

# FORTE GATE COLLECT PRIVACY POLICY

At Forte Gate (Forte Services), (collectively, “we”/”us”), we are committed to protecting the privacy of the information we collect from users (“you”/”user”) of <https://fortegate.net>, (the “Platform”). This privacy policy (“Privacy Policy”) explains the manner in which We deal with information and data We’re exposed to, during your use of FG Collect and includes:

## A. POLICY

- a. What information we collect from you;
- b. How we use the information;
- c. How we protect the information;
- d. How we treat data collected by you on FG Collect;
- e. Who has access to the information;
- f. Your right to access your data and information

## B. PROCEDURES

- a. How you may update/change the information you provide
- b. How we may change/update the Privacy Policy
- c. How you can contact us

Please read through this Privacy Policy carefully to understand how we use and protect your information. By continuing your use of the Platform, you provide consent to this Privacy Policy, including changes and updates as may be made from time to time. We request you to familiarize themselves with these changes, as and when made and notified to you.

Since the users of FG Collect come from different parts of the world, we endeavor to ensure that to the greatest extent possible, this Privacy Policy complies with the global minimum standards of data protection and privacy in India and the EU.

## I. WHAT INFORMATION DO WE COLLECT?

We collect information of different kinds from users of FG Collect (“Information”). This information may be collected from you in three possible ways: one, information you voluntarily provide to us; two, information we automatically collect when you use our services or visit our website; and three, information from third parties.

You may revoke your consent by ....

### **Information You Provide**

We collect information from you when voluntarily provide such information to us which you may provide when you register as a user, contact us with a query, use certain services or respond to any of our surveys or questionnaires. Depending on the kind of services you avail from FG Collect, you may be asked to share information which is unique to you and capable of identifying you personally, such as your name, email address, password, phone number, financial and billing information including your credit card number, or other personal information associated with you specifically (“Sensitive Personal Information” or “SPI”). By voluntarily providing us with us SPI, you provide your consent to the use of such SPI in accordance with this Privacy Policy. You may choose to not share your Sensitive Personal Information with us, which may limit your access of certain features on FG Collect.

### **Information We Collect**

We automatically collect certain types of information when you avail of our services or use FG Collect, including Internet protocol (IP) addresses, Domain Name Server details, login information, type of browser and its version, time zone settings, browser plug-in types, operating system and platform, or other similarly technical information. We may do this by using cookies, flash cookies, web beacons, Google AdWords, log information and information collected using tracking technologies.

## **Information from Other Sources**

We may receive information about you from third parties, including through third payment gateways when you register for our paid services. Such third parties may use cookies, flash cookies, web beacons or tracking technologies to independently collect information about you. Prior to using, linking to or downloading any content, service or application from such third parties, we encourage you to carefully go through the terms of use and privacy policies of such third parties. We are not responsible for any information, applications, content or services provided by such third parties. We may, however, use data provided by our third party partners either on a stand-alone basis or by combining it with the information we have about you to help us improve our services to you through FG Collect

## **II. HOW DO WE USE THE INFORMATION?**

We only use the Information you provide in accordance with this Privacy Policy. We may use the Information to do one or more of the following:

- a. to personalize and customize our services and your experience of the Platform;
- b. to verify the information you provide us;
- c. to provide services that you request;
- d. to send you information about our services and Platform and to advertise and create targeted content and marketing profiles to improve your user experience;
- e. to communicate with you regarding your use of our services and Platform;
- f. to update you on any changes in our terms and the Privacy Policy, in our sole discretion;
- g. to conduct surveys regarding our services and your use of the Platform;
- h. to manage your user accounts and send you technical, security related, administrative and support alerts, messages or information;
- i. for any other purpose in accordance with this Privacy Policy.

The information used for these purposes may include Sensitive Personal Information, but only in its aggregated form. We do not use or disclose any Sensitive Personal Information unless we

are required to do so by law or under this Privacy Policy (as described below). We will keep any information that you provide to us until such time as you delete your account.

### **III. HOW DO WE PROTECT THIS INFORMATION?**

We protect your information by keeping it secret and secure. We do not share your information with anyone, except in certain limited situations, which are mentioned here. We may disclose your information to our affiliates, agents and authorized service providers who carry on work on our behalf but we make best efforts to ensure that this information remains in its aggregate form and is not capable of identifying you personally.

However, we may be required to disclose your information if we receive a lawful request to do so by public authorities, including a court order, for national security reasons, under an agreement for transfer of ownership or a merger with another entity, or as otherwise required under law.

### **IV. HOW DO WE TREAT DATA COLLECTED BY USERS ON FG COLLECT?**

FG Collect uses a self-service model platform where you, as a user, are entirely responsible for the data you wish to collect and from whom. When you use the services of FG Collect to gather data (“Data”), the collection and treatment of such Data is governed by this Privacy Policy. Data collected by you through use of the Platform is owned solely and entirely by you. We do not claim any ownership or proprietary interest over such.

Each individual user’s collected Data is segregated by account-based access rules, which allows users to access their Data only after they enter their unique usernames and passwords.

FG Collect treats all such Data as confidential and in no way does FG Collect access or use the Data collected by you on its own. We only provide the tools necessary for such Data to be effectively collected, stored, processed, exported and used.

The nature of the Data that you may be collecting is entirely under your control and depends on the questions you choose to include in a survey. FG Collect does not place limits on the type of questions you can ask participants. As a result, it is possible that the Data you may collect contains Sensitive Personal Information of survey participants. The Data gathered by using FG Collect and the management of such Data is solely your responsibility. Please ensure that you are in compliance with all applicable laws in the course of collecting such Data. Some best practices include non-disclosure to unauthorized parties, prevention of unsolicited emails being sent to survey subjects and deletion of when no longer required.

Any use or access of such Data by FG Collect is only incidental and in the course of providing services.

## **V. HOW DO WE PROTECT YOUR DATA?**

In order to maintain the security and protection of Data, we ask that you keep the Data collected by you secure to the greatest extent possible, by creating passwords that are not known to any other person, storing the Data safely, and adopting Data security measures on your systems.

FG Collect allows you to export all your Data from our system in several formats so that it can be modified and used by You in the best convenient way. All Data is stored on servers located in India in a secure facility. The cloud-based infrastructure used by FG Collect undergoes regular security audits and complies with major security requirement standards, such as ISCO 27001, PCI Level 1 and SOX.

## **VI. YOUR RIGHTS TO ACCESS YOUR DATA AND INFORMATION**

You have the right to access the information we have about you, and you can correct or amend that information, including deleting your personal account. At all times during the subsistence of your subscription, you will have complete access to the Data you collect through FG Collect.

## **VII. OTHER RIGHTS**

In addition to the rights mentioned in the previous section, Users also have the right to restrict processing of their data, to object to processing of the data, as well as the right to data portability. We will cooperate with Users to fulfil these rights as far as possible.

## **VIII. LIMITATION OF LIABILITY**

You understand and agree that although we maintain a high standard of data security, transmission and storage of information on the Internet is never completely secure. You therefore agree that the security of such information cannot be guaranteed.

FG Collect shall not be liable for any loss or damage caused by reason of disclosure of any information provided by a user. Further, We shall also not be responsible for any loss caused due to errors, omissions or inaccuracies with respect to any information that may be disclosed.

No warranty, including warranties of non-infringement of third party rights, title, merchantability, fitness of a particular purpose and freedom from computer virus, is given with respect to the content and services available through the Website.

## **IX. UPDATES AND CHANGES TO PRIVACY POLICY**

We may add, change, update or modify this Privacy Policy at any time if we change our practices or procedures to help us serve and protect you better. We encourage you to review this Privacy Policy from time to time to ensure that you are aware of any changes to this Privacy Policy and will endeavor to notify you of any changes or updates. By continuing to use FG Collect and services, you provide consent to any modified terms. If do not consent to any terms contained in this Privacy Policy, please discontinue the use of our services and FG Collect.

## **X. GRIEVANCE REDRESSAL**

We endeavor to address and attempt to rectify any grievances from you pertaining to the information you provide, in a timely manner and address any comments, questions and concerns you may have about this Privacy Policy. Please write to us at [info@fortegate.net](mailto:info@fortegate.net) or to our “Grievance Redressal Officer” whose details are given below: Name: Kwesi Asante E-mail: [info@fortegate.net](mailto:info@fortegate.net)

You have the right to lodge a complaint with the relevant supervisory authority, in particular where you live, work or where an alleged infringement of the GDPR has occurred.