

Privacy Policy

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Version 1.02

Let us learn how OneHUB POS handles your data

Introduction

In our mission to make commerce better for everyone at OneHUB POS, we collect and use information about you, our

- Merchants using OneHUB POS to power their business
- Customers who shop at our merchant's portal powered by OneHUB POS
- Partners who integrate with OneHUB POS for merchants to use the platform effortless and help merchants operate or improve their OneHUB POS-powered business
- Visitors to OneHUB POS's website or anyone contacting OneHUB POS team

This Privacy Policy will help you better understand how we collect, use, and share your personal information. If we change our privacy practices, we may update this privacy policy. If any changes are significant, we will let you know (for example, through the OneHUB POS admin or by email).

Your Trust on OneHUB POS

The foundation of the OneHUB POS platform is you trusting us to do the right thing with your information. Three main values guide us as we develop our products and services. These values should help you better understand how we think about your information and privacy.

- **You own your information**
We carefully analyze what types of information we need to provide our services and we try to limit the information we collect to only what we really need. Where possible, we delete or anonymize this information when we no longer need it. When building and improving our products, our engineers work closely with o/ur privacy and security teams to build with privacy in mind. In all of this work our guiding principle is that your information belongs to you, and we aim to only use your information to your benefit.
- **We protect your information**
If a third party requests your personal information, we will refuse to share it unless you give us permission or we are legally required. When we are legally required to share your personal information, we will tell you in advance, unless we are legally forbidden.
- **Our Merchants & Partners meet their privacy obligations**
Many of the merchants and partners using OneHUB POS do not have the benefit of a dedicated privacy team and it is important to us to help them meet their privacy obligations. To do this, we try to build our products and services so they can easily be used in a privacy-friendly way. We also provide detailed FAQs, documentation and whitepapers covering the most important privacy topics, and respond to privacy-related questions we receive.

The reason to process your information

We generally process your information when we need to do so to fulfill a contractual obligation (for example, to process your subscription or payments on the OneHUB POS platform), or where we or someone we work with needs to use your personal information for a reason related to their business (for example, to provide you with a service). European law calls these reasons “legitimate interests.” These “legitimate interests” include:

- Preventing risk and fraud
- Answering questions or providing other types of support
- Helping merchants to use apps and services
- Providing and improving our products and services
- Providing reporting and analytics
- Testing out features or additional services
- Assisting with marketing, advertising or other communications

We only process personal information for these “legitimate interests” after considering the potential risks to your privacy—for example, by providing clear transparency into our privacy practices, offering you control over your personal information where appropriate, limiting the information we keep, limiting what we do with your information, who we send your information to, how long we keep your information, or the technical measures we use to protect your information.

Detailed Identifiers:

- **What Information Does This Include?**
Name, email address, phone number, username, device identifier, IP address, government-issued identification number, date of birth/age and social media handle.
- **Where do we collect it from?**
Directly from you or the devices you use to access digital services, such as websites, mobile applications, and applications for connected devices. Other customers that may provide us with your information to recommend a product or service, ship products to you, or list you as a recipient of products or services. Companies that provide services on our behalf (e.g., installers). Security and fraud prevention services that help us confirm that transactions are valid and otherwise help us protect our assets and you. Marketing companies that help us learn about our customers and the devices they use to access digital content. Companies that supplement our customer records with additional information. Shipping providers that update address information. Social media platforms, advertising companies and content publishers that present you with our ads. Payment and transaction processors. Communications and mailing vendors. The signals emitted by your mobile devices when you travel through our stores.
- **Why do we collect it?**
Fulfilling orders and processing returns, Customer care, Administering contests and promotions. Registering you for a website or program, communicating with you, Improving our products and services, including improving store layouts and digital content, learning about customer trends and interests, Personalizing digital content, Delivering marketing communications and

advertising. Identifying the devices you use to access digital content, Fraud prevention, security, and asset protection.

- **Who do we share it with?**

Service providers that process information on our behalf, such as shipping vendors, providers of digital analytics services, and fraud prevention. Manufacturers of products and providers of extended warranty services. Joint marketing partners. Any successor to all or part of our business. Advisors and consultants. Advertising partners. Law enforcement, public and government authorities, and other entities as we deem reasonably necessary to comply with law, support investigations, and protect the rights and property of you, us, and others. Our affiliates and subsidiaries.

Your Information Your Rights

We believe you should be able to access and control your personal information no matter where you live. Depending on how you use OneHUB POS platform directly or indirectly, you may have the right to request access to, correct, amend and delete certain uses of your personal information (for example, direct marketing). We will not charge you more or provide you with a different level of service if you exercise any of these rights.

If you buy something from an OneHUB POS-powered store and wish to exercise these rights over information about your purchase, you need to directly contact the merchant you interacted or made a purchase with. We are only a processor on their behalf and cannot decide how to process their information. We will of course help our merchants to fulfill these requests by giving them the tools to do so and by answering their questions.

If you are a merchant, partner, OneHUB POS employee or other individual that OneHUB POS has a direct relationship with, please submit your data subject request. Please note that if you send us a request relating to your personal information, we have to make sure that it is you before we can respond. In order to do so, we may use a third party to collect and verify identification documents.

If you are not happy with our response to a request, you can contact us to resolve the issue. You also have the right to contact your local data protection or privacy authority at any time.

How we protect your information

Our teams work tirelessly to protect your information and to ensure the security and integrity of our platform. However, we all know that no method of transmission over the Internet and method of electronic storage, can be 100% secure. This means we cannot guarantee the absolute security of your personal information.

Security

When you place orders on our websites or through our mobile applications, all your order information, including your credit card number and delivery address, is transmitted through the Internet using Secure Sockets Layer (SSL) technology. SSL technology causes your browser to encrypt your order information before transmitting it to our secure server. SSL technology, an industry standard, is designed to prevent someone other than operators of our websites from capturing and viewing your personal information.

While we use industry standard means to protect our websites and your information, the Internet is not 100% secure. The measures we use are appropriate for the type of information we collect. We cannot promise that your use of our websites or mobile applications will be completely safe. We encourage you to use caution when using the Internet. Online access to your personal information is protected with a password you select. We strongly recommend that you do not share your password and that you use unique passwords for all your online accounts.

Cookies and Other tracking Technologies

We use cookies and similar tracking technologies on our website and when providing our services. Most Internet browsers automatically accept cookies, but you can change your settings or use third-party tools to refuse cookies or prompt you before accepting cookies from the websites you visit. You can also use your browser settings or other tools to delete cookies you already have. Please be aware that some parts of our Services may not work for you if you disable cookies

Contact us

If there are any questions regarding this privacy policy you may contact us using the information below:

For USA

- OnePOS Retail Solutions Inc.: **1024 , Iron Point Road Suite 1021, Folsom, CA 95630**
- E-mail Address: support@oneposretail.com
- Contact Number: (+1) 650-208-4224

For India

- OnePOS Retail Solutions Pvt. Ltd.: **2M- 425, Kasturi Nagar, Bangalore, INDIA -500043**
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