

GENERAL PROVISIONS

1. The present document regulates the Privacy policy for the system, infrastructure & Services maintained by Silvan Innovation Labs. Silvan Innovation Labs shall exercise due diligence in order to respect the privacy of the their;s system Users. By using the products, services, or Infrastructure. you accept the manner in which personal data is collected and used for the purposes described in the present document.
2. This document is meant to be informative which means it not a source of obligations for the Service Recipients.
3. The Administrator of the personal data collected via Silvan products and Infrastructure is Silvan Innovation Labs No 13, Zain Burj, 8th Cross, 2nd Main, Indiranagar 1st Stage, Bangalore 560038
4. The Administrator of personal data shall carefully exercise due diligence in order to protect the rights of the Users whose data is subject to processing and particularly shall ensure that the data is:
 - a. processed in accordance with the law,
 - b. collected for the purposes described in the present document which are in accordance with the law,
 - c. not subjected to further processing which is incompatible with the purposes stated above
 - d. factually correct and accurate in relation to the purposes for which they are processed
 - e. Data is secured,

THE PURPOSE AND SCOPE OF DATA COLLECTION AND THE DATA RECIPIENTS

In every instance, the purpose and the scope of the data processed by the Administrator is a result of the actions undertaken by the Service Recipient or the Client while using the services, products, or Infrastructure.

The list of possible purposes of collecting personal data from Service Recipients or Clients by the Administrator includes:

1. personalizing and adjusting our home automation services and products .
2. improving customer service, the submitted information shall help us react to the requests and needs of the clients more effectively and offer support in delivering services.
3. processing orders, warranty claims and payments from our users, independent dealers and distributors.
4. telephone contact with the Clients in order to discuss the services the Clients are using, access to your account or answering requests and questions
5. other purposes if consent is given.
6. presenting business offers
7. direct marketing of own products or services of the Administrator.

The Administrator may process the following personal data of the Service Recipients or Clients:

1. first and last name,
2. telephone number,
3. e-mail address,
4. IP address of the purchased device
5. device serial number,
6. general localization data (country, city, region),
7. usage statistics (eg. Time of usage, number of active users),

Submitting the personal data enumerated above may be necessary to conclude and complete a Sale Agreement or an Electronic Service Provision via Website Agreement. In every instance, the scope of the data necessary to conclude an agreement is stated prior on the Website.

1. The Administrator of personal data stipulates that, in accordance with the personal data protection act, they may entrust the processing of personal data of the Users whose data they administrate, to other companies so that they may properly complete their duties pertaining to hosting, administration, maintaining and

managing the Infrastructure and Services, as well as redressing and addressing the circumstances of prohibited use of services provided electronically.

THE RIGHT TO CONTROL, ACCESS, AND MODIFY PERSONAL DATA

1. The Service Recipient or Client has the right to access the content of their personal data and correct it.
2. Every person has the right to control the processing of the data which pertains to them, contained in the Administrator's database, particularly the right to: demand a supplementing, updating, correction of personal data, temporary or permanent deletion of the data, if the data is incomplete, obsolete, false, or has been collected through an infringement of the act or are no longer necessary to complete the purpose for which they had been gathered.
3. Should the Service Recipient or the Client give their consent to data processing for the purposes of direct marketing of the Administrator's own products or services the consent may be withdrawn at any time.
4. Should the Administrator aim to process or is processing the Service Recipient's or the Client's data for the purpose of direct marketing of the Administrator's own products or services, the person whom the data pertains to also has the right to:
 - a. motion a written, motivated demand for cessation of personal data processing because of a special situation or to
 - b. raise an objection against personal data processing.
5. In order to exercise the rights stated above one may contact the Administrator by sending an appropriate message in writing or by e-mail to the Administrator's address indicated in the general provisions of the present privacy policy.
6. We store the gathered data first and foremost for the purpose of delivering the highest possible level of quality of service in Infrastructure and services administration. They also allow us to create statistics of usage based on user behavior. The collected data may be may be disclosed to third parties in a manner which does not enable the identification of the users, as well as to authorized bodies of public authorities.

FINAL PROVISIONS

1. The Infrastructure and Services may contain links to other web services. The Administrator encourages you to, once you navigate to the other pages, familiarize yourself with the privacy policies enforced therein. The present privacy policy is only relevant to this Infrastructure and Services.
2. The Administrator takes technical and organizational measures to ensure protection of the processed personal data that is adequate against existing hazards and categories of data held under the protection, particularly preventing the data from being shared to unauthorized persons, taken by unprivileged individuals, processing with an infringement of existing laws as well as modification, loss, damage, or destruction.
3. The Service Provider reserves the right to change the Privacy Policy.