

DATA PROTECTION POLICY

Route Mobile Limited

POLICY EFFECTIVE FROM MAY 4, 2023

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I. Aim of the Data Protection Policy

As part of its corporate and social responsibility, Route Mobile Limited and its group companies, collectively “RML,” are committed to international compliance with data protection laws. This Data Protection Policy applies worldwide to RML and is based on globally accepted, basic principles on data protection. Ensuring data protection is the foundation of trustworthy business relationships and the reputation of Route Mobile Limited as an attractive employer.

The Data Protection Policy provides one of the necessary framework conditions for cross-border data transmission among the group companies. It ensures the adequate level of data protection prescribed by the European Union Data Protection Directive, the General Data Protection Regulation (GDPR) and the national laws for cross-border data transmission, including in countries that do not yet have adequate data protection laws.

This policy shall be supervised and enforced by the Data Protection Officer and the Privacy Team listed in Appendix 1

II. Scope and amendment of the Data Protection Policy

This Data Protection Policy applies to all offices and companies of Route Mobile Limited and their employees, collectively “RML.” The Data Protection Policy extends to all processing of Personal Data including Sensitive Personal Data or Information (SPDI).

Individual Group companies are not entitled to adopt policies that deviate from this Data Protection Policy. Additional Data Protection Policies can be created in agreement with the Data Protection Officer only if required by applicable national laws. This Data Protection Policy can be amended in coordination with the Data Protection Officer and will be reported immediately to all group companies.

III. Application of National Laws

This Data Protection Policy comprises the internationally accepted data privacy principles including GDPR without replacing the existing national laws. It supplements the national data privacy laws for jurisdictions in which RML operates.

Each Company of the Route Mobile Group is responsible for compliance with this Data Protection Policy and the legal obligations. If there is reason to believe that legal obligations contradict the duties under this Data Protection Policy, the relevant group company must inform the Data Protection Officer. In the event of conflicts between national legislation and the Data Protection Policy, Route mobile will work with the relevant group company to find a practical solution that meets the purpose of the Data Protection Policy and the GDPR.

IV. Principles for processing Personal Data

1. Fairness & Lawfulness

When processing personal data, the individual rights of the data subjects must be protected. Personal data must be collected and processed in a legal and fair manner.

2. Restriction to a specific purpose

Personal Data must be processed only for the purpose that was defined before the data was collected. Subsequent changes to the purpose are only possible to a limited extent and requires substantiation.

3. Transparency

The Data Subject must be informed of how his/her data is being handled. In general, personal data must be collected directly from the individual concerned. When the data is collected, the data subject must either be aware of, or informed of:

- ☐ The identity of the Data Controller.
- ☐ The purpose of Data processing.
- ☐ Third parties or categories of third parties to whom the data might be transmitted.

4. Data Reduction & Data Economy

Before processing personal data, you must determine whether and to what extent the processing of personal data is necessary in order to achieve the purpose for which it is undertaken. Where the purpose allows and where the expense involved is in proportion with the goal being pursued, anonymized or statistical data must be used. Personal data may not be collected in advance and stored for potential future purposes unless required or permitted by the national law and GDPR.

5. Deletion

Personal Data that is no longer needed after the expiration of legal or business process-related periods must be deleted. There may be an indication of interests that merit protection or historical significance of this data in individual cases. If so, data must remain on file until the interests that merit protection have been clarified legally, or the corporate archive has evaluated to determine whether it must be retained for historical purposes.

6. Factual accuracy and updated data

Personal data on file must be correct, complete, and - if necessary – kept up to date. Suitable steps must be taken to ensure that inaccurate or incomplete data are deleted, corrected, supplemented or updated. Data subject has the right to access and update his data thru a request to the Data Protection officer.

7. Confidentiality and Data Security

Personal Data is subject to data secrecy. It must be treated as confidential on a personal level and secured with suitable organizational and technical measures to prevent unauthorized access, illegal processing or distribution, as well as accidental loss, modification or destruction.

V. Handling of Sensitive Personal Data or Information

1. Definition of SPDI:

Sensitive Personal Data or Information (SPDI) refers to any data or information that reveals racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation as defined by the General Data Protection Regulation (GDPR).

In the context of Indian law, SPDI may also include password, financial information such as bank account or credit card or debit card or other payment instrument details, physical, physiological and mental health condition, sexual orientation, medical records and history, and biometric information.

The definition of SPDI shall also include all categories of SPDI specified by the jurisdictions in which the company operates.

2. Collection and Processing of SPDI:

SPDI may be collected and processed only when it is necessary to achieve the purpose for which it is undertaken, and only if such collection and processing is permitted under applicable laws and regulations. The collection and processing of SPDI must be done with the express consent of the data subject, unless otherwise permitted or required by law. Specific collection and processing of customer, partner, and employee data is listed under Section VI below.

3. Protection of SPDI:

SPDI must be protected with suitable organizational and technical measures to prevent unauthorized access, illegal processing or distribution, as well as accidental loss, modification, or destruction. These measures should provide a level of security appropriate to the risk represented by the processing and the nature of the data to be protected.

4. Rights of the Data Subject:

Data subjects have the right to request information on which of their SPDIs have been stored, how the data was collected, and for what purpose. They also have the right to request the deletion or correction of their SPDI if it is incorrect or incomplete. Data subjects also have the right to object to the processing of their SPDI for purposes of advertising or market/opinion research.

5. Data Breach Notification:

In the event of a data breach involving SPDI, Route Mobile Limited will notify the affected data subjects and the appropriate regulatory authorities in accordance with applicable laws and regulations.

6. Data Protection Officer:

Any queries, complaints or requests related to the handling of SPDI should be directed to the Data Protection Officer at dpo@routemobile.com. The Data Protection Officer is also responsible for overseeing the implementation of this policy and for providing advice and guidance on the protection of SPDI.

VI. Reliability of Data Processing

Collecting, processing, and using personal data is permitted only under the following legal bases. One of these legal bases is also required if the purpose of collecting, processing and using the personal data is to be changed from the original purpose.

1. Customer and Partner Data

1.1 Data processing for a contractual relationship

Personal data of the relevant prospects, customers and partners can be processed in order to establish, execute and terminate a contract. This also includes advisory services for the partner under the contract if this is related to the contractual purpose. Prior to a contract – during the contract initiation phase – personal data can be processed to prepare bids or purchase orders or to fulfil other requests of the prospect that relate to contract conclusion. Prospects can be contacted during the contract preparation process using the information that they have provided. Any restrictions requested by the prospects must be complied with. For advertising measures beyond that, you must observe the following requirements under V.1.2.

1.2 Data processing for advertising purposes

If the data subject contacts a Route Mobile company to request information (e.g. request to receive information material about a product), data processing to meet this request is permitted.

Customer loyalty or advertising measures are subject to further legal requirements. Personal data can be processed for advertising purposes or market and opinion research, provided that this is consistent with the purpose for which the data was originally collected. The data subject must be informed about the use of his/her data for advertising purposes. If data is collected only for advertising purposes, the disclosure from the data subject is voluntary. The data subject shall be informed that providing data for this purpose is voluntary. When communicating with the data subject, consent shall be obtained from him/her to process the data for advertising purposes. When giving consent, data subject should be given a choice among available forms of contact such as regular mail, e-mail and phone (Consent, see V.1.3)

If the data subject refuses the use of his/her data for advertising purposes, it can no longer be used for these purposes and must be blocked from use for these purposes.

Any other restrictions from specific countries regarding the use of data for advertising purposes must be observed.

1.3 Consent to data processing

Data can be processed following consent by the data subject. Before giving consent, the data subject must be informed in accordance with IV.3. of this Data Protection Policy. The declaration of consent must be obtained in writing or electronically for the purposes of documentation. In some circumstances, such as telephone conversations, consent can be given verbally. The granting of consent must be documented.

1.4 Data processing pursuant to legal authorization

The processing of personal data is also permitted if national legislation requests, requires or allows this. The type and extent of data processing must be necessary for the legally authorized data processing activity, and must comply with the relevant statutory provisions.

1.5 Data processing pursuant to legitimate interest

Personal data can also be processed if it is necessary for a legitimate interest of Route Mobile. Legitimate interests are generally of a legal (e.g. collection of outstanding receivables) or commercial nature (e.g. avoiding breaches of contract). Personal data may not be processed for the purposes of a legitimate interest if, in individual cases, there is evidence that the interests of the data subject merit protection, and that this takes precedence. Before data is processed, it is necessary to determine whether there are interests that merit protection.

1.6 Processing of highly sensitive data (SPDI)

In compliance with legal regulations, the company may process SPDI from customers and partners for specific business-related purposes. Such purposes may include transaction processing, conducting periodic due diligence checks, and adhering to Know Your Customer (KYC) regulations. The processing of this data is either expressly permitted or prescribed under national law or necessary for the company to fulfill its obligations and rights in the area of business law.

In all cases where sensitive personal data is to be processed, the Data Protection Officer must be informed in advance. Furthermore, in instances where it is legally permissible, customers and partners may be asked to provide explicit consent for the processing of their sensitive personal data. By accepting the terms of our business agreements, customers and partners are effectively providing their consent for data processing. The company is committed to maintaining the highest standards of data protection and will always ensure that such processing is conducted with the utmost respect for individual privacy rights.

1.7 Automated individual decisions

Automated processing of personal data that is used to evaluate certain aspects (e.g. credit worthiness) cannot be the sole basis for decisions that have negative legal consequences or could significantly impair the data subject. The data subject must be

informed of the facts and results of automated individual decisions and the possibility to respond. To avoid erroneous decisions, a test and plausibility check must be made by an employee.

1.8 User Data and Internet

If personal data is collected, processed and used on websites and in apps, the data subjects must be informed of this in a privacy statement and, if applicable, information about cookies. The privacy statement and any cookie information must be integrated so that it is easy to identify, directly accessible and consistently available for the data subjects.

If user profiles (tracking) are created to evaluate the use of websites and apps, the data subject must always be informed accordingly in the privacy statement. Personal tracking may only be effected if it is permitted under national law or upon consent of the data subject. If tracking uses a pseudonym, the data subject should be given the chance to opt out in the privacy statement.

If website or apps can access personal data in an area restricted to registered users, the identification and authentication of the data subject must offer sufficient protection during access.

2. Employee data

1.1 Data processing for the employment relationship

In employment relationships, personal data can be processed if needed to initiate, carry out and terminate the employment agreement. When initiating an employment relationship, the applicant's personal data can be processed. If the candidate is rejected, his/her data must be deleted in observance of the required retention period, unless the applicant has agreed to remain on file for a future selection process. Consent is also needed to use the data for further application processes or before sharing the application with other group companies.

In the existing employment relationship, data processing must always relate to the purpose of the employment agreement if none of the following circumstances for authorized data processing apply.

If it should be necessary during the application procedure to collect information on an applicant from a third party, the requirements of the corresponding national laws have to be observed along with the requirements of the GDPR. In cases of doubt, consent must be obtained from the data subjects.

There must be legal authorization to process personal data that is related to the employment relationship but was not originally part of performance of the employment agreement. This can include legal requirements, collective regulations with employee representatives, consent of the employee, or the legitimate interest of the company.

1.2 Data processing pursuant to legal authorization

The processing of personal employee data is also permitted if national legislation requests, requires or authorizes this. The type and extent of data processing must be necessary for the legally authorized data processing activity, and must comply with the relevant statutory provisions. If there is some legal flexibility, the interests of the employee that merit protection must be taken into consideration.

1.3 Collective agreements on data processing

If a data processing activity exceeds the purpose of fulfilling a contract, it may be permissible if authorized through a collective agreement. Collective agreements are pay scale agreements or agreements between employers and employee representatives, within the scope allowed under the relevant employment law. The agreements must cover the specific purpose of the intended data processing activity, and must be drawn up within the parameters of GDPR.

1.4 Consent to data processing

Employee data can be processed upon consent of the person concerned. Declarations of consent must be submitted voluntarily. Involuntary consent is void. The declaration of consent must be obtained in writing or electronically for the purposes of documentation. In certain circumstances, consent may be given verbally, in which case it must be properly documented. In the event of informed, voluntary provisions of data by the relevant party, consent can be assumed if national laws do not require express consent. Before giving consent, the data subject must be informed in accordance with IV.3. of this Data Protection Policy.

1.5 Data Processing pursuant to legitimate interest

Personal data can also be processed if it is necessary to enforce a legitimate interest of Route Mobile. Legitimate interests are generally of a legal (e.g. filing, enforcing or defending against legal claims) or financial (e.g. valuation of companies) nature.

Personal data may not be processed based on a legitimate interest if, in individual cases, there is evidence that the interests of the employee merit protection. Before data is processed, it must be determined whether there are interests that merit protection.

Control measures that require processing of employee data can be taken only if there is a legal obligation to do so or there is a legitimate reason. Even if there is a legitimate reason, the proportionality of the control measure must also be examined. The justified interests of the company in performing the control measure (e.g. compliance with legal provisions and internal company rules) must be weighed against any interests meriting protection that the employee affected by the measure may have in its exclusion, and cannot be performed unless appropriate. The legitimate interests of the company and any interests of the employee meriting protection must be identified and documented before any measures are taken. Moreover, any additional requirements under national law (e.g. rights of co-determination for the employee representatives and information rights of the data subjects) must be taken into account.

1.6 Processing of highly sensitive data

Highly sensitive personal data can be processed only under certain conditions. Highly sensitive data is data about financial information, racial and ethnic origin, political beliefs, religious or philosophical beliefs, union membership, and the health and sexual life of the data subject. Under national law, further data categories can be considered highly sensitive, or the content of the data categories can be filled out differently. Moreover, data that relates to a crime can often be processed only under special requirements under national law.

In accordance with legal requirements, the company may process SPDI for specific purposes related to employment. Such purposes include payroll processing, conducting periodic background checks, and adhering to Know Your Customer (KYC) regulations. The processing of this data is either expressly permitted or prescribed under national law or necessary for the company to fulfill its obligations and rights in the area of employment law. By accepting the terms of the employment offer, the employee is effectively providing their consent for data processing.

If there are plans to process highly sensitive data, the Data Protection Officer must be informed in advance.

1.7 Automated decisions

If personal data is processed automatically as part of the employment relationship, and specific personal details are evaluated (e.g. as part of personal selection or the evaluation of skills profiles), this automatic processing cannot be the sole basis for decisions that would have negative consequences or significant problems for the affected employee. To avoid erroneous decisions, the automated process must ensure that a natural person evaluates the content of the situation, and that this evaluation is the basis for the decision. The data subject must also be informed of the facts and results of automated individual decisions and the possibility to respond.

1.8 Telecommunication and Internet

Telephone equipment, e-mail addresses, intranet and internet along with internal social networks are provided by the company primarily for work-related assignments. They are a tool and company resource. They can be used within the applicable legal regulations and internal company policies. In the event of authorized use for private purposes, the laws on secrecy of telecommunications and the relevant national telecommunication laws must be observed if applicable.

There will be no general monitoring of telephone and e-mail communications or internet/intranet use. To defend against attacks on the IT infrastructure or individual users, protective measures can be implemented for the connections to the Route Mobile network that block technically harmful content or that analyses the attack patterns. For security reasons, the use of telephone equipment, e-mail addresses, the internet/intranet and internal social networks can be logged for a temporary period. Evaluations of this data from a specific person can be made only in a concrete, justified case of suspected violation of laws or policies of Route Mobile.

The evaluations can be conducted only by investigating departments while ensuring that the principle of proportionality is met. The relevant national laws must be observed in the same manner as the GDPR regulations.

VII. Transmission of Personal Data / Data Transfers

A Data Processing Agreement shall be executed by all parties (RML, its customers, and its vendors/partners) to whom data is transferred for provisioning of any services provided by RML.

All data transfers from the EU to third countries shall be governed according to the new EU Standard Contractual Clauses (SCCs) published by the European Commission on June 4, 2021.

Transmission of Personal Data to recipients outside or inside RML is subject to the authorization requirements for processing personal data under Section VI. The data recipient must be required to use the data only for the defined purposes.

In the event that the data is transmitted to a recipient outside RML to a third country, the party in this country to whom data is being transmitted must agree to maintain a data protection level equivalent to this Data Protection Policy. This does not apply if transmission is based on a legal obligation. A legal obligation of this kind can be based on the laws of the domiciliary country of the Group company transmitting the data. In the alternative, the laws of the domiciliary country of the group company can acknowledge the purpose of data transmission based on the legal obligations of a third country.

If data is transmitted by a third country to Route Mobile, it must be ensured that the data can be used for the intended purpose.

If personal data is transferred from a group company with its registered office in the European Union/European Economic Area to a group company with its registered office outside of the European Economic Area (third country), the company importing the data is obligated to cooperate with any enquiries made by the relevant supervisory authority in the country in which the party exporting the data has its registered office, and to comply with any observations made by the supervisory authority with regard to the processing of the transmitted data. The same applies to the data transmission by group companies from other countries. If they are a part of an international certification system for binding corporate rules on data protection, they must ensure cooperation with the relevant auditing offices and agencies. Participation in such certification systems must be agreed with the Data Protection Officer.

In the event that a data subject claims that this Data Protection Policy has been breached by the group company located in a third country that is importing the data, the group company located in the European Economic Area that is exporting the data undertakes to support the party concerned, whose data was collected in the European Economic Area, in establishing the facts of the matter and also asserting his/her rights in accordance with this policy against the group company importing the data. In addition the data subject is also entitled to assert his or her rights against the group company exporting the data. In the event of claims of a violation, the company exporting the data must document to the data subject

that the company importing the data in a third country (in the event that the data is further processed after receipt) did not violate this Data Protection Policy.

In the case of personal data being transmitted from a group company located in the European Economic Area to a group company located in a third country, the data controller transmitting the data shall be held liable for any violations of this policy committed by the group company located in a third country with regard to the data subject whose data was collected in the European Economic Area, as if the violation had been committed by the Data Controller transmitting the data. The legal venue is the responsible court where the company exporting the data is located.

VIII. Contract Data Processing

Data processing on behalf means that a provider is hired to process personal data, without being assigned responsibility for the related business process. In these cases, an agreement on Data Processing on behalf must be concluded with external providers and among companies within the Route Mobile group. The client retains full responsibility for correct performance of data processing. The providers can process personal data only as per the instructions from the client. When issuing the order, the following requirements must be complied with; the department placing the order must ensure that they are met.

1. The provider must be chosen based on its ability to cover the required technical and organizational protective measures.
2. The order must be placed in writing. The instructions on data processing and the responsibilities of the client and provider must be documented.
3. The contractual standards for data protection provided by the Data Protection Officer must be considered.
4. Before Data processing begins, the client must be confident that the provider will comply with the duties. A provider can document its compliance with data security requirements in particular by presenting suitable certification. Depending on the risk of data processing, the reviews must be repeated on a regular basis during the term of the contract.
5. In the event of cross border contract processing, the relevant national requirements for disclosing personal data abroad must be met. In particular, personal data from the European Economic Area can be processed in a third country only if the provider can prove that it has:
 - a) Data protection standards equivalent to this Data Protection Policy. Suitable tools can be:
 1. Agreements on EU standard contract clauses for contract processing in third countries with the provider and any subcontractors
 2. Participation of the provider in a certification system accredited by the EU for the provision of a sufficient data protection level.
 3. Acknowledgement of binding corporate rules of the provider to create a suitable level of data protection by the responsible supervisory authorities for data protection.

IX. Data Subject Rights and Requests

Every data subject has the following rights. Their assertion is to be handled immediately by the responsible unit and cannot pose any disadvantage to the data subject.

1. The data subject may request information on which personal data relating to him/her has been stored, how the data was collected, and for what purpose. If there are further rights to view the employers documents (e.g. personnel files) for the employment relationship under the relevant employment laws, these will remain unaffected.
2. If personal data is transmitted to third parties, information must be given about the identity of the recipient or the category of recipients.
3. If personal data is incorrect or incomplete, the data subject can demand that it be corrected or supplemented.
4. The data subject can object to the processing of his/her data for purposes of advertising or market/opinion research. The data must be blocked from these types of use.
5. The data subject may request his/her data to be deleted if the processing of such data has no legal basis, or if the legal basis has ceased to apply. The same applies if the purpose behind the data processing has lapsed or ceased to be applicable for other reasons. Existing retention periods and conflicting interests meriting protection must be observed.
6. The data subject generally has a right to object to his/her data being processed, and this must be taken into account if the protection of his/her interests take precedence over the interest of the data controller owing to a particular personal situation. This does not apply if a legal provision requires the data to be processed.

Additionally, every data subject can assert the rights under III. Para 2, IV, V, VI, IX, X and XIV Para.3 as a third party beneficiary if a company that has agreed to comply with the Data Protection Policy does not observe the requirements and violates the party's rights.

X. Confidentiality of processing

Personal data is subject to data secrecy. Any unauthorized collection, processing, or use of such data by employees is prohibited. Any data processing undertaken by an employee that he/she has not been authorized to carry out as a part of his/her legitimate duties is unauthorized. The "need to know" principle applies. Employees may have access to personal information only as is appropriate for the type and scope of the task in question. This requires a careful breakdown and separation, as well as implementation, of roles and responsibilities.

Employees are forbidden to use personal data for private or commercial purposes, to disclose it to unauthorized persons, or to make it available in any other way. Supervisors must inform their employees at the start of the employment relationship about the obligation to protect data secrecy. This obligation shall remain in force even after employment has ended.

XI. Data Retention and Storage

Route Mobile Limited recognizes the importance of appropriately managing and retaining personal data in accordance with applicable laws and regulations. This section outlines our practices and guidelines for data retention and storage to ensure the secure and responsible handling of personal data. Detailed procedures are documented in the company's Data Retention, Archiving, and Destruction Policy

1. Retention Period:

Personal data will be retained for no longer than necessary to fulfil the purposes for which it was collected, unless a longer retention period is required or permitted by law. The retention period will be determined based on the specific nature of the data and the legal, regulatory, and business requirements associated with it.

2. Data Minimization:

We will strive to minimize the retention of personal data by regularly reviewing our data holdings and implementing measures to identify and securely dispose of data that is no longer necessary or relevant for the intended purposes.

3. Data Storage:

Personal data will be stored in a secure manner that ensures protection against unauthorized access, loss, alteration, or disclosure. Appropriate technical and organizational measures will be implemented to safeguard the confidentiality, integrity, and availability of the data.

4. Data Backup:

Regular data backup procedures will be in place to prevent data loss and facilitate data recovery in the event of any system failure, disaster, or other unforeseen circumstances.

5. Data Destruction:

When personal data is no longer required for the purposes for which it was collected or when its retention period has expired, it will be securely and permanently erased or anonymized in accordance with applicable laws and regulations. The methods of destruction or anonymization will be designed to prevent unauthorized access to the data.

6. Data Storage Limitations:

Personal data will be stored within secure data centers and servers, either owned and operated by Route Mobile Limited or by trusted third-party service providers. These facilities will meet industry standards for physical and technical security measures.

7. Review and Audit:

We will conduct periodic reviews and audits of our data retention and storage practices to ensure ongoing compliance with this policy and applicable laws. Any identified areas for improvement or concerns will be addressed promptly.

XII. Processing Security

Personal data must be safeguarded from unauthorized access and unlawful processing or disclosure, as well as accidental loss, modification or destruction. This applies regardless of whether data is processed electronically or in paper form. Before the introduction of new methods of data processing, particularly new IT systems, technical and organizational measures to protect personal data must be defined and implemented. These measures must be based on the state of the art, the risks of processing, and the need to protect the data (determined by the process for information classification).

In particular, the responsible department can consult with its Information Security Officer (ISO) and Data Protection Coordinator. The technical and organizational measures for protecting personal data are part of Corporate Information Security Management and must be adjusted continuously to the technical developments and organizational changes.

RML has implemented the several Technical and Organizational measures including but not limited to the following:

Physical access control

RML will take proportionate measures to prevent unauthorized physical access to RML's premises and facilities holding Personal Data. Measures shall include:

- Procedural and/or physical access control systems
- Door locking or other electronic access control measures
- Alarm system, video/CCTV monitor or other surveillance facilities
- Logging of facility entries/exits
- ID, key or other access requirements

Access control to systems

RML will take proportionate measures to prevent unauthorized access to systems holding Personal Data. Measures shall include:

- Password procedures (including e.g. requirements to length or special characters, forced change of password on frequent basis etc.)
- Access to systems subject to approval from HR management or IT system administrators
- No access to systems for guest users or anonymous accounts
- Central management of system access
- Routines of manual lock when workstations are left unattended, and automatic lock within maximum 5 minutes
- Restrictions on use of removable media, such as memory sticks, CD/DVD disks or portable hard drives, and requirements of encryption

Access control to data

RML will take proportionate measures to prevent authorized users from accessing data beyond their authorized access rights, and to prevent the unauthorized access to or removal, modification or disclosure of Personal Data. Measures shall include:

- Differentiated access rights, defined according to duties
- Automated log of user access via IT systems

Data entry control

RML will take proportionate measures to check and establish whether and by whom Personal Data has been supplied in the systems, modified, or removed. Measures shall include:

- Differentiated access rights based on duties
- Automated log of user access, and frequent review of security logs to uncover and follow-up on any potential incidents
- Ensure that it is possible to verify and establish to which bodies Personal Data have been or may be transmitted or made available using data communication equipment
- Ensure that it is possible to verify and establish which Personal Data have been entered into data-processing systems, altered or deleted, and when and by whom the Personal Data have been input, altered or deleted

Disclosure control

RML will take proportionate measures to prevent unauthorized access, alteration or removal of Personal Data during transfer of the Personal Data. Measures shall include:

- Use of state-of-the-art encryption on all electronic transfer of Personal Data
- Encryption using a VPN for remote access, transport, and communication of Personal Data
- Audit trail of all data transfers
- Compulsory use of wholly owned private networks for Personal Data transfers

Availability control

RML will take proportionate measures to ensure that Personal Data are protected from accidental destruction or loss. Measures shall include:

- Frequent back-up of Personal Data
- Remote storage
- Use of anti-virus/firewall protection
- Monitoring of systems to detect virus etc.
- Ensure stored Personal Data cannot be corrupted by means of malfunctioning of the system
- Ensure that installed systems may, in the case of interruption, be restored
- Uninterruptible power supply (UPS)
- Business Continuity procedures

Separation control

RML will take proportionate measures to ensure that Personal Data collected for different purposes are processed separately. Measures shall include:

- Restrictions on access to Personal Data stored for different purposes based on duties
- Segregation of business IT systems

Job/subcontractor control

RML shall implement measures to ensure that, in the case of commissioned processing of Personal Data, the Personal Data is processed strictly in accordance with the Processor's instructions. Measures shall include:

- Unambiguous wording of contractual instructions
- Monitoring of contract performance

Training and awareness

RML shall ensure that all employees are aware of routines on security and confidentiality, through:

- Unambiguous regulations in employment contracts on confidentiality, security and compliance with internal routines
- Internal routines and courses on requirements of processing of Personal Data to create awareness

XIII. Data Protection Control

Compliance with the Data Protection Policy and the applicable data protection laws/GDPR is checked regularly with data protection/information security audits and other controls. The performance of these controls is the responsibility of the Data Protection Officer, the Data Protection Coordinators, and other company units that are part of the Privacy Team with audit rights or external auditors hired. The results of the data protection controls must be reported to the Data Protection Officer. Route Mobile must be informed of the primary results as part of the related reporting duties. On request, the results of the Data Protection controls will be made available to the responsible data protection authority. The responsible data protection authority can perform its own controls of compliance with the regulations of this policy, as permitted under national law.

XIV. Data Breach Response Plan / Data Protection Incidents

All employees must inform their supervisor, Data Protection Coordinator or the Data Protection Officer immediately about cases of violations against this Data Protection Policy or other regulations on the protection of personal data (data protection incidents). The manager responsible for the function or the unit is required to inform the responsible Data Protection Coordinator or the Data Protection Officer immediately about the data protection incidents. Route Mobile is obligated to report these incidents to the supervisory authorities and to the affected individual(s) within 72 hours of breach.

In case of:

1. Improper transmission of personal data to third parties
2. Improper access by third parties to personal data, or
3. Loss of personal data

The required company reports (Information Security Incident Management) must be made immediately so that any reporting duties under GDPR and national law can be

complied with. Detailed procedures are provided in the company's "Data Breach and Reporting Policy and Procedure."

XV. Responsibilities and Sanctions

The executive bodies of Route Mobile and its group companies are responsible for data processing in their area of responsibility. Therefore, they are required to ensure that the legal requirements, and those contained in the Data Protection Policy, for data protection are met. Management staff are responsible for ensuring that organizational, HR and technical measures are in place so that any data processing is carried out in accordance with data protection. Compliance with these requirements is the responsibility of the relevant employees. If official agencies perform data protection controls, the Data Protection Officer must be informed immediately.

The relevant executive bodies must inform the Data Protection Officer as to the name of their Data Protection Coordinator. Organizationally speaking, in agreement with the Data Protection Officer, this task can be performed by a Data Protection Coordinator for multiple companies. The Data Protection Coordinators are the contact persons on site for data protection. They can perform checks and must familiarize employees with the content of the data protection policies. The relevant management is required to assist the Data Protection Officer and the Data Protection Coordinators with their efforts. The departments responsible for business processes and projects must inform the Data Protection Coordinators in good time about new processing of personal data. For data processing plans that may pose special risk to the individual rights of the data subjects, the Data Protection Officer must be informed before processing begins. This applies in particular to extremely sensitive personal data. The managers must ensure that their employees are sufficiently trained in data protection.

Improper processing of personal data, or other violation of the data protection laws, can be criminally prosecuted in many countries and result in claims for compensation of damage. Violations for which individual employees are responsible can even lead to sanctions.

XVI. Data Protection Officer

The Data Protection Officer works towards compliance with GDPR and all applicable data protection laws. He is responsible for the Data Protection Policy and supervises its compliance. The Data Protection Officer is appointed by the Route Mobile Group CEO and Managing Director. Specific exceptions, if any, must be agreed upon with the Data Protection Officer.

The Data Protection Coordinators shall promptly inform the Data Protection Officer of any data protection risks.

Any data subject may approach the Data Protection Officer, or the relevant Data Protection Coordinator, at any time to raise concerns, ask questions, request information, or make

complaints relating to data protection or data security issues. If requested, concerns and complaints will be handled confidentially.

If the Data Protection Coordinator in question cannot resolve a complaint or remedy a breach of policy for data protection, the Data Protection Officer must be consulted immediately. Decisions made by the Data Protection Officer to remedy Data Protection breaches must be upheld by the management of the company in question. Inquiries by supervisory authorities must always be reported to the Data Protection Officer.

Contact Details for the Data Protection Officer and staff are as follows:

Mr. Sammy Mamdani (dpo@routemobile.com)
Route Mobile Limited
4th Dimension, 3rd Floor, Mind Space,
Malad (West), Mumbai – 400064

XVII. Definitions

1. Data is anonymized if personal identity can never be traced by anyone, or if the personal identity could be recreated only with an unreasonable amount of time, expense and labour.
2. Consent is the voluntary, legally binding agreement to data processing.
3. Data Protection Incidents are all events where there is justified suspicion that personal data is being illegally captured, collected, modified, copied, transmitted or used. This can pertain to actions by third parties or employees.
4. Data subject under this Data Protection Policy is any natural person whose data can be processed. In some countries, legal entities can be data subject as well.
5. Highly sensitive data is data about racial and ethnic origin, political opinions, religious or philosophical beliefs, union membership or the health and sexual life of the data subject. Under national law, further data categories can be considered highly sensitive or the content of the data categories can be structured differently. Moreover, data that relates to a crime can often be processed only under special requirements.
6. Personal data is all information about certain or definable natural persons. A person is defined for instance if the personal relationship can be determined using a combination of information with even incidental additional knowledge.
7. Processing personal data means any process, with or without the use of automated systems, to collect, store, organize, retain, modify, query, use, forward, transmit, disseminate or combine and compare data. This also includes disposing of, deleting and blocking data and data storage media.
8. Processing personal data is required if the permitted purpose or justified interest could not be achieved without the personal data, or only with exceptionally high expense.
9. Data Controller is the legally independent company whose business activity initiates the relevant processing measure.
10. Third parties are anyone apart from the data subject and the Data Controller.
11. Transmission is all disclosure of protected data by the responsible entity to third parties.

Appendix 1- Privacy Team

RML has established a Privacy Team to stay abreast of regulatory and statutory changes, watch for potential threats from both external and internal sources, assure compliance in existing or emerging business practices, respond to stakeholder inquiries, and provide privacy leadership to their organization.

This team is led by the Data Protection Coordinator who shall, at his/her discretion and business requirements, appoint Data Protection Coordinators-authorized individuals from each business unit who shall serve as stewards within their specific departments-and work with the Incident Response Team (ISMS Incident Management Policy 3.2.3) in responding to any data security events.

Privacy Team Composition

- Data Protection Coordinator (DPO)
- Legal and Compliance Team
- Data Protection Coordinators (DPCs)
- CISO
- Incident Response Team (IRT)

List of Data Protection Coordinators as on May 4, 2023

Department	Name	Designation
Technology	Ramesh Helaiya	CTO
Technology	Ashish Jaiswal	AVP
Technology	Vikrant Mhakal	AVP
ERP	Shashank Verma	Senior Manager
Routing	Mujahid Khorajia	Head
Procurement	Vaibhav Dhuri	Head
Operations-Intl Support	Shakir Ghate	AGM-Operations
Operations-India Support	Neelesh Parmar	Senior Manager-Operations
ILDO	Kapil Samel	AGM
Human Resources	Elsa Shibu	VP-Head of HR
Human Resources	Madhuri Chettiar	Manager
Admin	Mandar Mankar	Senior Manager
Accounts	Suresh Jankar	CFO
Accounts	Babita Maheshwari	GM
Accounts	Shailesh Kadam	Manager
Accounts	Sushma Gedam	Manager
Legal and Compliance	Rathindra Das	Group Head Legal, Company Secretary and Compliance officer
Technology-NextGen	Chandrashekhar Tallapragada	Head of Engineering
SendClean	Vivek Sharma	COO
Mr. Messaging	Mike Wanliss	CTO
Masivian	Ricardo Echeverri	CTO