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1. Privacy Policy

- This privacy statement discloses the privacy practices of Knowmax, for the website and mobile app located at <https://www.Knowmax.ai/> (the “Site”), related services, and Email communication to @Knowmax domain, and other websites on the subdomain of <https://www.knowmax.ai/> and its corporate affiliates (collectively, the “Service”).
- Protecting your privacy is our top priority at Knowmax. Through this privacy policy, we aim to explain the ways in which your personal and business information is collected, used, and protected at Knowmax.
- By visiting the website and mobile app of Knowmax, we take it as consent to collect your information in accordance with this Privacy Policy and take it as acceptance from your end. we assure you that we do not sell, rent, or transfer your information to any third party in any way than what is stated in the Privacy Policy.
- You must understand that our services may be associated with certain other third parties as well, and the conditions and privacy like online storage services and payment providers, and you agree that Knowmax is not responsible for any such third-party terms and conditions and their use of any of your information. This policy is strict with the use of information collected by Knowmax.

2. Information We Collect

Personal Information: We may collect personal information such as your name, email address, phone number, address and other relevant details when you interact with us, such as when you visit our website, subscribe to our newsletter, Google Ads, Organic search, Links leading to our registration, or use our services.

Non-Personal Information: We may also collect non-personal information such as your IP address, browser type, device information, and other analytics data to improve our services and website functionality.

3. How We Use Your Information

1. **Personal Information:** We use your personal information to provide you with our services, communicate with you, fulfill your requests, and improve our products and services. We may also use your information to send you promotional materials or marketing communications anywhere around the world. This can be via email, phone number, mail.
2. **Non-Personal Information:** Non-personal information is used for analytical purposes, website optimization, and to enhance user experience.
 - a. **IP Addresses** - Knowmax automatically tracks your IP addresses. Your IP addresses are registered for statistical purposes and to improve our advertising and layout of our website.

- b. **Correspondence Information** - If you send us any personal correspondence, or any third parties send us any form of information about your postings, the information may get stored on our servers.
- c. **Payment Information** - We do not collect any credit card information to protect you against any unauthorized transactions, claims and other liabilities. We allow third-party vendors to collect information for the purpose of collecting the fee from our customers on our website. We do not have any access to the payment information that you provide to our third-party vendors and all this information provided is subject to the privacy policy and the terms and conditions of the third-party vendor. For more information, you may want to read the terms and conditions and the privacy policy of our payment service providers.

4. How is the information stored?

Your information is saved in our database to improve our use and website and mobile app experience. Knowmax is a product of an Indian company and if you choose to furnish any form of information to our servers. Since India doesn't have a similar policy as present in other countries, we will protect it in a manner disclosed in our Privacy Policy. By visiting our website and mobile app and providing us with your information, you understand and consent to this privacy policy. Your information may be transferred, processed and stored in India.

5. Information Sharing and Disclosure

We may share your information with third parties for various business purposes, including the provision of our Services, safeguarding our interests or those of others, or in the context of significant business transactions such as mergers, sales, or asset transfers, as detailed below. Knowmax will not disclose your information to third parties for purposes significantly different from the original ones without obtaining your consent.

Collaborating Entities: In certain instances, we may share personal information with collaborating entities with whom we jointly offer products or services. In such cases, both our company name and the collaborating entity's name will be disclosed.

Third-Party Service Providers: We may disclose the personal information we collect about you to various third-party service providers who assist us in delivering our services. These service providers, acting as processors, are categorized into areas such as IT and related services, information and services, payment processing, customer support, and vendors supporting the delivery of our services.

Transfer of Information in Business Transactions. In the event of a merger, acquisition, financing due diligence, reorganization, bankruptcy, receivership, purchase or sale of assets, or transition of our Services to another provider, your information may be sold or transferred as part of such a transaction, in accordance with applicable laws and contractual agreements.

6. How your Information is Protected

You agree that Knowmax and its associated companies may use the Information for marketing and promotional purposes.

- Our Security Controls and measures includes encryption, access controls, regular security audits, and compliance with ISO 27001 and SOC 2 standards.
- All our employees, independent contractors, and agents have executed non-disclosure agreements, which provide explicit confidentiality protections. Any employee, independent contractor or agent who violates such privacy and/or security policies is subject to possible termination and civil and/or criminal prosecution.
- We do not make any of your Information available to third parties for their marketing purposes. No data given or collected is shared with other social media platforms.
- If, however, we share your Business Information with third parties, we will notify you. Please note that no transmission over the internet can guarantee confidentiality and non-disclosure, and as such, you transmit at your own risk.
- We use robust security measures to protect data from unauthorized access, maintain data accuracy, and help ensure the appropriate use of data. When the Services are accessed using the internet, Secure technology protects your Information, using both server authentication and data encryption. These technologies help ensure that your Information is safe, secure, and only available to you and to whom you have granted access.
- We do not tolerate Spam. To report Knowmax related spam, please contact us at **support@knowmax.ai**. You may not use our communication tools to send spam or otherwise send content that would violate our terms of use. We may check for spam, viruses, phishing attacks, and other malicious activity or illegal or prohibited content of the Website, but we will not permanently store messages sent through these tools.
- Knowmax does its utmost to secure communications and data storage to protect the confidentiality of your Information against loss and interception by third parties. However, it is important to know that there is no zero-risk against loss or interception by others of your Information. You are responsible for maintaining the security and confidentiality of your Account's username and password.

7. Retention Purpose

We retain the personal information we receive, as outlined in this Privacy Policy, for the duration of your use of our Services or as necessary to fulfill the purpose(s) for which it was collected. This includes providing our Services, resolving disputes, establishing legal defenses, conducting audits, pursuing legitimate business purposes, enforcing our agreements, and complying with applicable laws.

8. Data Deletion Process

- Users can request to delete all the personal data we have related to the user to be deleted by emailing us at **support@knowmax.ai** mentioning the reason.
- The Knowmax team will take 7 working days to delete your data from our data server.
- You will receive a confirmation email once the deletion is completed.

9. Cookies Policy

Knowmax uses cookies to give you a great browsing experience. Whenever you visit our website, our server sends a cookie to your device to determine your location and use the appropriate language for you. You are free to delete these cookies at any time. Cookies do not have the capacity to personally identify an individual and they can at the most merely identify the web browser. Unless an individual chooses to identify himself by opening an account or entering login information, the user will remain anonymous to us.

10. Disclosure for Legal Compliance and Safety.

We comply with all legal requirements and cooperate with law enforcement agencies as well as third parties to enforce laws, safeguard intellectual property rights, and prevent fraud. If we are furnished with a legal order by any governmental or law enforcement agency, we shall disclose your name, e-mail address, and website and mobile app usage history, on your authorization, with or without a legal order. We will not disclose any of your other information to any agency without a court order except when it becomes necessary for any safety, security or similar concern.

11. Children's Information

The Services are not directed to children under 18 (or other age as required by local law), and we do not knowingly collect personal information from children. If you learn that your child has provided us with personal information without your consent, you may contact us as set forth below. If we learn that we have collected any personal information in violation of applicable law, we will promptly take steps to delete such information and terminate the child's account.

12. Consent

By using our website, you consent to the collection and use of your Information as described in this Privacy Policy.

13. Your Rights

Under the EU **General Data Protection Regulation (GDPR)**, the **DPDP Act** you possess several rights in relation to your Personal Data. You have right to access your personal information from the website and mobile app for any purpose. You can get and reuse your personal information across any services at any time. Whereas you have provided us with consent, you have the right

to withdraw this consent at any time. Reiterate, you can do this at any time by contacting us directly at support@knowmax.ai

How to modify the information or opt-out of updates?

- You may use the following options for removing your information from our email database if you wish to opt out of receiving promotional emails and newsletters.
- Click on the “unsubscribe” link on the bottom of the email.

14. Right to opt out (Withdrawal Consent):

Knowmax values your privacy and provides you with the option to refrain from providing any information or data that is requested. You have the right to withdraw any consent previously provided to Knowmax. To exercise this right, please communicate your withdrawal of consent to Knowmax in writing by sending an email to support@knowmax.ai.

15. Changes to the Privacy Policy

We reserve the right to revise this Privacy Policy at our discretion. If there are any significant changes, we will post those changes immediately to our website. Any such changes will be effective immediately from the time they are posted unless otherwise stated in the change provision. An email notification will be sent to the users who request it. Your continued use of the Services after the updated Privacy Policy takes effect indicates your acceptance of the changes.

16. Contact Us

If you have any inquiries regarding our privacy practices, this Privacy Policy, or if you would like to submit a request to exercise your rights as outlined herein, please contact us via email at support@knowmax.ai.