DIGIKHET PRIVACY POLICY

Connected agriculture — Agri Telematics, Automatic Weather Station, Smart Sensor Gateway & Monitoring

Document	DigiKhet Privacy Policy
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Approved by	Rashmi Rathee
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Issued by	DigiKhet Private Limited, Hyderabad, Telangana

DigiKhet Private Limited ("DigiKhet", "we", "our" or "us") respects your privacy. This Privacy Policy explains how we collect, use, store, share, protect and otherwise process information when you use our mobile applications, web applications, dashboards, websites, hardware devices and related services (collectively, the "Services"). This Policy applies to DigiKhet's connected agriculture portfolio, including (i) DigiKhet Agri Telematics solutions for tractors and agricultural machinery, (ii) Automatic Weather Station ("AWS") solutions, and (iii) DigiKhet Smart Sensor Gateway & Monitoring.

For the purposes of the Digital Personal Data Protection Act, 2023 ("DPDP Act"), DigiKhet acts as the Data Fiduciary for personal data processed under this Policy, and you are the Data Principal.

By using our Services, you acknowledge that your information may be processed as described in this Policy. Where consent is required by applicable law, we will seek your consent through a clear notice or consent mechanism.

1. Scope of this Privacy Policy

This Policy applies to information processed through DigiKhet's Services, including our apps, dashboards, websites, telematics devices, AWS devices, gateways, sensors, installation/support processes, and associated cloud services. It does not govern third-party products, websites, applications or services that have their own privacy policies.

2. Changes to this Privacy Policy

We may update this Policy from time to time to reflect changes in our Services, technologies, business practices or applicable law. The latest version, with its version number and effective date, will be made available on our website and app. Where required by law, we will give additional notice or obtain fresh consent for material changes.

3. Information We Collect

Depending on the Services you use, we may collect the following categories of information:

3.1 Personal and Account Information

- Name, mobile number, email address, address, preferred language, account credentials or authentication details, and other profile information you provide.
- Dealer, distributor, installer, fleet owner, farmer, institutional customer or organization details, where relevant to the Service.
- Support requests, complaints, service history, feedback, survey responses and communications with us.
- Billing, invoicing, subscription and transaction-related information. Where payment is processed by a third-party payment provider, that provider may process payment instrument details under its own

privacy policy.

3.2 Tractor, Agricultural Machinery and Telematics Data

For DigiKhet Agri Telematics products, we may collect data generated by or associated with a tractor or agricultural machine, including:

- IMEI/device identifier, SIM/network information, tractor or machinery identification, brand, model, vehicle/registration number, serial number and installation details.
- GPS/location data, trip route, parked location, geofence events, speed, distance, movement and route history.
- Ignition/engine ON-OFF status, engine/working hours, area covered, farm/job location and work activity information.
- Fuel level, fuel consumption, fuel-related readings, mileage/efficiency estimates and sensor readings where the installed hardware supports such measurements.
- Electrical and diagnostic information such as device voltage, battery status, input/output state, firmware version and other device health or operational metrics.
- Implement-specific information where supported, such as bale count or other agricultural implement activity.

3.3 Automatic Weather Station Data

For DigiKhet Automatic Weather Station solutions, we may collect environmental and device data such as temperature, humidity, rainfall, wind speed, wind direction, atmospheric pressure, solar radiation and other weather parameters supported by the deployed station. We may also collect AWS location, device identifier, connectivity status, battery/power status, calibration/service information and diagnostic logs.

3.4 DigiKhet Smart Sensor Gateway & Monitoring

For DigiKhet Sensor Gateway solutions, we may collect measurements from connected sensors and industrial/agricultural field devices. Depending on the deployment, this may include soil moisture, soil temperature, ambient temperature/humidity, water level, flow, pressure, irrigation-related measurements, plantation or greenhouse parameters, cold-storage/milk-chilling parameters, or other sensor values configured by the customer. We may also collect gateway ID, sensor ID, timestamps, connectivity information, signal quality, battery/power data, firmware data and diagnostic logs.

3.5 Mobile Device, App and Log Data

- Device model, operating system/version, app version, IP address, network/mobile carrier information, device identifiers and language settings.
- Crash logs, error logs, diagnostic events, access timestamps and usage information required to maintain, secure and improve the Services.
- Mobile device permissions that you choose to grant, such as location, notifications, camera or storage access, where these are needed for a specific feature.

3.6 Location Data

Certain features require location information. This may include the location of your tractor or machinery collected by the DigiKhet device, the installation location of an AWS or gateway, and, where enabled by you, location from your mobile device. You can control mobile location permissions through your device settings, but disabling them may limit location-dependent features.

3.7 Cookies and Similar Technologies

Our websites and web-based Services may use cookies, pixels, local storage, web beacons or similar technologies to remember preferences, maintain sessions, understand usage, improve performance and, where permitted, support analytics or marketing. You may control cookies through your browser or available consent settings.

4. How We Use Information

We may process information for the following purposes:

- To create and manage user accounts, authenticate users and provide the Services.
- To provide live tracking, trip history, geofencing, field/job monitoring, work-hour calculations, area calculations, fuel analytics, alerts, service reminders and other telematics features.
- To operate AWS monitoring, visualize weather data, generate reports, alerts and historical trends, and maintain weather-station performance.
- To collect, transmit, visualize and analyze data from sensor gateways and connected sensors, including alerts and operational dashboards.
- To install, configure, activate, troubleshoot, maintain, repair and support DigiKhet devices, SIM/connectivity services and software.
- To improve product reliability, accuracy, user experience, algorithms, analytics, dashboards and future features.
- To detect misuse, fraud, security incidents, abnormal device behavior and unauthorized access.
- To communicate service updates, maintenance notices, subscription/renewal information, support messages and other operational communications.
- To send marketing or promotional communications where permitted and subject to available opt-out choices.
- To create aggregated or anonymized statistics, analytics and industry insights that do not identify an individual.
- To comply with legal obligations, respond to lawful requests, enforce agreements and protect the rights, safety and security of DigiKhet, our users and others.

5. Product-Specific Use of Data

5.1 DigiKhet Agri Telematics

Telematics and location data may be used to provide tractor/machinery tracking, route history, farm/job monitoring, engine and work-hour analytics, geofence/theft alerts, service reminders, fuel analytics and other connected-farm features. Some features depend on the installed hardware, sensor configuration and connectivity.

5.2 Automatic Weather Station

Weather and station data may be used to provide current observations, historical data, agronomic/weather insights, dashboards, alerts, reports, device-health monitoring and maintenance support.

5.3 DigiKhet Smart Sensor Gateway & Monitoring

Gateway and sensor data may be used to provide remote monitoring, dashboards, alerts, trend analysis, automation inputs where configured, maintenance support and operational analytics for farms, plantations, irrigation systems, greenhouses, cold-storage environments, milk-chilling systems and other supported deployments.

6. Sharing and Disclosure of Information

We do not sell personal data merely because it is collected through the Services. We may share information only as reasonably necessary for the purposes described in this Policy, including with:

- Cloud hosting, communication, analytics, mapping, customer-support, payment, telecom/SIM, installation, logistics, maintenance and other service providers acting on our behalf.
- Authorized dealers, distributors, OEMs, installers, enterprise customers or institutional customers where sharing is necessary to provide or support the Service and is consistent with the applicable commercial arrangement and user permissions.

- Business partners where you have requested or consented to an integrated service.
- Government authorities, regulators, law-enforcement bodies, courts or other persons where disclosure is required or permitted by law.
- A successor entity in connection with a merger, acquisition, restructuring, sale of assets or similar corporate transaction, subject to applicable legal requirements.

We may share aggregated or anonymized information that does not reasonably identify an individual for analytics, benchmarking, research, reporting or business planning.

7. Data Storage and International Transfers

Information may be stored or processed using DigiKhet's systems and the systems of our approved service providers. Depending on our hosting and service-provider arrangements, processing may occur in India or other jurisdictions permitted under applicable law. Where cross-border transfer restrictions apply, we will take appropriate steps to comply with them.

8. Data Security and Personal Data Breaches

We implement reasonable technical and organizational safeguards designed to protect information against unauthorized access, loss, misuse, alteration or disclosure. These may include encrypted communications (such as TLS/HTTPS), access controls, authentication, logging, infrastructure hardening, backups and security monitoring. No system can guarantee absolute security, and users are responsible for protecting their credentials and devices.

If a personal data breach occurs, we will inform the Data Protection Board of India and affected Data Principals in the manner and within the time required by the DPDP Act and the rules made under it.

9. Data Retention

We retain personal data and product data for as long as reasonably necessary to provide the Services, comply with contractual and legal obligations, resolve disputes, maintain security, support warranty/service requirements and enforce our agreements. Retention periods may vary by data type, customer contract and product. Billing and payment-related information is retained only for as long as necessary for accounting, tax and legal purposes. When information is no longer required, we may delete, anonymize or securely dispose of it, subject to applicable backup and legal-retention requirements.

10. Your Rights and Choices under the DPDP Act

Subject to applicable law and the nature of the Service, you have the following rights as a Data Principal:

Your right	What it means
Access	Obtain a summary of the personal data we process about you, the processing activities, and the other Data Fiduciaries or Data Processors we have shared it with.
Correction and updating	Ask us to correct inaccurate or misleading data, complete incomplete data, or update your data.
Erasure	Ask us to erase your personal data, unless we must keep it for a legal or contractual reason or for the purpose you gave it.
Withdraw consent	Withdraw consent at any time where processing is based on consent. Withdrawal is as easy as giving consent. It does not affect processing done before withdrawal, and may affect Service availability.
Grievance redressal	Raise a complaint with our Grievance Officer (Section 15) about how we handle your personal data or your rights.
Nominate	Nominate another person to exercise your rights in case of your death or incapacity.

Your right	What it means
Opt out of promotions	Use the unsubscribe or preference control in any promotional message.

Requests may be subject to identity verification and applicable legal limitations. Certain telematics, location, weather or sensor data may be necessary to provide the core functionality of the applicable Service; disabling or deleting such data may affect Service availability.

Your duties. As a Data Principal, you must comply with applicable law, not impersonate another person, not suppress material information when giving us your data, not file false or frivolous complaints, and give only verifiably authentic information when exercising your rights.

11. Children

Our Services are intended for business users, farmers, equipment owners/operators, dealers, institutions and other users capable of entering into a valid arrangement for the Services and who are above the age of 18 years. We do not knowingly collect personal data from anyone under the age of 18. If you believe a child's personal data has been provided to us inappropriately, please contact our Grievance Officer (Section 15) so that we can take appropriate action in accordance with applicable law.

12. Third-Party Services

The Services may contain links to, integrate with or depend on third-party services such as map providers, telecom operators, payment processors, app stores, analytics providers or business integrations. Their handling of information is governed by their own terms and privacy policies. DigiKhet is not responsible for the independent privacy practices of third parties.

13. Communications

We may send service-related communications such as account notices, alerts, device status messages, maintenance information, service reminders, subscription notices and security communications. We may also send promotional communications where permitted. You may opt out of promotional communications using available unsubscribe or preference controls; however, essential service communications may continue while you use the Services.

14. Compliance with Applicable Indian Data Protection Law

DigiKhet processes personal data in accordance with applicable Indian law, including the Digital Personal Data Protection Act, 2023 and the Digital Personal Data Protection Rules, 2025, which have a phased commencement schedule. We will update our notices, consent flows, grievance mechanisms and operational practices as and when the relevant provisions become applicable. Other applicable provisions of the Information Technology Act, 2000 and related rules may also apply.

15. Grievance Officer and Contact Details

If you have questions, concerns, requests or complaints about this Policy or the processing of your personal data, or you want to use any right in Section 10, please contact our Grievance Officer:

Grievance Officer	Rashmi Rathee
Email	rashmi@digikhet.in
Mobile	+91 79090 35267
Company	DigiKhet Private Limited
Registered Office	8th Floor, Vasavi Sky City, Gachibowli, Hyderabad, Telangana, 500032
General Support Email	support@digikhet.in

Website	https://www.digikhet.ai/

- Please include your name, registered mobile number or email, and details of your request or complaint.
- We will acknowledge your grievance within 48 hours and aim to resolve it within 30 days, and in any case within the period prescribed under the DPDP Rules.
- If your grievance is not resolved to your satisfaction, you may approach the Data Protection Board of India, as provided under the DPDP Act.

16. Effective Date and Version

Version	1.1
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Previous version	1.0