

PRIVACY POLICY

1. **Royalrex Privacy Policy for Royalrex Direct Sellers and Customers.** *This Privacy Policy describes how Royalrex Online Marketing Pvt. Ltd. (hereinafter "Royalrex") uses personal data collected or received from Royalrex Direct Sellers and Preferred Customers ("PCs"). It describes how we may collect or receive your personal data, the types of personal data we may collect, how we use, share and protect these data, how long we retain these data, your rights, and how you can contact us about our privacy practices.*
2. **How We May Collect or Receive Personal Data from You.** *Royalrex collects your personal data through the registration form that you complete and send to us in paper form or electronically through the Royalrex website (the "Website") in order to become a members.*
3. **Contacting Us.** *You may also choose to submit your personal data and other information to us through various communication channels provided on the "Contact Us" webpage of the Website, for example, Royalrex e-mail addresses, telephone numbers or online forms.*
4. **Cookies.** *If you are logged in on the website we may also use cookies or similar technologies that collect certain website usage information when you access, view and use the website. A cookie is a data file placed on a computer or mobile device when it is used to visit websites. You may disable cookies in your browser's settings (e.g., under the "Preferences" or "Internet Options" features of your browser). Note, however, that some features of the website may not function properly if you disable the use of cookies.*
5. **Updates to this Privacy Policy.** *Royalrex may update this Privacy Policy from time to time. Any updates or changes to the terms of this Privacy Policy will be posted here on our website www.royalrexindia.com and the date of the newest version posted. Please check back frequently, especially before you submit any Personal and/or Sensitive Information, to see if this Privacy Policy has changed. We will notify you of any significant changes to this Privacy Policy on the relevant Royalrex websites, in official Royalrex publications, or through other appropriate communication channels. All changes shall be effective from the date of publication, unless otherwise provided in the notification.*
6. **Acceptance to this Privacy Policy.** *By signing the Direct Seller Agreement, you acknowledge acceptance of this Privacy Policy in effect at the time of use.*
7. **Your Rights.** *Your rights under applicable law may include access to the personal data we process about you and the right to have such personal data corrected.*
8. **Shipping Policy.** *Orders may be placed online on website, and delivered by courier from our head office. Home Delivery or Other Shipping Address orders can be placed on website.*

9. **Payments.** Payment mode options for these orders can be:-

(a) Orders placed at Office: Demand Draft, UPI or other modes as may be interpolated from time to time.

(b) Orders placed at Website: Pay-by-Demand Draft/ UPI Payments/ BHIM/ Netbanking or other modes as may be interpolated from time to time.

10. **Free Home Delivery Schedule.** Standard locations serviceable by courier delivery orders will be delivered within undermentioned approx time period :-

(a) 10 working days after the payment has been received and credited.

(b) Non Standard Locations serviceable by Speed Post/Surface.

(c) Village and Post Office: 15 working days after the payment has been received and credited.

11. **Types of Personal Data We May Collect.** We may collect the following personal data from you :-

(a) Contact information (e.g., name, postal or e-mail address, fax number and phone number); Gender, age, nationality, date and place of birth; Marital Status, DSA or PC registration number, username.

(b) Passport details (including number, issue date, issue location and expiration date) and National ID number to the extent permitted or required by applicable law; DSA or PC performance information (e.g., class, status, group and personal qualifications under the Royalrex Sales and Marketing Plan and financial/bonus history); Product preferences, purchasing habits, purchasing history and spending behavior; Communication preferences.

(c) Your website usage, IP-address, browser type and operating system.

12. **Types of Sensitive Personal Data We May Collect.** We may collect the following sensitive personal data from you:-

(a) Passwords for accessing our Site Payment information (e.g., such as bank account).

(b) We may collect other personal data in exceptional circumstances only. If we do need to process such personal data about you, we will make sure that there is a valid legal basis for doing so (e.g. your explicit consent).

13. **How We Use the Personal and Sensitive Data We Collect.** We may use the information we obtain about you to:-

(a) To manage your registration as a DSA or PC. Create and manage your online account and respond to your inquiries; Process your orders of products or services; Communicate with you (e.g., about products or services that we offer, or intend to offer); Operate, evaluate and improve our business, including by: Evaluating your satisfaction with our current communications, materials, products and/or services; Developing new products and services and determining the effectiveness of our advertising; and Tracking and analyzing your use of products, materials and/or services; Track, document and analyze your line of sponsorship; Assessing your performance under your Royalrex Direct Seller Agreement with us.

(b) In case of a DSA, provide business performance information to you (e.g., information on your line of sponsorship, purchase volumes, earned bonuses, levels of awards, your referring DSA or, and your upline DSA under the Royalrex Sales and Marketing Plan).

(c) In case of a DSA, provide your name, address, telephone number or e-mail address to DSAs in both your upline and your downline.

(d) In case of a PC, provide information to you related to your purchases and under the loyalty program.

(d) In case of PC, your name, address, telephone number or e-mail address to your Upline and other DSAs in his upline.

(d) Facilitate your use of the website through the use of cookies (e.g., to offer the shopping basket facility, to remember log in details and language preferences, etc.).

(e) Improve the website, including by tracking and monitoring your use of the website through the use of cookies, and to diagnose problems with the software or hardware we use.

(f) Perform accounting, auditing, billing and collection activities. Enforce contractual terms and conditions. Protect against and prevent fraud, unauthorized transactions, claims and other liabilities.

(g) Comply with applicable legal requirements, industry standards and our policies. If you choose not to provide your personal data or withdraw consent in writing subsequently, we may not be able to provide these services and reserve the right to terminate the DSA contract with you.

14. **How We May Share Personal and Sensitive Data.** Royalrex does not sell, rent or trade or publish your personal and sensitive data except as required by law. Royalrex may share your personal and sensitive data only with, Entities within the Royalrex group to whom it is reasonably necessary or desirable for Royalrex to disclose personal and Sensitive data; Government authorities or other third parties, if required by law or reasonably necessary to protect the rights, property and safety of others or ourselves.

15. **How We May Share Personal Data.** For DSAs with DSAs in your upline or downline organization, to support your business and/or allow communication regarding product advice, ordering advice and product information for the products that you order from Royalrex.

16. **International Data Transfers.** We may transfer the personal data we collect about you to other Royalrex affiliates or other entities of Royalrex. When we transfer your personal data to Royalrex entities, we will protect that data as described in this Privacy Policy and in accordance with applicable law.

17. **How We Protect Personal Data.** We maintain appropriate technical and organizational security safeguards designed to protect the personal data you provide against accidental, unlawful or unauthorized destruction, loss, alteration, access, disclosure or use.

18. **How Long We Retain Personal Data.** We store personal data for as long as necessary to fulfill the purposes for which we collect the data, except if required otherwise by law.

19. **Royalrex Customer Product Refund Policy.** We stand behind the quality of Royalrex products. Royalrex stands behind the quality of its products and guarantees your satisfaction. If for any reason you are not completely satisfied with the products, you may return it within 30 days of purchase for a refund as per the terms of the Returns Policy. The refund policy is applicable only for products in marketable condition, accompanied with an invoice. This policy does not apply to products that have been intentionally damaged or misused. It is incumbent upon Royalrex Direct Sellers to follow the Customer Product Refund Policy in letter and spirit.

20. **Royalrex Returns Policy for Direct Sellers.** Direct Sellers may return the products within 30 days of purchase as follows:-

(a) If the product is in marketable** condition and is returned within 30 days of invoice date accompanied by original invoice full refund will be given.

(b) If the product is in marketable** condition and is returned within 30 days of invoice date not accompanied by original invoice refund after deduction of Taxes levied will be given.

(c) If the product is in Unmarketable*** condition and is returned within 30 days of invoice date refund value will be assessed by Returns Officer and appropriate value will be given.

**Marketable refers to products that are unopened and sealed.

***Unmarketable are products, which have been partially used/opened.

21. **Reference Notes.**

(a) The Royalrex Direct Seller must return the product(s) to our head office personally or by courier.

(b) Period of return for products is calculated as the number of days from the Invoice Date, to the date of receipt at the Royalrex Office.

(c) Condition refers to the condition in which the stock is received back from the Royalrex Direct Seller as a return. The product can be 'marketable' or 'unmarketable' depending on the condition of the returned stock as assessed by the Returns executive at the Royalrex dispatch and Delivery office.

(d) SP/BV adjustment of Products returned shall be processed in the same Payout. Total SP/BV of the returned products will be deducted from the returning Direct Sellers account.

(e) The Product Return Policy does not apply to open packs of literature and videos or other sales and marketing aids.

(f) Total returns cannot exceed the quantity appearing on the Invoice.

(g) If customers return products directly to Royalrex, SP/BV adjustment shall be done from the Direct Sellers payout account & any excess amount paid shall be recoverable from the Direct Seller.

22. **How to Contact Us.** If you have any comments or inquiries about this Privacy Policy, if you would like to update information we have about you, or to exercise your rights, you may contact our Grievance Officer, Mr. NS Bhadoria at info@royalrexindia.com.