

PRIVACY POLICY

Think & Grow Rich Academy India

Think & Grow Rich Academy India (“Academy”, “we”, “us” or “our”) respects your privacy and is committed to handling personal data responsibly. This Privacy Policy explains how we collect, use, store, share and protect personal data when you interact with our websites, landing pages, mobile or learning applications, webinars, events, communities, coaching or mentorship programmes, customer support channels and other services operated by or for the Academy.

Primary website: www.sidharthshah.in | **Privacy / support contact:** support@sidharthshah.in

This Policy is intended to be read together with our applicable Terms & Conditions, Refund Policy, programme-specific terms and any consent or notice presented at the point where personal data is collected.

1. Scope

This Policy applies to personal data processed by the Academy in connection with our services, including online and offline interactions where the information is subsequently stored or processed digitally. It applies to visitors, prospects, customers, members, participants, speakers, vendors and other individuals who interact with us.

2. Personal Data We May Collect

- Identity and contact information: name, email address, mobile number, city, postal address and similar contact details.
- Account and membership information: login or profile details, programme enrolled in, membership tier, attendance, course progress, support requests and community participation.
- Transaction and billing information: payment status, invoice details, GST-related information where applicable, transaction references and subscription or instalment status. We generally rely on authorised payment providers for card or banking details and do not intentionally store complete card credentials unless required and lawfully handled by an authorised provider.
- Professional and profile information: profession, business or company, role, goals, interests, income range or business-related information voluntarily provided in forms, coaching interactions or assessments.
- Communications: emails, WhatsApp or SMS interactions, support tickets, feedback, survey responses, call notes and other communications with us.
- Event and session information: attendance, participation, questions, chat messages, photographs, audio/video recordings and session interactions where recording has been notified or consented to as applicable.
- Testimonials and success stories: written feedback, photographs, audio/video testimonials, achievements and other content voluntarily submitted by members or participants.
- Technical and usage information: IP address, browser, device type, operating system, pages visited, referral source, cookies, pixels, analytics events and similar usage information.
- Other information that you voluntarily provide to us in connection with our programmes, communities, forms, events or support channels.

3. How We Collect Personal Data

- Directly from you when you register, purchase, enrol, fill a form, book a call, attend an event, join a community, contact support, submit feedback or otherwise interact with us.
- Automatically through our websites, apps, cookies, analytics tools and similar technologies.

- From service providers or business partners involved in payment processing, learning delivery, event registration, communication, customer relationship management or analytics, where permitted by law.
- From publicly available sources where lawful and relevant to our business relationship.

4. How We Use Personal Data

- To register and manage accounts, memberships, programmes, events and learning access.
- To deliver coaching, mentoring, training, course materials, community access and customer support.
- To process payments, invoices, instalments, refunds, taxation and accounting requirements.
- To communicate service updates, reminders, attendance confirmations, event links, recordings, support messages and important account information.
- To personalise learning, improve programme delivery, understand member needs and enhance our products, website and services.
- To conduct surveys, analyse engagement, attendance, course progress and service performance.
- To send marketing or promotional communications where permitted and subject to your communication preferences.
- To display or publish testimonials, success stories or member media only in accordance with Section 8 of this Policy.
- To protect our systems, prevent fraud or abuse, enforce our terms, resolve disputes and comply with applicable law.
- To use automation or AI-assisted tools for internal operations, customer support, analytics, content assistance and service improvement where appropriate, subject to applicable privacy and security safeguards.

5. Consent, Notice and Your Choices

Where we rely on consent, we aim to provide a clear notice describing the personal data involved and the specific purpose for which it will be used. You may withdraw consent for a consent-based purpose by using the available opt-out mechanism or by contacting us at connect@sidharthshah.in. Withdrawal will not ordinarily affect the lawfulness of processing already carried out before withdrawal.

Certain processing may also be carried out where it is necessary to provide a service you requested, to comply with law, to protect legal rights, or under another basis permitted by applicable law.

6. Marketing Communications

We may contact you about Academy programmes, events, offers, educational content and related services where permitted. You may opt out of promotional email by using the unsubscribe option where available, and you may request to stop promotional WhatsApp, SMS or similar communications by replying with an opt-out request or contacting us. Service-related communications necessary for an active membership, transaction or event may continue where appropriate.

7. Cookies, Analytics and Advertising Technologies

Our websites and landing pages may use cookies, pixels, tags, analytics tools and similar technologies to remember preferences, measure traffic, understand campaign performance, improve user experience and, where permitted, support advertising and remarketing. These technologies may be provided by third-party analytics or advertising platforms.

You can control cookies through your browser settings and, where provided, through our cookie preference tools. Disabling certain cookies may affect website functionality.

8. Testimonials, Success Stories, Recordings and Member Media

We value genuine member feedback and may invite members or participants to share testimonials, success stories, written feedback, photographs, audio or video content. Because this material may identify an

individual and may be used for promotional purposes, we treat promotional use separately from ordinary programme participation.

- We may publish or use identifiable testimonial or member media for promotional purposes where you have given a separate consent or authorisation, or where you voluntarily submit the content through a process that clearly states before submission that the content is intended for public or promotional use and your submission provides a clear affirmative indication of agreement.
- Promotional use may include our websites, landing pages, social media channels, email campaigns, presentations, brochures, event materials and paid advertising, depending on the consent or notice provided to you.
- Where permitted by your consent, we may use your name, photograph, voice, video, profession/designation, company name, city and the testimonial or success story you provided.
- We may edit testimonial content for length, grammar, formatting or production quality, but we will not intentionally change the substance or meaning of your statement.
- A session may be recorded for training, member replay, quality or internal purposes where appropriate notice is given. Recording a session for those purposes does not by itself mean that an identifiable clip may be used in advertising; promotional use will be handled under the consent approach described above.
- You may withdraw promotional consent at any time by emailing connect@sidharthshah.in. We will stop future use and, within a reasonable period, remove the content from websites and social media accounts that we control, subject to technical, legal, archival or contractual limitations.
- Withdrawal cannot necessarily remove copies that were lawfully published before withdrawal and then downloaded, cached, reposted or shared by independent third parties outside our control.
- Testimonials represent individual experiences. Unless expressly stated otherwise, they are not guarantees that every member will achieve the same result.

9. Sharing of Personal Data

We do not sell or rent personal data as a business practice. We may share personal data only as reasonably necessary with categories of service providers such as:

- payment gateways, billing and accounting providers;
- learning-management, course-hosting and membership platforms;
- video-conferencing, webinar and event platforms;
- cloud hosting, storage, backup, security and IT service providers;
- customer support, CRM, email, SMS and WhatsApp communication providers;
- analytics, advertising and marketing platforms;
- professional advisers, auditors, consultants and legal advisers; and
- government authorities, regulators, courts or law-enforcement bodies where disclosure is required or permitted by law.

Service providers are expected to process information only for authorised purposes and subject to appropriate contractual, technical or organisational safeguards where required.

10. Processing Outside India

Some technology and service providers may process or store personal data outside India. Where this occurs, we will handle such processing in accordance with applicable Indian law and any restrictions or requirements notified by the Government of India from time to time.

11. Data Retention

We retain personal data only for as long as reasonably necessary for the purpose for which it was collected, to maintain an active account or lifetime membership relationship, to provide requested services, to resolve disputes, to maintain appropriate business records, or to meet legal, tax, accounting, contractual or

regulatory requirements. Where consent is withdrawn and no other lawful reason requires continued retention, we will take reasonable steps to stop the relevant processing and erase or anonymise the data as applicable.

12. Security

We use reasonable administrative, technical and organisational safeguards designed to protect personal data against unauthorised access, misuse, alteration, loss or disclosure. These may include access controls, secure service providers, authentication, backups, monitoring and staff controls. No internet transmission or storage system can be guaranteed to be completely secure.

13. Personal Data Breach

If we become aware of a personal data breach, we will assess the incident and take reasonable containment, mitigation and notification steps in accordance with applicable law, including notifications to affected individuals and relevant authorities where legally required.

14. Children and Minors

Our core coaching, business and personal-development programmes are generally intended for adults. If we knowingly collect or process personal data relating to a child, we will seek verifiable consent from the parent or lawful guardian where required by applicable law and apply appropriate safeguards. We do not intend to use children's personal data for targeted advertising or behavioural monitoring where prohibited by law.

15. Your Privacy Rights

Subject to applicable law and the circumstances of processing, you may have rights to:

- request information or a summary about personal data being processed about you;
- request correction, completion or updating of inaccurate or incomplete personal data;
- request erasure of personal data where applicable;
- withdraw consent for a consent-based processing purpose;
- raise a grievance about our handling of personal data; and
- exercise other rights available under applicable data-protection law.

To exercise a privacy right, email connect@sidharthshah.in with sufficient information for us to identify your account and understand the request. We may need to verify your identity before acting on certain requests.

16. Grievance and Privacy Contact

For privacy questions, consent withdrawal, correction, erasure, testimonial removal or other grievances, please contact:

Organisation	Think & Grow Rich Academy India
Email	support@sidharthshah.in
Website	www.sidharthshah.in

We will endeavour to acknowledge and address privacy-related grievances within a reasonable period and in accordance with applicable law.

17. Third-Party Websites and Platforms

Our services may contain links to third-party websites, payment pages, learning platforms, social networks or other services. Their privacy practices are governed by their own policies. We encourage you to review the privacy terms of any third-party service you use.

18. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our services, technology, business practices or legal requirements. The updated version will be posted on the relevant website with a revised "Last updated" date. Where a material change requires additional notice or consent under applicable law, we will take appropriate steps.

19. Contact and Questions

If you have questions about this Privacy Policy or how the Academy handles personal data, please contact us at support@sidharthshah.in.