

## Privacy Policy – Smart Vizag Mobile App

### **Introduction:**

The Privacy Policy covers the practices for handling and securing your Personal Information by Smart Vizag App.

This Privacy Policy is applicable to all users of Smart Vizag App and agrees with terms and conditions mentioned herein.

The Smart Vizag App is complete proprietary of Greater Vizag Municipal Corporation which is abbreviated as GVMC

What Personal Information we collect from you and how we use it?

‘Personal Information’ means and includes all information that can be linked to a specific individual or to identify any individual, such as name, address, mailing address, telephone number, email address, credit card number, cardholder name, expiration date that may be necessary from the customer to avail a service.

### **Making a Purchase**

In order to purchase a related services through mobile app, you must provide us with certain Personal Information such as your name, credit card number and expiration date, credit card billing address, telephone number, e - mail address and the name or names of the person(s) (if not you). We require this information to process, fulfill and confirm your transactions and keep you informed of each transaction's status.

### **Member Registration**

To become a registered user, you must provide your name, address, telephone number, e-mail address. This information is collected on the registration form for several reasons including but not limited to:

- Personal Identification
- Payment Confirmation
- Quick Payments
- To allow us to contact you for customer service purposes, if necessary

### **Member Profile:**

As a user, you can choose to complete your online profile by providing us your Personal Information. This information is primarily used to assist you in making quick transactions without having to type in the same information repeatedly.

### **Others:**

From time to time we may add or enhance services available in the mobile app. To the extent of these enhanced services are provided, and used by you, we will use the information you provide to facilitate the service requested.

#### With whom your Personal Information is shared?

We will have to share your information with respective departments with the GVMC which will render the requested service. However, we do not sell or rent individual customer names or other Personal Information to third parties for providing various promotional and other benefits to our customers from time to time.

GVMC may disclose the member information if required to do so by law, court order, as requested by other government or law enforcement authority in good faith with the belief that disclosure is necessary.

#### What safeguards we have in place to protect your Personal Information?

All payments made through the mobile app are processed through secured payment gateway providers.

We review our Privacy Policy from time to time, and we may make periodic changes to the policy in connection with that review. Therefore, you may wish to bookmark this page and/or periodically review this page to make sure you have the latest version.

You may always submit concerns regarding this Privacy Policy via email to [commissioner.gvmc@gov.in](mailto:commissioner.gvmc@gov.in) GVMC will respond to all reasonable concerns or inquiries.