



Privacy Policy

VW Global Private Limited of 68 Akashneem Marg, Sector 25, Gurugram, HR 122002 trading as VideoWork (hereinafter "VideoWork", "we" or "us") is committed to protecting and respecting your privacy when you use our website at www.videowork.com and/or our iOS and Android Mobile Application hereinafter our "Platform" and our services.

This policy sets out the basis on which any personal data (as defined in the General Data Protection Regulation (GDPR)) (the "Personal Data") we collect from account holders or individual users or visitors to our Platform, or that is uploaded to our Platform, will be processed by us. Account holders, users and visitors of our Platform or owners of Personal Data collected by us (each, "you") should read the following carefully to understand our views and practices regarding your Personal Data and how we will treat it.

By providing any Personal Data to us, you consent to the collection, use, disclosure and transfer of such Personal Data in the manner and for the purposes set out below.

Principles of data processing

We process users' personal data only in compliance with the relevant data protection regulations. User data is only processed if the following legal permissions exist:

- in order to provide our contractual services and online services
- processing is required by law
- with your consent
- on the basis of our legitimate interests (i.e., interest in the analysis, optimisation and economic operation and security of our Platform within the meaning of Art. 6 para. 1 lit. f) GDPR, in particular in measuring reach, creating profiles for advertising and marketing purposes, and collecting access data and using third-party services).

The above legal bases are set out as follows:

- Consent Art. 6 para. 1 lit. a. and Art. 7 GDPR
- Processing for the fulfilment of our services and implementation of contractual measures Art. 6 para. 1 lit. b) GDPR
- Processing for the fulfilment of our legal obligations Art. 6 para. 1 lit. c) GDPR
- Processing to protect our legitimate interests Art. 6 para. 1 lit. f) GDPR

Information we may collect

We may collect and process the following data which may contain Personal Data:

information that you provide by filling in forms on the VideoWork Platform ("our Platform"), including information provided at the time of registering to use our Platform, subscribing to any services provided by us, posting material, reporting a problem with our Platform, or requesting further services;

- information, data, documents or images that you upload onto our Platform;
- details of transactions you carry out through our Platform;
- details of your visits to our Platform, resources that you access and actions you are working on through the Platform;
- if you contact us, a record of that correspondence; and
- responses to surveys that we send to you, although you do not have to respond to them.

Specific collection of technical data on the website

a) IP Addresses



Privacy Policy

We may also collect and process information about your device, including where available your IP address, operating system and browser type, for system administration and to report aggregate information to our business partners. This is statistical data about our users' browsing actions and patterns and does not identify any individual.

b) Log Files

We may also collect and process access data that your internet browser automatically transmits to us for technical reasons in order to provide the website. Depending on the access protocol used, the protocol data record contains general information with the following contents: Your session data (usage behavior, length of stay, which links were clicked on, etc.), your abbreviated and unabbreviated IP address, your browser version, your operating system, your website-specific settings, your cookie IDs, your pixel IDs. This data does not allow any direct inference to your person and is processed to improve our website offer and to defend against attempted attacks on our web server.

c) Cookies

Please refer to our Cookie Policy for more information on how we use cookies.

Specific collection of technical data in the APP

a) Installation of our APP

Our APP can be downloaded from the APP stores "Google Playstore" and "Apple APP Store". Downloading our APP may require prior registration with the respective APP store and installation of the APP store software.

APP installation via the Google Playstore

You can use the Google service "Google Play" of Google Inc., 1600 Amphitheatre Parkway Mountain View, CA 94043, US, to install our APP.

As far as we are aware, Google collects and processes the following data;

- License check,
- network access,
- network connection,
- WLAN connections,
- location information,

It cannot be ruled out that Google also transmits the information to a server in a third country. We cannot influence which personal data Google processes with your registration and the provision of downloads in the respective app store and app store software. The responsible party in this respect is solely Google as the operator of the Google Play Store. You can find more detailed information in Google's Privacy Policy, which you can access here: <https://policies.google.com/privacy>.

APP installation via the Apple APP Store

You can use the Apple service "App Store" a service of Apple Inc., 1 Infinite Loop, Cupertino, CA 95014, US, to install our APP.

As far as we are aware, Apple collects and processes the following data;

- device identifiers,
- IP addresses,
- location information,

It cannot be excluded that Apple also transmits the information to a server in a third country. We cannot influence which personal data Apple processes with your registration and the provision of



Privacy Policy

downloads in the respective app store and app store software. The responsible party in this respect is solely Apple as the operator of the Apple APP Store. You can find more detailed information in Apple's Privacy Policy, which you can access here: <https://www.apple.com/legal/privacy/>.

b) Device information

We collect information from and about the device(s) you use to access our APP, including hardware and software information such as IP address, device ID and type, device-specific and APP settings and properties, APP crashes, information about your wireless and mobile network connection such as your service provider and signal strength; information about device sensors such as accelerometer, gyroscope and compass.

c) Authorisations and Access

We may request access or permission to your Calendar, Camera, Network, Microphone, PhotoLibrary and Notifications from your mobile device. The legal basis for data processing is our legitimate interest and the provision of contractual or pre-contractual measures. You can change your permissions at any time via Settings (iOS) or Settings Menu (Android).

d) Firebase

The APP uses the Firebase tool, which is part of the Firebase platform of Google Inc, 1600 Amphitheatre Parkway Mountain View, CA 94043, USA, to obtain statistics on how the APP is used, in particular active user numbers, session length, stability rating and storage time. Answers logs the use of the APP, and we evaluate user behaviour and user activity in general, i.e., not on a personal basis.

For this purpose, the following data is transferred to the Analytics Engine: name and AppStore ID, build version, individual device installation key, timestamp, device model, device name, device operating system name and version numbers, the language and country settings of the device (iOS), the number of CPU cores on the device (iOS), whether a device has the status "jailbreak" (iOS) or "root" (Android), app lifecycle events (iOS) and app activities (Android);

The legal basis for this data processing is our legitimate interest. The data collected via Google will be deleted after 6 months at the latest. You can select in the settings under data services whether or not you want to send data to Google. This setting also applies to the use of Crashlytics.

e) Crashlytics

The APP uses the tool Crashlytics, which is part of the platform Firebase of Google Inc., 1600 Amphitheatre Parkway Mountain View, CA 94043, USA, to log crashes of the APP. No personal data is transmitted. Only real-time crash reports with precise details of code locations and device information are sent, which is intended to simplify maintenance and improve the resulting stability of the APP.

The legal basis for data processing is our legitimate interest. In the settings under data services, you can select whether you want to send crash reports or not. This setting also applies to the use of Google.

f) Clevertap

We also use Clevertap in our APP. Clevertap is a service of WizRocket Inc. headquartered at SV Road, Gorageon West, Mumbai 400062, India. CleverTap provides essential and essential functionality for our APP, in particular the ability to display content in the APP and send push messages to your device. For this purpose, Clevertap also accesses information that is stored on your end device or stores information on it, in particular also any user IDs. With your express consent, this is the IDFA for iOS devices. If you do not consent, a provider-specific identification code will be generated. In the case of Android devices, the advertising ID available there is used with

Privacy Policy

corresponding consent. The processing of personal data for this purpose is based on Art. 6 para. 1 lit. b) GDPR, as these are functions required for the operation of the APP.

We also use the data collected by Clevertap to analyse usage behaviour in the APP. This processing is based on Art. 6 para. 1 lit. f) GDPR. The analysis of usage is in our legitimate interest to learn more about the use of our app and thus to be able to improve and optimise it.

Clevertap processes data outside the EU, in particular in India. We have therefore concluded appropriate guarantees with Clevertap in the form of standard contractual clauses of the European Commission to ensure an adequate level of protection for the processing of the data.

g) Push messages

When using the APP, you will receive so-called push messages from us, even if you are not currently using the APP. These are messages that we send you as part of the performance of the contract, but also promotional information. You can adjust or stop receiving push messages at any time via the device settings of your device.

Specific collection of Personal Data

a) Registration

If you register on our Platform, we will request mandatory and, where applicable, non-mandatory data in accordance with our registration form for the purposes stated below. The entry of your data is encrypted so that third parties cannot read your data when it is entered. Depending on your preference, you can authenticate via email and mobile One Time Password (OTP). If you want to use 2-factor authentication, you consent to the receipt of OTP notifications for this purpose.

Your data will remain stored for as long as the registration lasts, in particular the storage is still necessary for the fulfilment/execution of the contract, for legal prosecution by us or for our other legitimate interests or we are required by law to retain your data (e.g., within the framework of tax retention periods).

b) Social Login

In order to facilitate your registration, you have the option of registering with the so-called Single Sign On solution (e.g., via Apple, Facebook or Google) at the beginning of the registration process. The providers' data protection and terms of use apply to registration and use. In any case, your account details are entered directly on the provider's server. We do not learn your account details. The respective providers point out to you that and which data of your provider account will be made accessible to us.

Provided that you have approved the use of the data vis-à-vis the respective provider, your personal data will be transmitted to us via the provider as part of the registration process.

c) Profile

As a registered user, you have the opportunity to create a user profile with just a few clicks and details. If you make use of the option, the relevant profile data you provide will be transferred to your profile. Of course, you can change the information at any time via the settings in your profile. When creating a profile, you can submit personal data. You have choices about the information on your profile. You don't have to provide additional information on your profile; however, profile information helps you to get more from our Services. It's your choice whether to include sensitive information on your profile and to make that sensitive information public. Please do not post or add personal data to your profile that you would not want to be available. The legal basis for the processing of your personal data is the establishment and implementation of the user contract for the use of the service. We store the data until you delete your user account. Insofar as legal retention periods are to be observed, storage also takes place beyond the time of deletion of a user account.

d) Purchases

Privacy Policy

When ordering services, it is necessary, among other things, to provide your name, e-mail address and postal address and, if applicable, your payment data. We process the personal data provided when you place an order solely for the purpose of providing you with the ordered service. Payment by credit card and debit card and Expert pay out are made via our payment service providers as selected, to which we pass on your mandatory details (e-mail address) provided during the checkout or pay out, for payment processing. Your data will only be passed on for the purpose of payment processing with the payment service provider and only insofar as it is necessary for this purpose.

e) Reviews

Within your review you may be able to display certain information, share certain details, engage with others, exchange knowledge and insights, post and view relevant content. Content and data are publicly viewable. You have choices about the information on your review. You don't have to provide additional information on your review. It's your choice whether to include sensitive information on your review and to make that sensitive information public. Please do not post or add personal data in your review that you would not want to be available.

f) Newsletter

You will only receive our free newsletter with your express consent. The subscription to the newsletter can be cancelled by the user concerned at any time. For this purpose, there is a corresponding link in each newsletter.

When registering for the newsletter, the data from the input mask is transmitted to us. In addition, the following data is collected during registration: IP address of the calling computer and date and time of registration. The collection of other personal data during the registration process serves to prevent misuse of the services or the e-mail address used. The legal basis for the processing of the data after the user has registered for the newsletter is Art. 6 para. 1 lit. a GDPR. The data is deleted as soon as it is no longer required to achieve the purpose for which it was collected. Accordingly, the user's e-mail address is stored for as long as the subscription to the newsletter is active. The newsletter is sent using the dispatch service provider "[MailChimp](#)", a newsletter dispatch platform of the US provider Rocket Science Group, LLC.

g) Contacting us

When you contact us, the data you provide will be stored by us based on Art. 6 (1) lit. b of the GDPR, insofar as it is necessary to answer your questions. The contact is logged in order to be able to prove the contact in accordance with the legal requirements. We delete the data accruing in this context when the respective conversation with you has ended and the facts concerned have been conclusively clarified.

h) WhatsApp

We offer visitors to our web site the possibility to contact us via the messaging service [WhatsApp](#) of Meta Limited, 4 Grand Canal Square, Grand Canal Harbour, Dublin 2, Ireland. If you contact us via WhatsApp on the occasion of a specific transaction, we store and use the mobile phone number you use on WhatsApp and - if provided - your first and last name in accordance with the provision of a contractual or pre-contractual measure to process and respond to your request (Art. 6 para. 1 lit. b) GDPR). On the basis of the same legal basis, we may ask you to provide further data via WhatsApp in order to be able to assign your request to a specific process.

Where we store your data

The Personal Data that we collect may be transferred to, and stored at, a destination outside India. It may also be processed by staff operating outside India who work for us or for one of our suppliers. Such staff maybe engaged in, among other things, the fulfilment of your services ordered by you, the processing of your payment details and the provision of support services. By submitting any Personal Data to us, you agree to this transfer, storing or processing. We will take all steps reasonably



Privacy Policy

necessary to ensure that your Personal Data is treated securely and in accordance with this privacy policy.

All information you provide to us is stored on our secure servers. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our Platform, you are responsible for keeping this password confidential. We ask you not to share the password with anyone.

Unfortunately, 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 Personal Data transmitted to our Platform; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorized access.

Uses made of the information

We use information held, including Personal Data, in the following manner:

- to ensure that content from our Platform is presented in the most effective manner for you and for your device;
- to provide you with information, products or services that you request from us, and to otherwise carry out our obligations arising from any contracts entered into between you and us;
- to provide you with information, products or services which we feel may interest you, where you have consented to be contacted for such purposes;
- to allow you to participate in interactive features of our service, when you choose to do so;
- to notify you about changes to our services;
- to investigate any complaints relating to the use of our Platform or any suspected unlawful activities;
- complying with any applicable laws, regulations, codes of practice, guidelines, or rules, or to assist in law enforcement and investigations conducted by any governmental and/or regulatory authority;
- any other purposes for which you have provided the information; and
- carrying out whatever else is reasonable or related to or in connection with the above and our provision of services to you.

Disclosure of your information

We may disclose your Personal Data to any member of our group, which means any corporation deemed to be related to us.

We may disclose your Personal Data to third parties:

- for the purposes of providing products or services that you request from us, fulfilling our obligations arising from any contracts entered into between you and us, processing payments in connection therewith or otherwise in connection with your use of our Platform;
- where a third-party claims that any content posted or uploaded by you to our Platform constitutes a violation of their rights under applicable law, in which case we may disclose your identity to that third party;
- in the event that we sell or buy any business or assets, in which case we may disclose your Personal Data to the prospective seller or buyer of such business or assets; or
- if we or substantially all of our shares or assets are acquired by a third party, in which case Personal Data held by us about our customers will be one of the transferred assets.

We may also disclose your Personal Data to a governmental or regulatory body, law enforcement, or other authorities, in order to enforce our terms of use for the Platform, to cooperate with any direction, request or order from such parties or to report any suspected unlawful activity.

Administration, financial accounting, office organization, contact management



Privacy Policy

We process data in the context of administrative tasks as well as organization of our operations, financial accounting and compliance with legal obligations, such as archiving. In this regard, we process the same data that we process in the course of providing our contractual services. The purpose and our interest in the processing lies in the administration, financial accounting, office organization, archiving of data, i.e., tasks that serve the maintenance of our business activities, performance of our tasks and provision of our services. The deletion of data with regard to contractual services and contractual communication corresponds to the data mentioned in these processing activities.

In this context, we disclose or transfer data to consultants, such as legal advisors or auditors, as well as other fee offices and payment service providers.

Furthermore, based on our business interests, we store information on suppliers, event organizers and other business partners, e.g., for the purpose of contacting them at a later date. This data, most of which is company-related, is generally stored permanently.

Consent

By providing your Personal Data to us, you consent to the collection, use and disclosure of your Data by us for the purposes set out in this privacy policy ("Purposes").

Where any Personal Data relates to a third party, you represent and warrant that the Personal Data is up-to-date, complete, and accurate and that you have obtained the third party's prior consent for our collection, use and disclosure of their Personal Data for the Purposes. You agree that you shall promptly provide us with written evidence of such consent upon demand by us.

Each use of our services by you shall constitute a fresh agreement for us to collect, use and disclose the Personal Data in accordance with this privacy policy.

You may withdraw your consent and request us to stop using and/or disclosing your Personal Data for any or all of the Purposes by submitting your request to us in writing. Should you withdraw your consent to the collection, use or disclosure of your Personal Data, it may impact our ability to proceed with your transactions, agreements or interactions with us. Prior to you exercising your choice to withdraw your consent, we will inform you of the consequences of the withdrawal of your consent. Please note that your withdrawal of consent will not prevent us from exercising our legal rights (including any remedies) or undertaking any steps as we may be entitled to at law.

Your Rights

You have a number of 'Data Subject Rights' below is some information on what they are and how you can exercise them.

- information about the processing of your personal data.
- obtain access to the personal data held about you.
- ask for incorrect, inaccurate or incomplete personal data to be corrected.
- request that personal data be erased when it's no longer needed or if processing it is unlawful.
- object to the processing of your personal data for marketing purposes or on grounds relating to your particular situation.
- request the restriction of the processing of your personal data in specific cases.
- receive your personal data in a machine-readable format and send it to another controller ('data portability').
- request that decisions based on automated processing concerning you or significantly affecting you and based on your personal data are made by natural persons, not only by computers.
- You also have the right in this case to express your point of view and to contest the decision



Privacy Policy

- Where the processing of your personal information is based on consent, you have the right to withdraw that consent without detriment at any time through our contact form.

The above rights may be limited in some circumstances, for example, if fulfilling your request would reveal personal information about another person, if you ask us to delete information which we are required to have by law, or if we have compelling legitimate interests to keep it.

We will let you know if that is the case and will then only use your information for these purposes. You may also be unable to continue using our services if you want us to stop processing your personal information.

We encourage you to get in touch if you have any concerns with how we collect or use your personal information. If you wish to exercise your right to object, simply send an e-mail to us using info@videowork.com.

Access and correction

Applicable Data Protection Law gives you the right to access your Personal Data. Your right of access can be exercised at any time without detriment. Any access request may be subject to a fee of an administrative fee at our rates then in force to meet our costs in providing you with details of the information we hold about you.

In the event that you wish to correct and/or update your Personal Data in our records, you may inform us in writing of the same by contacting us. In certain cases, Personal Data may also be corrected or updated via the Platform.

We will respond to requests regarding access and correction as soon as reasonably possible. Should we not be able to respond to your request within thirty (30) days after receiving your request, we will inform you in writing within thirty (30) days of the time by which we will be able to respond to your request. If we are unable to provide you with any Personal Data or to make a correction requested by you, we shall generally inform you of the reasons why we are unable to do so (except where we are not required to do so under applicable Data Protection Law).

Accuracy

We endeavor to ensure that all decisions involving your Personal Data are based upon accurate and timely information. However, we rely on you to disclose all relevant information to us and to inform us of any changes in your Personal Data. As such, please disclose all relevant information necessary for us to provide services to you and ensure all information submitted to us is up-to-date, complete, and accurate. Kindly inform us promptly if there are any changes in your Personal Data.

Retention

We may retain your Personal Data for at least five (5) years, or such other longer or shorter period as may be necessary to fulfil the purpose for which it was collected, or as required or permitted by applicable laws. We will cease to retain your Personal Data or remove the means by which the data can be associated with you, as soon as it is reasonable to assume that such retention no longer serves the purpose for which the Personal Data was collected and is no longer necessary for legal or business purposes.

Data Intermediary

Where we process your Personal Data as a data intermediary on behalf of a third party, we will process your Personal Data in accordance with the instructions of the third party and shall use it only for the purposes agreed between you and the third party. All such Personal Data will be protected and retained in accordance with this privacy policy.



Privacy Policy

We will take steps to inform the third party of any requests, complaints or questions that you may have regarding such Personal Data.

Security

State-of-the-art internet technologies are used to ensure the security of your data. During the online enquiry process, your details are secured with SSL encryption. For secure storage of your data, the systems are protected by firewalls that prevent unauthorized access from outside. In addition, technical and organizational security measures are used to protect the personal data you have provided against accidental or intentional manipulation, loss, destruction or access by unauthorized persons.

Data Breaches/Notification

Databases or data sets that include personal information may be breached inadvertently or through wrongful intrusion. Upon becoming aware of a data breach, VideoWork will notify all affected individuals whose personal information data may have been compromised, and the notice will be accompanied by a description of action being taken to reconcile any damage as a result of the data breach. Notices will be provided as expeditiously as possible after the breach was discovered.

Confirmation of Confidentiality

All company employees must maintain the confidentiality of personal information as well as company proprietary data to which they may have access and understand that such personal information is to be restricted to only those with a business need to know. Employees with ongoing access to such data will sign acknowledgment reminders annually attesting to their understanding of this company requirement.

Social Media

We maintain online presences on the basis of our legitimate interests. We maintain online presences within social networks and platforms in order to communicate with customers, interested parties and users who are active there. Unless otherwise stated in this policy, we process the data of users if they communicate with us within the social networks and platforms, e.g., write articles on our online presences or send us messages.

Cooperation with processors and third parties

If, in the course of our processing, we disclose data to other persons and companies (order processors or third parties), transmit it to them or otherwise grant them access to the data, this will only be done on the basis of a legal permission (e.g., if a transmission of the data to third parties, such as to payment service providers, is necessary for the performance of the contract pursuant to Art. 6 para. 1 lit. b GDPR), you have consented, a legal obligation provides for this or on the basis of our legitimate interests (e.g., when using agents, web hosts, etc.). If we commission third parties to process data on the basis of a so-called "processing agreement", this is done on the basis of Art. 28 GDPR.

Existence of automated decision-making

As a responsible company, we do not use automated decision-making or profiling.

External Links

Our platform contains links to the online services of other providers. We hereby point out that we have no influence on the content of the linked online services and the compliance with data protection regulations by their providers.

Personal information and children

Our services are aimed at people aged 18 and over. We will not knowingly collect, use or disclose personal information from minors under the age of 18 without first obtaining consent from a legal guardian through direct offline contact.

Changes and updates to the privacy policy



Privacy Policy

We kindly ask you to regularly inform yourself about the content of our privacy policy. We will amend the privacy policy as soon as changes to the information processing activities we carry out make this necessary. We will inform you as soon as the changes require an act of cooperation on your part (e.g., consent) or other individual notification.

Concerns and Contact

If you have any concerns about a possible compromise of your privacy or misuse of your personal information on our part, or any other questions or comments, you can contact us using info@videowork.com.