

# PRIVACY POLICY

Last updated: May 28, 2020

## WHO WE ARE

This privacy policy (“**Privacy Policy**”) explains the data protection practices of Sony Music Entertainment India Private Limited. Sony Music Entertainment India Private Limited is a company registered in India (the “**Territory**”) under the Companies Act, 1956 as amended from time to time with CIN U92100MH2004PTC146706, bearing PAN Number AAICS1766Q and having, its registered office at 92, Main Avenue, Santacruz (West), Mumbai – 400 054. Where we refer to “**SME**” or “**us**” or “**we**” or “**our**”, we mean Sony Music Entertainment India Private Limited (or any Sony Music Entertainment entity using your data in accordance with this Privacy Policy).

## DEFINITIONS

In this Privacy Policy, unless the context otherwise requires ‘**Personal Information**’ means any information/data that relates to a natural person which, either directly or indirectly, in combination with other information available or likely to be available with SME, is capable of identifying such person including their geo-location information.

## PURPOSE AND SCOPE

We, are committed to protecting the privacy of the information provider (“**you**” / “**your**” / “**yourself**”). We consider privacy and protection of your Personal Information to be of high importance. Our practices and procedures in relation to the collection and use of your Personal Information has been set-out below in this **Privacy Policy**. This Privacy Policy will familiarize you with the manner in which SME may collect, receive, use, share, transfer and disclose your Personal Information. This Privacy Policy forms an integral part of our Terms & Conditions of Use [\[insert hyperlink\]](#) to use our Website (“**Terms of Use**”).

SME reserves the right, at its discretion, to change, modify, amend, add or remove portions of this Privacy Policy at any time without notice. We recommend that you review this Privacy Policy periodically to ensure that you are aware of the

current privacy practices of SME. By visiting our website [\[insert hyperlink\]](#) (“**Website**”), you agree to be bound by the terms and conditions of this Privacy Policy (which includes the Terms of Use).

This Privacy Policy shall be construed to be provided in compliance with the Information Technology Act 2000 (“**IT Act**”) and applicable rules made thereunder, as amended from time to time, and shall be read with the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules 2011 (“**SPDI Rules**”), as applicable.

## **A SPECIAL NOTE TO CHILDREN UNDER 13 YEARS OF AGE**

**YOU MUST BE 13 YEARS OF AGE OR OLDER TO REGISTER WITH OUR SITE. PLEASE DO NOT REGISTER IF YOU ARE UNDER 13 YEARS OF AGE.**

We are committed to complying with the Children’s Online Privacy Protection Act (COPPA). Our site and services are not directed to children under the age of 13. We do not knowingly collect Personal Information from children under the age of 13. If a user identifies him or herself as a child under the age of 13, we will not collect, store or use any Personal Information. If we receive Personal Information that we discover was provided by a child under the age of 13, we will promptly destroy such information.

## **A SPECIAL NOTE TO PARENTS**

While we prohibit registration by children under the age of 13, parents should, in such scenarios of children under the age of 13, supervise their children's online activities and consider using parental control tools available from online services and software manufacturers that help provide a child-friendly online environment. These tools can also prevent children from disclosing online their name, address, and other personal details without parental permission. The term “parents” also includes legal guardians.

If you are a parent or legal guardian who believes that your child has provided us with any Personal Information, please contact us at [\[insert email id\]](#).

## **HOW WE COLLECT YOUR PERSONAL INFORMATION**

### **(a) From you**

We may collect and process Personal Information relating to you by you providing such Personal Information by filling in forms on our site or by you contacting us. This includes, but is not limited to, Personal Information provided at the time of registering to use (or become a member of) our site, subscribing to any services (e.g. newsletters), purchasing downloads, posting material or requesting further services. Such Personal Information may include but is not limited to:

- i. name, email address, mobile/landline telephone number, date of birth, address, country of residence, marital status etc;
- ii. your credit, or debit card or other payment information including bank details;
- iii. your passport details;
- iv. your user id and password and other security related information for accessing the Website;
- v. any other Personal Information provided by you while accessing our Website or when you contact our customer care team;
- vi. We may also collect Personal Information about you from third parties who provide us with additional publicly available information about you;
- vii. If you use a mobile phone for browsing our Website, we may collect your IP address or other device identifier, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform, and other portable device information.

You represent that the Personal Information you provide from time to time is and shall be correct, current and updated and you have all the rights, permissions and consents to provide such information.

**(b) By using cookies**

In addition, we may use ‘cookies’ to collect information relating to your general internet usage. Please refer to our Cookie Policy [\[insert hyperlink\]](#) for detailed terms and conditions. This information may include IP-addresses, browser version, number of visits and similar such information relating to your navigation of the internet and our site. A ‘cookie’ is a small text file that is placed on your computer’s hard drive. Cookies help us to improve our site and to deliver a better and more personalised service, for instance by storing information about your preferences and allowing us to recognise you when you return to our site.

You may refuse to accept cookies by activating settings on your internet browser. However, please note that if you select such settings you may be unable to access certain parts of our site.

## **TRANSMISSION OF YOUR PERSONAL INFORMATION VIA THE INTERNET**

Unfortunately, the transmission of information via the internet is not completely secure. Any transmission is therefore at your own risk. Once we have received your Personal Information, we will use strict procedures and security features to try to prevent unauthorised access. However, we cannot guarantee that any Personal Information you submit to us will be free from unauthorized third party intrusion.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share the password with anyone.

## **WHERE YOUR PERSONAL INFORMATION IS KEPT OR TRANSFERRED**

The Personal Information that we collect may be transferred to, and stored at, a destination outside the Territory, for instance if any of our servers from time to time are located outside the Territory or if one of our service providers or suppliers is located in a country outside the Territory or if we share your Personal Information (in accordance with the 'With whom we share your Personal Information' section below).

Where any of those destinations are countries that do not have data protection laws as stringent as those to which we are subject, we will take all steps necessary to ensure that your Personal Information is only transferred lawfully out of the Territory, and used in accordance with this Privacy Policy.

You expressly consent to the transfer of your Personal Information to, and the collection and processing of such Personal Information in a destination outside the Territory where we or our vendors operate. In giving this consent, you acknowledge that you understand that the laws on holding, processing, using and transferring Personal Information in those territories may vary and be less protective of your privacy than laws of your state or country

## **HOW WE USE YOUR PERSONAL INFORMATION**

We use the Personal Information collected from our site in the following ways:

- to establish your identity
- to ensure that content from our site is presented in the most effective manner for you and for your computer and tailors out site to your needs. Personal Information on our website may be used to compile aggregate statistics and carry out analysis in order to help us create website content and navigation that is most relevant and user-friendly to you.
- to provide you with information, products or services that you have requested from us (or third parties, where appropriate) or which, based on your musical preferences or use, we feel may interest you.
- to deal with and respond to your requests, enquiries and complaints, customer services and related activities and also for fulfilling your requests for information regarding our service.
- to carry out our obligations arising from any contracts entered into between you and us.
- to allow you to participate in interactive features of our service, when you choose to do so.
- to enable credit checks – such as analysing, verifying and/or checking your credit, payment and/or status in relation to your ability to use any e-commerce-related services (if any) on our website.
- to notify you about changes to our service.
- to conduct survey about how satisfied our customers are and for improving our performance and provide better services to the customer;
- responding to judicial process and provide information to law enforcement agencies or in connection with an investigation on matters related to public safety, as permitted by law.

## **WITH WHOM WE SHARE YOUR PERSONAL INFORMATION**

Subject to the other terms of this Privacy Policy, we may share your Personal Information with the following:

### **(a) Group companies and third party service providers**

We may share your Personal Information with our affiliated or group companies worldwide and third party service providers\*\*.

### **(b) Artists**

We may share your Personal Information with those artists (and their management companies) that you have expressed an interest in, who may then use your Personal Information, in accordance with this Privacy Policy, to keep you updated with information about them.

**(c) Other third parties\*\***

We may transfer, sell or assign any data, including Personal Information, to third parties, only in connection with the sale, merger, consolidation, change in control, transfer of substantial assets, reorganization or liquidation of SME, or any part of it.

We may share with others, at our discretion, certain aggregate statistical data about purchases and the use of our content, which data may include demographic data such as the age range and/or geographic location of groups of users. No Personal Information (such as names or email addresses) will be identifiable from such statistics.

**(d) In special circumstances**

We may disclose Personal Information in the following cases:

- i) to comply with any legal process whether local or foreign;
- ii) to respond to requests from public and government authorities, including public and government authorities outside your country of residence;
- iii) to enforce our Terms & Conditions of Use of Website and policies;
- iv) when SME, in its sole discretion, deems it necessary in order to protect its rights or the rights of others;
- v) to protect our rights, property and privacy and/or that of our affiliates, you or others;
- vi) when we have reason to believe that disclosing this Personal Information is necessary to identify, contact or bring legal action against someone who may be causing injury to or interference (either intentionally or unintentionally) with the rights or property of those described above in paragraph (a) or (b); and
- vii) when we believe in good faith that the law requires us to do so.

**\*\*Note:** Your Personal Information will not be disclosed by us to third parties without your consent for marketing or promotional purposes, save for, our internal purposes of marketing and promoting including to our affiliated and/or group companies of Sony Corporation.

**PERIOD OF RETENTION**

Your Personal Information which we collect will be retained for a period necessary to attain the specified purposes.

## **YOUR RIGHT TO OBTAIN, CHANGE OR REMOVE YOUR PERSONAL INFORMATION**

You can opt out of receiving any further messages from SME or anyone with whom we share your Personal Information (as described above) at any time by following the unsubscribe instructions in any message sent to you. If you wish to unsubscribe from messages we send you, you can also send an email to [partner.relations@sonymusic.com](mailto:partner.relations@sonymusic.com).

You have a right to access or correct the Personal Information we hold about you. To obtain a copy of the Personal Information we hold about you, please write to us at our registered address provided at the beginning of this Privacy Policy.

## **OTHER WEBSITES**

Whilst we endeavour to adhere to our strictest guidelines and select only reputable partners in providing the service, our Privacy Policy does not cover any information that you provide directly to third parties (including but not limited to online merchants sites and other hyperlinked websites). We advise you to consult with the relevant parties before providing any such information.

Our website may contain links to other websites which are outside our control and are not covered by this Privacy Policy. If you access other sites using the links provided, the operators of these sites may collect and process information from you in a way which is different to how we do so.

## **CHANGES TO OUR PRIVACY POLICY**

By using this Website, you consent to the collection and use of your Personal Information as described above. We are sensitive to users' privacy issues and recognize the need to update this Privacy Policy as new features and business services are offered by us. Accordingly, we may modify, alter or otherwise update this Privacy Policy at any time. We will indicate any changes by updating the date at the top of the Privacy policy. We encourage you to review this Privacy Policy from time to time.

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