



BENGALURU SMART CITY LIMITED

#30/1, 3rd & 4th Floors, BBMP Building,
Thimmaiah Road, Opp Alliance Francaise de School,
Vasanthnagar, Bengaluru – 52. Ph No: 080-22200080



CIN: U74999KA2018PLC109175, PAN: AAICB0393G, TAN: BLRB17014E

No. BenSCL/IT/ICCC/49/PR/2022-23/188

Date: 02.08.2023

To,

The Chief Executive Officer,
M/s. Fluentgrid Ltd
Hill No 1, Plot No 2, Rushikonda,
Madhurvada Vishakapatnam – 530 045.

Sir,

Sub: Proposed Privacy policy for One City One Portal/Mobile App for approval – reg.

- Ref:** 1. Work Order No: BenSCL/CE/WO/13/2020-21, Dated:24.03.2021
2. Contract Agreement No: CE/BenSCL/AG/16/2020-21, Dated:24.03.2021
3. M/s Fluentgrid Letter No: FG/BSCL/ICCC/264, Dated:06.07.2023
4. This Office Letter No: BenSCL/IT/ICCC/49/PR/2022-23/166,
Dated:31-07-2023
4. M/s iDeCK Letter No: iDeCK/PMC/BenSCL/ICCC/2023-24/039,
Dated:31-07-2023

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With reference to the above subject, the selection of Master System Integrator of “Integrated Command and Control Centre” work has been tendered to you in ref (1) and (2). As per your letter in vide ref (3), BenSCL has shared the document to PMC to review. The PMC, M/s iDeCK has viewed the privacy policies for website and Mobile App and the same has been (enclosed for publishing.)

Encl: Copy of iDeCK letter.

DeCK-PMC
07/08/2023
RECEIVED

Managing Director
Bengaluru Smart City Limited.

Copy to:

1. PA to Managing Director, BenSCL to bring kind notice to MD.
2. The Executive Engineer-02, BenSCL for information.
3. The DGM-IT, BenSCL for information.
4. The Team Leader, PMC M/s iDeCK for information and necessary action.
5. Office copy.

Infrastructure Development Corporation (Karnataka) Limited



iDeCK/PMC/BenSCL/ICCC/2023-24/039
31 July 2023

To,
Bengaluru Smart City Limited (BenSCL),
Bengaluru – 560052

Kind Attention: DGM (IT), BenSCL

Subject: Proposed Privacy Policy for One City One Portal/Mobile App

- Ref:**
1. Work Order: BenSCL/CE/WO/13/2020-21, dated 24.03.2021
 2. Contract Agreement: CE/BenSCL/AG/16/2020-21, dated 24.03.2021
 3. BenSCL Letter No: BenSCL/IT/ICCC/49/PR/2022-23/166 dated 17.07.2023

Vide ref (3), BenSCL had addressed a letter to check and verify the privacy policy document for One City One Portal and Mobile App submitted by M/s. Fluentgrid Limited.

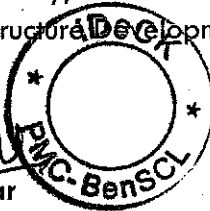
The Privacy Policy submitted by M/s. Fluentgrid Limited is for both Website and Mobile App. PMC has referred various guidelines/website policies of National Informatics Centre, Ministry of Electronics & Information Technology (Government of India), Centre for e – Governance (Government of Karnataka) and District Bengaluru Urban (Government of Karnataka). The suggested policies for Website and Mobile applications are at Annexure for perusal of BenSCL.

This is for your information and further necessary action.

Thanking You,

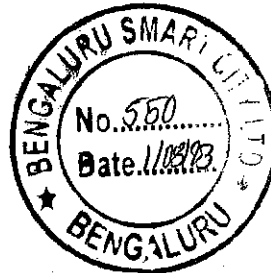
Yours Faithfully,
For Infrastructure Development Corporation (Karnataka) Ltd.


SRS Kumar
Team Leader



Handwritten notes:
22/7
edsl 127 - Mgr
Pl. put up
21/7/23

- Copies:**
1. MD, BenSCL for information
 2. Office Copy



ANNEXURE

References used to prepare the suggested policies:

a) Guidelines for Indian Government Websites

Prepared By:

National Informatics Centre (NIC),
Ministry of Electronics & Information Technology (MeitY),
Government of India

b) Privacy Policy for Website Centre for e-Governance, Government of Karnataka

c) Website Policies of Bengaluru Urban district, Government of Karnataka

Website Policies

Copyright

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Terms & Conditions

This website is designed, developed and maintained by Bengaluru Smart City Limited. Though all efforts have been made to ensure the accuracy and currency of the content on this website, the same should not be construed as a statement of law or used for any legal purposes. In case of any ambiguity or doubts, users are advised to verify/check with the Department(s) and/or other source(s), and to obtain appropriate professional advice.

Under no circumstances will Bengaluru Smart City Limited be liable for any expense, loss or damage including, without limitation, indirect or consequential loss or damage, or any expense, loss or damage whatsoever arising from use, or loss of use, of data, arising out of or in connection with the use of this website. These terms and conditions shall be governed by and construed in accordance with the Indian Laws. Any dispute arising under these terms and conditions shall be subject to the jurisdiction of the courts of India.

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are leaving the Bengaluru Smart City Limited website and are subject to the privacy and security policies of the owners/sponsors of the outside website. Bengaluru Smart City Limited, does not guarantee the availability of such linked pages at all times. Bengaluru Smart City Limited, cannot authorise the use of copyrighted materials contained in linked websites. Users are advised to request such authorisation from the owner of the linked website. Bengaluru Smart City Limited, does not guarantee that linked websites comply with Indian Government Web Guidelines.

Privacy Policy

This website does not automatically capture any specific personal information from you, (like name, phone number or e-mail address), that allows us to identify you individually. If the website requests you to provide personal information, you will be informed for the particular purposes for which the information is gathered e.g. to submit a complaint through the Portal, user have to register by providing their mobile number etc.

We do not sell or share any personally identifiable information volunteered on the website site to any third party (public/private). Any information provided to this website will be protected from loss, misuse, unauthorized access or disclosure, alteration, or destruction.

Site Visit Data

Thanks for visiting website of Bengaluru Smart City Limited, and reviewing our privacy policy.

We collect no personal information, like names or addresses, when you visit our website. If you choose to provide that information to us, it is only used to fulfil your request for information.

We do collect some technical information when you visit to make your visit seamless. The section below explains how we handle and collect technical information when you visit our website.

Information collected and stored automatically:

When you browse, read pages, or download information on this website, we automatically gather and store certain technical information about your visit. This information never identifies who you are. The information we collect and store about your visit is listed below:

- a) The Internet domain of your service provider and IP address from which you access our website.
- b) The type of browser and operating system used to access our site.
- c) The date and time you access/accessed our site.
- d) The pages/URLs you have visited, and
- e) If you reached this website from another website, the address of that referring website.

This information is only used to help us make the site more useful for you. With this data, we learn about the number of visitors to our site and the types of technology our visitors use. We never track or record information about individuals and their visits.

Cookies:

When you visit some websites, they may download small pieces of software on your computer/browsing device known as cookies. Some cookies collect personal information to recognise your computer in the future. We only use non-persistent cookies or "per-session cookies".

Per-session cookies serve technical purposes, like providing seamless navigation through this website. These cookies do not collect personal information on users and they are deleted as soon as you leave our website. The cookies do not permanently record data and they are not stored on your computer's hard drive. The

cookies are stored in memory and are only available during an active browser session. Again, once you close your browser, the cookie disappears.

If you send us personal information:

We do not collect personal information for any purpose other than to respond to you. If you choose to provide us with personal information, like an e-mail address or mobile number etc, we use that information to respond to your message, and to help you get the information you have requested. We only share the information you give us with another Government agency if your question relates to that agency, or as otherwise required by law.

Our website never collects information or creates individual profiles for commercial marketing. While you must provide required personal information for a localised response to any incoming questions or comments to us, we recommend that you do NOT include any other personal information that has not been requested by the website.

Site Security:

- a) For site security purposes and to ensure that this service remains available to all users, this Government computer system employs commercial software programs to monitor network traffic to identify unauthorised attempts to upload or change information, or otherwise cause damage.
- b) Except for authorised law enforcement investigations, no other attempts are made to identify individual users or their usage habits. Raw data logs are used for no other purposes and are scheduled for regular deletion.
- c) Unauthorised attempts to upload information or change information on this service are strictly prohibited and may be punishable under the Indian IT Act (2000).

Mobile Application Policies

Copyright

Name, Logo and design of the app is subject to copyright protection. The content may be viewed/downloaded without requiring any specific prior permission. Any other proposed use of the material is subject to the approval of Bengaluru Smart City Limited. Application for obtaining permission should be made to dqmit@bengalurusmartcity.in.

Terms and Conditions

The App is designed, developed and maintained by Bengaluru Smart City Limited. Though all efforts have been made to ensure the accuracy and currency of the content on this app, the same should not be construed as a statement of law or used for any legal purposes. In case of any ambiguity or doubts, users are advised to verify/check with the Department(s) and/or other source(s), and to obtain appropriate professional advice.

Under no circumstances will this Department be liable for any expense, loss or damage including, without limitation, indirect or consequential loss or damage, or any expense, loss or damage whatsoever arising from use, or loss of use, of data, arising out of or in connection with the use of this app.

These terms and conditions shall be governed by and construed in accordance with the Indian Laws. Any dispute arising under these terms and conditions shall be subject to the jurisdiction of the courts of India.

You must comply with App's T&Cs as these apply to your use of the App and the Service T&Cs apply to your use of the Service that you access and use through the App. Any violation of these App T&Cs or the Service T&Cs may result in the termination of your access to the App and/or the Service.

The App is for your own personal use only. Any commercial use will result in termination of your access to the app and service. You cannot distribute or copy or modify any part of it in any way. You must not attempt to extract any source code from the App, disassemble it or make any derivative versions, or attempt to interrupt or decipher the transmissions between the App and our systems.

The user of the app must not use the app for any the following

- a) Unlawful, malicious or criminal activity;
- b) Defamatory, harassing or threatening activity. This includes any information that you may add or upload to the app;
- c) Create disruption in service for other users of the app;
- d) You must not use the App in a way that may damage or impair the App, the Service or the underlying systems and security.

The App and all copyright, database rights, and other intellectual property rights related to it belong to Bengaluru Smart City Limited.

Privacy Policy

This privacy policy governs your use of the Smart Bengaluru mobile application that is hosted at Bengaluru Smart City Limited's Mobile App Account in Google Play Store / Apple Play Store. The contents published on these Applications were provided by the concerned Ministries/Departments of Government of India/Karnataka or the allied government establishment. This information provided through these applications may not have any legal sanctity and are for general reference only, unless otherwise specified. However, every effort has been made to provide accurate and reliable information through these applications. Users are advised to verify the correctness of the facts published here from the concerned authorities. Bengaluru Smart

City Limited will not be responsible for the accuracy and correctness of the contents available in the application.

User Provided Information

The Applications may obtain the information you provide when you download and register the Application. Registration is optional. However, please keep in mind that you may not be able to use some of the features offered by an Application unless you register.

When you register and use the Application, you generally provide

- a) your name, email address, age, user name, password and other registration information
- b) download or use applications from us
- c) information you provide when you contact us for help and
- d) information you enter into our system when using the Application, such as contact information and other details.

The information you provided may be used to contact you from time to time to provide you with important information and required notices.

Automatically Collected Information

In addition, the Application may collect certain information automatically, including, but not limited to;

- a) the type of mobile device you use
- b) your mobile devices unique device ID
- c) the IP address of your mobile device
- d) your mobile operating system
- e) the type of mobile Internet browsers you use
- f) information about the way you use the Application

When you visit the mobile application, it may use GPS technology (or other similar technology) to determine your current location in order to determine the city you are located within and display a location map.

If you do not want the app to use your location for the purposes set forth above, you should turn off the location services for the mobile application located in your account settings or in your mobile phone settings and/or within the mobile application. However, if the service provided by the Application requires the location services using GPS technology, such services offered by the application will not be available to you.

We may disclose User provided and Automatically Collected Information as required by law, such as to comply with a subpoena, or similar legal process when we believe in good faith that disclosure is necessary to protect our rights, protect your safety or the safety of others, investigate fraud, or respond to a government request with our trusted service providers who work on our behalf, do not have an independent use of the information we disclose to them, and have agreed to adhere to the rules set forth in this privacy statement.

You can stop all collection of information by the Application easily by uninstalling the Application. You may use the standard uninstall processes as may be available as part of your mobile device or via the mobile application marketplace or network.

Data Retention Policy, Managing Your Information

We will retain User provided data for as long as you use the Application and for a reasonable time thereafter. We will retain Automatically Collected information also for a reasonable period of time depending on the nature of application and thereafter may store it in aggregate. Please note that some or all of the User Provided Data may be required in order for the Application to function properly.

Misuse by Non Targeted Users

All mobile apps are meant for use by the targeted audience only. Misuse by non-targeted users should be prevented by owner of the mobile.

Security

We are concerned about safeguarding the confidentiality of your information. We provide physical, electronic, and procedural safeguards to protect information we process and maintain. For example, we limit access to this information to authorized employees and contractors who need to know that information in order to operate, develop or improve our Application. Please be aware that, although we endeavour to provide reasonable security for information we process and maintain, no security system can prevent all potential security breaches.

Changes

This Privacy Policy may be updated from time to time for any reason. We will notify you of any changes to our Privacy Policy by posting the new Privacy Policy here. You are advised to consult this Privacy Policy regularly for any changes, as continued use is deemed approval of all changes. You can check the history of this policy by [clicking here](#).

Your Consent

By using the Application, you are consenting to our processing of your information as set forth in this Privacy Policy now and as amended by us.

Contact us

If you have any questions regarding privacy while using the Application, or have questions about our practices, please contact us via email at dgmit@benqalurusmartcity.in.