.sicagen.com](http://www.sicagen.com) unless you have obtained our express written consent (which may be withdrawn at any time) to link to any other pages of our website;
- Not to use frames to present the link;
- Not to use the name "Sicagen", any Sicagen branding or any content on the website for any purpose other than for your commercial use;
- Not to gather, extract, reproduce and/or display on any other website or other online service, any material on or from the website, specifically including information relating to Sicagen, whether or not by the use of spiders or other 'screen scraping' software or system used to extract data; and
- Not to use the website to provide Sicagen or services or details of Sicagen or other information to any other persons or organisations other than for your personal and non-commercial use.

All content on the website is subject to copyright or other intellectual property rights and may not be used except as expressly permitted by Sicagen.

Sicagen will determine whether there has been a breach of this Policy through your use of the website. If a breach of this Policy has occurred Sicagen may take such action as it deems appropriate including denying you access to the website, bringing legal proceedings against you and disclosing such information to law enforcement authorities as Sicagen feels appropriate.

\* \* \* \* \*