

Avanti Microfinance Private Limited

## Client Privacy Policy

This document was :

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## 1. SCOPE AND PURPOSE OF THIS POLICY

- 1.1 In this Client Privacy Policy (“**Policy**”), “**we**” or “**us**” or “**our**” means Avanti Microfinance Private Limited (“**Company**”), and includes its executive directors, officers, employees, as the context may require.
- 1.2 The scope of this Policy is to ensure the protection of interests of Clients (as defined below) of Company in respect of personal information shared by Clients with Company and provide a broad-level mechanism to regulate the use of such information by the Company.
- 1.3 This Policy has been framed and adopted by us in line with our commitments under the Information Technology Act, 2000 and the Information Technology (Reasonable security practices and procedures and sensitive personal data or information) Rules, 2011 and other applicable laws of India.
- 1.4 This Policy applies to all persons (natural or juristic) who seek to or have availed loan from Company or from any other financial institution wherein Company acts in the capacity of business correspondent or any other similar capacity (“**Clients**”), and have, in the process, shared their personal information with Company (“**Client Information**”).
- 1.5 This Policy delineates various measures that we shall endeavor to take in operationalising our commitment.
- 1.6 By agreeing to avail the services offered by Company, Client agrees to the collection and use of Client Information by Company.

## 2. TYPES OF CLIENT INFORMATION COLLECTED

- 2.1 Company may, for the purpose of providing services to Clients, collect the following types of Client Information:
  - 2.1.1 Personal Information: Includes any information collected from the Client that is about his/her family, health, consumption behaviour, personal preferences, attitudes, beliefs or living conditions. It may include the following:
    - (i) Name, gender, residential / correspondence address, telephone number, date of birth, marital status, size of family, details of family members, email address or other contact information; and/or
    - (ii) PAN, KYC Status, signature and/or photograph.

No biometric data is stored/ collected in the systems, unless allowed under extant statutory guidelines

- 2.1.2 Financial Information: Includes any information collected from the Client

regarding his/her businesses, income, expenses, immovable assets, moveable assets, loans outstanding, repayment history, guarantors, or collateral Bank account or other payment instrument details; or any other detail which may be required by us for providing services.

- 2.2 Client Information is collected from Client on a voluntary basis and is necessary in order for the Client to avail services from Company. Client is not required to provide the Client Information that the Company requests, and, if Client chooses not to do so, Company may not be able to provide Client with services or respond to any queries Client may have. Company and its affiliates may share this Client Information with each other and use it consistent with this Policy. They may also combine it with other information to provide and improve Company products, services, content, and advertising.
- 2.3 To ensure the accuracy and adequacy of the Client Information, Client shall at all times have the option of reviewing the same by requesting Us in the manner as provided under paragraph 7.2 of this Policy.

### **3. PURPOSE OF COLLECTION**

- 3.1 Company collects, retains, and uses Client Information in order to provide financial and other services to Clients. Accordingly, such information is collected for specified business purposes, such as:
- 3.1.1 to process financial and non-financial transaction request;
  - 3.1.2 to undertake research and analytics for offering or improving Company services;
  - 3.1.3 to check and process Client's applications which may be submitted for availing any financial services;
  - 3.1.4 to share any updates/changes to the services and their terms and conditions with Client;
  - 3.1.5 to take up and investigate any complaints/claims/disputes;
  - 3.1.6 to respond to Client's queries and feedback submitted by Client;
  - 3.1.7 for verification of Client's identity and other parameters; and
  - 3.1.8 to fulfil the requirements of applicable laws / regulations and / or court orders /regulatory directives.

### **4. DISCLOSURE OF CLIENT INFORMATION**

- 4.1 Company may disclose Client Information only under the following circumstances (List available at <https://www.avantimfin.in/policies>)
- 4.1.1 RBI/SEBI/ NSE/ BSE/ MCX /Asset Management Companies of Mutual Funds /Registrar and transfer Agents / Collecting Banks / KYC Registration

Agencies and other such agencies, solely for the purpose of processing your transaction requests for serving you better;

- 4.1.2 To process loans with any other bank/non-banking financial company/other financial institution where Company is acting as agent/banking correspondent or in any similar capacity under a valid contract;
- 4.1.3 As part of valid contracts with service providers such as Credit bureaus, NSDL etc; as required for the purpose of loan processing and any research agencies/ external consultants, etc.;
- 4.1.4 Where Client has permitted Company to disclose Client Information to a third party located in India or outside India, Company shall ensure that there is written permission from the Client authorising the disclosure, except where the disclosure is required under law.

## 5. RETENTION OF CLIENT INFORMATION

- 5.1 Company shall not retain or store Client Information for periods longer than is required except when such information may lawfully be used or is otherwise required under any other law for the time being in force or for the purpose of fraud prevention or regulatory compliance. Typically, Company may retain Client Information for 10 (ten) years. For the first 5 (five) years, such Client Information shall be deemed (for internal purposes) as 'Active Data' and which may be accessed by Company's personnel (on a need-to-know basis) for the purpose of delivery of Company's services, internal records management, permitted disclosure to third parties and/or compliance under law. Thereafter, provided there is no interaction of Company with the relevant Client, it shall be treated (for internal purposes) as 'Passive Data'. Company's personnel may be provided access to Passive Data only upon express written permission of Chief Risk Officer (CRO) of holding company.
- 5.2 By agreeing to avail the services offered by Company, Client has agreed to the collection and use of Client Information by Company. Client has the right to refuse or withdraw his/her consent to share/disseminate Client Information by contacting the Chief Operating Officer of the Company. However, in the event of your refusal or withdrawal of consent, Client shall not be able to avail any services of Company to the fullest extent.
- 5.3 **Data Destruction Practices:** Subject to law, Company's data destruction practice is set out herein. All computer desktops, laptops, hard drives, and portable media are processed for proper disposal. Paper and hard copy records shall be disposed of in a secure manner. The destruction of data shall address the following:

- 5.3.1 evaluation and final disposition of sensitive information, hardware, or electronic media regardless of media format or type.
- 5.3.2 procedures may include shredding, incinerating, or pulp of hard copy materials so that sensitive information cannot be reconstructed.
- 5.3.3 Electronic Media (physical disks, tape cartridge, CDs, printer ribbons, flash drives, printer and copier hard-drives, etc.) shall be disposed of by one of the methods:
  - (i) Overwriting Magnetic Media - Overwriting uses a program to write binary data sector by sector onto the media that requires sanitization;
  - (ii) Degaussing - Degaussing consists of using strong magnets or electric degaussing equipment to magnetically scramble the data on a hard drive into an unrecoverable state.

## **6. SECURITY PRACTICES AND CONTROL MECHANISM**

- 6.1 Company uses commercially reasonable physical, managerial, and technical safeguards to preserve the integrity and security of Client Information. These include internal reviews of our data collection, storage and processing practices and security measures, such as appropriate encryption and physical security measures to guard against unauthorized access to systems where we store personal data.
- 6.2 Company maintains physical and electronic safeguards to protect Clients' personal and financial information. Company has placed the mechanisms outlined below to ensure information – both physical and electronic data storage, access, retrieval, sharing of data.

### **Information Management and Data Security**

- 6.3 Records may be transferred from and between offices of Company/ third party service providers for record keeping purposes. We ensure that such third-party service providers maintain strict confidentiality (ensuring the same level of confidentiality as maintained by Us) in respect of Client Information.
- 6.4 The database of current Clients and those Clients who do not have any current loan outstanding with Company are properly archived and kept and stored in the same manner as we store data/ documents of our Clients.
- 6.5 All Client data/ records/ documents/ information shall be maintained by Company for such time period as may be required as per applicable laws.

### **Specific Authorization**

- 6.6 Authorized personnel may see data from all the branches, but rights to edit or

modify the data are given to select personnel with specific login access.

- 6.7 Client database changes require the Chief Risk Officer, Chief Operating Officer and Chief of Partnerships of the holding company to authorise / approve the changes.
- 6.8 Each personnel who accesses the database uses an individual username and password.
- 6.9 Whenever an employee logs into the database, their name, the information they query.
- 6.10 Company has a strong back-up system in which it uses a combination of hardcopy and digital backups of Client information. Company's system backs- up all information on our cloud servers located in India periodically.

## **7. COMPLAINT REDRESSAL MECHANISM**

- 7.1 It is the Company's constant endeavor to put the interests of its Clients first and to provide them with financial solutions that are right for them. In keeping with its promise, the Company looks forward to receiving both positive and negative feedback from the Clients on its products and services.
- 7.2 Any discrepancies and grievances related to the processing and use of Client information can be raised to the grievance officer appointed by Company as below:

Nodal Officer

Name: Saurabh Kumar  
Designation: Nodal Officer  
Email: saurabh.kumar@avantifinance.in

Grievance Officer

Name: Sunil K Tadepalli  
Designation: Grievance Officer  
Email: sunil.kumar.t@avantifinance.in

The grievances of the Clients will be redressed in the manner provided below:

- (i) Clients can register grievances through email id and toll-free number provided at the Company's branches / Head Office / website and at any other place where the business of the Company is transacted.
- (ii) After examining the matter, the Company will endeavour to send the Client its response expeditiously and intimate the stakeholder how to escalate the complaint to higher level, if they are not satisfied with the response.
- (iii) Clients have to confirm whether the grievance has been resolved to their satisfaction or not. The grievance will be deemed to be closed, if Client does not

respond via toll free number or email.

- (iv) The Company shall also request the Client to provide feedback on the services rendered. This can be done through direct contact by staff or through specific stakeholder satisfaction surveys that may be conducted from time to time.
- (v) A periodical review of the above mechanism at various levels of management would be undertaken by the Company.

#### **8. POLICY REVIEW UPDATED**

This document shall be reviewed by the CRO of the holding company and shall be reviewed at least once a year. Reviews shall also account for any significant business changes and/or any regulatory requirements.