

JIOSTAR PRIVACY NOTICE

Updated on – 04-06-2025.

Jiostar India Private Limited (formerly known as Star India Private Limited), having its registered office at Star House, Urmi Estate, 95 Ganpatrao Kadam Marg, Lower Parel (W), Mumbai, 400013, Maharashtra, India (“we”, “us”, “our”, “Jiostar”) is committed to protecting the security and personal data of the data principals (“you”, “your”, “user”) visiting our website <https://www.jiostar.com/> (“Website”). We encourage you to read this privacy notice (“Notice”) to understand what types of personal data we collect and how we use this personal data.

This Notice explains how we collect, receive, store, disclose, share, and use your personal data when you visit our Website or during any interaction with us, and how you can exercise your privacy rights.

Before using our Website, you are advised to carefully read this Notice. If you do not agree with the terms of this Notice, please do not access this Website.

1. DATA PRIVACY DISCLAIMER

This Notice applies to the processing of digital personal data within the territory of India, including personal data collected directly in digital form or initially in non-digital form and subsequently digitized. It also extends to processing activities conducted outside India if they are connected to the offering of goods or services to individuals within the territory of India. In some cases, particularly if you reside in a country governed by another data protection regulation, we may ask you to provide explicit consent to access the Website or our services.

You should not access or use the Website by means of any mechanism or technology which conceals your actual geo-location or provides incorrect details of your location (for example, use a virtual private network (VPN/Proxy) to access the Website). We will not be responsible or liable for any collection, storage or processing of your personal data if you use any such mechanism or technology to access or use the Website which conceals your actual geo-location.

2. WHAT PERSONAL DATA DO WE COLLECT ABOUT YOU?

We, our affiliates, and our service partners may collect, process and use your ‘personal data’ to operate the Website, to inform you of our new features, services, or products. We endeavor to collect only such personal data that is reasonably necessary to provide you with access to our Website or to provide you with our services. You can choose not to give us personal data when we ask you for it. If you decide not to give us your personal data, it may restrict our relationship with you, the consequences of which shall be borne by You alone. Under this Notice, the following terms shall have the meaning as set forth hereinbelow:

- “Personal Data” means any data about an individual who is identifiable by or in relation to such data.
- “Processing”, “Processed”, “Process” in relation to personal data, means a wholly or partly automated operation or set of operations performed on digital personal data, and includes operations such as collection, recording, organization, structuring, storage, adaptation, retrieval, use, alignment, or combination, indexing, sharing, disclosure by transmission, dissemination or otherwise making available, restriction, erasure, or destruction.

When you interact with our Website or otherwise with us, we may collect the following Personal Data from you directly:

Identifiers, which may identify you as a unique user, track your behavior for analytics, provide you with a personalized experience, track advertising services, to debug the Website for troubleshooting purposes.

Interactions with us, as well as Personal Data regarding your computer or other devices used to access our Website. This Personal Data may include, but is not limited to:

- Activities on the Website such as type of pages viewed, time spent on pages, search queries, etc.;
- Your interactions with our designated email ID and contact us tab;
- Personal Data collected via the use of cookies. To know more, refer to the cookie Notice for the details https://cdn.jiostar.com/jiostar/wp-content/uploads/2025/06/JioStar_Website_Cookie_Policy_04062025.pdf

3. HOW DO WE COLLECT YOUR PERSONAL DATA?

Information you provide to us to access the Website:

You may choose to provide us with your Personal Data, which is essential for us to address your request(s) to use our Website, evaluate your submission(s) (if any), and/or access any services provided through our Website.

Information you provide to us voluntarily:

If you send us personal correspondence(s), such as emails, or if other users or third parties send us correspondence(s), we may collect and store such Personal Data. We may also collect additional Personal Data, when you provide feedback(s) on our service offerings, modify your email preferences, respond to surveys, or communicate with us in any manner.

4. CATEGORIES OF PERSONAL DATA COLLECTED

We may collect, without limitation the following Personal Data through our Website:

- Name;
- E-mail ID;
- Mobile number;
- Location.

5. LAWFUL PURPOSES FOR PROCESSING YOUR PERSONAL DATA

We will collect Personal Data by lawful and fair means and, where appropriate, with the consent of the individual concerned. We only collect and process Personal Data about You for lawful purposes, which includes:

- Purposes for which we have obtained an explicit consent from you; or
- Processing for legitimate interests where processing is necessary in order to provide you with our products and/or services, such as:
 - (i) To verify your identity;
 - (ii) To enforce our terms and conditions;
 - (iii) To ensure compliance with our legal obligations and to also comply with our obligations towards statutory/ regulatory authorities;
 - (iv) To enforce any legal right or claim;
 - (v) For legal and compliance reasons, such as the prevention, detection, or investigation of prohibited or illegal activities such as a crime, loss, fraud, etc.;
 - (vi) As otherwise described to you at the time of collection of your Personal Data.

6. HOW DO WE USE YOUR PERSONAL DATA?

We use your Personal Data for the purposes as described below, or for purposes which are reasonably compatible to the ones described hereinbelow:

- To manage and improve our processes and our business operations;

- Manage our network and information systems security;
- To achieve any other incidental purposes;
- For our internal and external audit requirements and for information security purposes;
- To serve you with promotional and advertising materials regarding our service or product offerings;
- To provide you with a better experience on our Website;
- To receive any ideas, pitches, concepts, content etc. that you voluntarily submit through our Website.

7. HOW DO WE PROTECT YOUR PERSONAL DATA?

We implement reasonable technical and organizational measures, as prescribed under applicable laws, in relation to the Personal Data that is collected and/or processed by us. We take reasonable measures to protect all Personal Data from unauthorized processing or accidental disclosure, alteration, misuse, destruction or loss or unauthorized access and modification that compromises the confidentiality, integrity, and availability of such Personal Data.

8. YOUR RIGHTS IN CONNECTION WITH YOUR PERSONAL DATA

You have the right to access and control your Personal Data. Upon your request to correct, update or erase your Personal Data, we will respond and act upon such requests, as per applicable laws.

You have the following rights:

- **Right to access Personal Data:** At any point, you can contact us for a summary of your Personal Data we hold about you, the processing activities undertaken with respect to such Personal Data, the identities of all those persons with whom your Personal Data has been shared by us along with the description of the Personal Data so shared.
- **Right to request correction:** If your Personal Data is incomplete, inaccurate, misleading, or out of date, you can inform us about the same and your Personal Data will be corrected, completed, or updated.
- **Right to request erasure:** If you believe that we should discontinue the use of your Personal Data, you have the option to request for deletion of your Personal Data, unless retention is necessary for compliance with any law for the time being in force.
- **Right of grievance redressal:** In case of any grievance, you can also raise a request to alter your consent choices at dpo@jiostar.com.
- **Right to nominate:** In the event of death or incapacity to exercise these rights, you can nominate any other individual to exercise such rights.
- **Right to opt-out:** You also have the ability to opt-out of receiving communications from us.
- **Right to withdraw your consent:** You can withdraw your consent easily by emailing us on dpo@jiostar.com. The withdrawal of consent previously granted for the processing of Personal Data does not affect the lawfulness of the processing until the withdrawal. However, opting out will result in cessation of the concerned services for which You are solely responsible.

For exercising any of your rights, you can contact us using dpo@jiostar.com. We will need you to furnish proof of your identity before you can exercise these rights. We may not be able to process any requests made in the event you fail to establish your identity, or if we are unable to authenticate your identity.

9. SHARING/DISCLOSURE OF PERSONAL DATA

As far as this is necessary for the purposes set out above, we will share your Personal Data with the following recipients who either have a need to know or who will process it for us based on our instructions.

General Disclosure:

We may disclose your Personal Data:

- To our parent company, subsidiaries and affiliates;
- To our employees;

- In the event of a merger, sale, restructure, acquisition, joint venture, assignment, transfer, or other disposition of all or any portion of our business, assets, or stock (including in connection with any bankruptcy or similar proceedings)

External service providers:

Occasionally, it is necessary to collaborate with external service providers. We may use these service providers to assist us with some features or functions. These external service providers shall process your Personal Data on our behalf subject to appropriate safeguards only insofar as it is necessary for them to provide their products and/or services to us. Our prior authorization is required before they are permitted to transfer responsibility for processing Personal Data to a third party. We do not sell your Personal Data to anyone.

Business Transfers:

We may share your Personal Data with our affiliates and other trusted businesses or persons to process it for us, based on our instructions and in compliance with this Notice and any other appropriate confidentiality and security measures.

In the event if we merge with or are acquired by another company or in case of re-organization or re-structuring of business, we and our affiliates may share your Personal Data, wholly or in part, with another business entity.

Courts and public authorities:

We will share Personal Data when required for the following purposes:

- To comply with legal obligations and respond to requests from government agencies, including law enforcement agencies and other statutory/ regulatory authorities;
- To prevent or detect or investigate offences or cyber incidents or for the prosecution or punishment of offences;
- To initiate or defend legal claims;
- To protect our users, systems, services and Website.

10. PERSONAL DATA TRANSFER, STORAGE AND PROCESSING GLOBALLY

We may transfer your Personal Data to our affiliates or third parties in territories outside India for the purposes described in this Notice in accordance with applicable data protection laws.

If you are located outside India and choose to provide Personal Data to us, please be aware that the Website retains or transfers information to India and processes it there. Your submission of such information including Personal Data represents your agreement to that transfer.

11. HOW LONG DO WE KEEP YOUR PERSONAL DATA?

We will retain your Personal Data which we have collected for as long as we reasonably consider it necessary for achieving the purposes set forth in this Notice and as is permissible under applicable law. This is determined on a case-to-case basis.

We will delete your Personal Data whenever you request us to do so which may result in restriction of your access to the Website. However, we may archive and/or retain your Personal Data for as long as there are statutory retention obligations and/or potential legal claims.

12. SAFEGUARDING THE PRIVACY OF CHILDREN

We do not knowingly collect or solicit Personal Data from minors. Our offerings services are not designed for any person who is under 18 years of age, and we do not knowingly permit such persons to share Personal Data through any of the web forms without verifiable consent from minors' parents or lawful guardians. Further, we do not undertake tracking or behavioral monitoring of children or targeted advertising directed at children. However, we consider it the responsibility of parents or lawful guardians to monitor their children's use of our services.

If we learn that we have collected Personal Data from a minor without verified parental consent, we will erase such Personal Data.

If you believe that a child under 18 years may have provided us their Personal Data, please contact us on dpo@jiostar.com.

13. CONTACT INFORMATION

If you have questions or comments regarding this Notice or want to exercise any of your rights or express your grievances regarding the processing of your Personal Data, please contact us using the contact details given below:

Data Protection Officer

Email: dpo@jiostar.com

Registered office:

Jiostar India Private Limited

Star House, Urmi Estate,

95 Ganpatrao Kadam Marg,

Lower Parel (W),

Mumbai - 400013, Maharashtra, India

14. PHISHING

Identity theft and the practice currently known as "phishing" are of great concern to our Website. Safeguarding Personal Data to help protect you from identity theft is a top priority. We do not and will not, at any time, request your credit card information or national identification numbers in a non-secure or unsolicited e-mail or telephone communication.

15. CHANGES TO THIS NOTICE

We reserve the right to change this Notice at our sole discretion at any time. Any material changes to this Notice will be posted on this Website. We encourage you to review this Notice regularly for such changes. The updated Notice will take effect as soon as it has been updated. Your continued access of our Website constitutes an acceptance of the then-current Notice.