Reliance Retail Guidelines

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I. RConnect Logon User Guide

The following steps need to be followed while logging in into your RConnect: -

1. Your User ID will be P followed by your Employee Code.
2. When you login for the first time, your default password would be Rr@YYYYMMDD (your Date of Birth).
3. You are advised to change in your password immediately after your first login for security reasons.

Your new password should contain the following elements:

No	Password Requirement	Value
1	Minimum Letter Uppercase	1
2	Minimum Letter lowercase	1
3	Minimum Letter	1
4	Minimum Digit	1
5	Minimum Special Character	0
6	Minimum Password length	8
7	Password should be different from past how many password	5

- If you forget your RConnect password, then you can reset your password by clicking on
- **Click here to Reset/Unlock your password** which is there on the homepage.
- Once you click on this, you will be directed to a new page wherein you will have an option of **Password Reset**.
- Click on the password reset option and enter the details to change your password.
- Once you have entered all the details, you will receive an auto generated mail on your official email id with a new password as well as you will receive the new password on your mobile number via Text SMS.
- Password will be triggered via SMS on the mobile number certified by you in the RConnect portal.
- In case you have a Corporate Mobile number, and it is certified on your RConnect then you will receive the password via Text SMS on that number. In case if you don't have Corporate Mobile number and are using Personal Mobile Number and it has been certified on your RConnect then you will receive the password via Text SMS on your Personal Mobile number. An employee gets to change his Personal Mobile number but cannot change the Corporate mobile number on the RConnect as it has already been updated and certified by the Jio Team.
- Refresh the RConnect page and enter your User ID and the password provided on your official mail ID and your phone number. Once you click on LOGON you will be given an option to enter your NEW PASSWORD.
- Kindly enter the OLD PASSWORD provided on your official mail ID and mobile number and enter the NEW PASSWORD as mentioned above using the above guidelines.
- You have now reset your password successfully!!
- If you have any more queries, kindly contact your respective HRBP.

II. Privacy Policy

A. General

1. This Privacy Policy (the “Policy”) describes how Reliance Retail Limited and its current and future affiliates. (hereinafter referred to as “Reliance Retail”), collects, uses, shares and protects personal information that we collect from you, the end user of this Reliance Retail Alumni Portal (“Portal”)
2. While you use and enjoy our services, we want to keep you informed about our privacy policy towards management and security of your personal information. We value the trust you place in us and hence insist upon the highest level of protection for securing your personal information. We are obligated to protect your personal information in accordance with applicable laws and regulations.
3. This Privacy Policy is an electronic record in terms of the Information Technology Act, 2000 (as amended/re-enacted from time to time) (“IT Act") and rules thereunder, and, amongst others, is published in accordance with the provisions of Rule 3 (1) of the Information Technology (Intermediaries Guidelines and Digital Media Ethics Code) Rules, 2021. This Privacy Policy is an electronic record, generated by a computer system and does not require any physical or digital signatures
4. This Policy should be read in conjunction with Terms and Conditions Registration or usage of any of the services in the Portal implies your express consent and agreement to this Policy.
5. This Policy is subject to modification based on changes in the business, legal and regulatory requirements and will be made available to you online. We will make all efforts to communicate about significant changes to this policy. You are encouraged to periodically visit this page to review the policy and any changes.

B. Collection of Information

In order to enable us to provide you with the best in class services, we require certain information be shared by you with us. Reliance Retail may collect the following types of information:

a) “Personal Information” which shall mean information which could reasonably be used to identify you personally, which may include, but not limited to the following:
   1. Basic details which you provide during the registration process such as Name, Phone Number, Email Address, Communication or Permanent Address.
   2. Photographs provided during registration or during the profile update.
   3. Proof of Identity and Address documents such as PAN Card, Driving License, Passport etc.
   4. Transactions performed which can identify you as an individual through any relevant unique identifier.
   5. Demographic details such as gender, city, PIN code or nearest location.
   6. Usage logs/Server logs/Cookies which may contain details of your personal or sensitive personal information.
   7. Service specific information or identifiers
   8. Device specific information or identifiers such as IMEI, OS specific identifiers.

For the purpose of this policy, sensitive personal data or information has been considered as a part of Personal Information, which may include, but not limited to the following:

1. Passwords or authentication information for any of our services or apps.
2. Financial information, such as details of bank account, credit card, debit card, or other payment instrument details etc.

b) “**Non-Personal Information”** which shall mean information that does not identify you or any other individual, and includes session, web beacons and usage and transaction data,

aggregate log data and aggregate information. We use this information to inter-alia deliver our web pages to you upon request, to tailor our services to the interests of our users, to measure traffic within our services, to improve the quality, functionality and interactivity and let advertisers know the geographic locations from where our users/ visitors come.

We are mandated under law to collect the following information, which is mandatory for provision of services to you:

i. Basic details which you provide during the registration process such as Name, Phone Number.
ii. Photograph provided during registration.
iii. Proof of Identity Documents such as Pan Card, Driving License, UIDAI, Passport.
iv. Proof of Address Documents such as Driving License, Passport, Utility Bills.

C. Use of Information

The information provided by you to us is used for a number of purposes connected with our business operations which may include the following:

1. Verify your identity, access, privileges assigned and relationship with us.
2. Provisioning of products/services, testing or improvement of services, recommending various products or services.
3. Processing your requests, enquiries and complaints, and related activities.
4. Communicating to you about recoveries, surveys, key policies or other administrative information.
5. Analytics and reviews for improvement of our services.
6. Improving your experience while using our services
7. Support to law enforcement agencies or in connection with an investigation on matters related to public safety, as permitted by law or anti-fraud activities/systems; and
8. Other usages that you may consent to.

We will strive to keep your personal information confidential and will place reasonable security controls to protect it. Your Personal Information will be kept confidential as required under applicable laws.

Further, with respect to Non-Personal Information automatically collected and stored in files, we shall use this information to understand and analyze trends, to administer our services, to learn about user behaviour while using our services, to gather demographic information about the user base as a whole and to measure traffic patterns on our network and apps. As Non-Personal Information does not personally identify you, we may use and disclose Non-Personal Information at our discretion.

D. Sharing and Disclosure

We do not sell or rent personal information to any third-party entities. We limit the disclosure of the Personal Information to certain circumstances, as provided below:

1. Mergers or acquisitions: In a scenario where we or our assets are merged or acquired by the other business entity, or during restructuring of business or re-organization, we may have to share information provided by you with the other business entities. Rest assured, if such a transaction occurs the other business entity or the newly combined business entity would be required to follow this Privacy Policy.
2. Partners: we engage a number of vendors, consultants, contractors and take support of our group companies or affiliates (hereon referred to as our Partners). Our Partners provide a host of services including contact information verification, payment processing, customer service, website hosting, data analysis, infrastructure provision, IT services, and other similar services. These Partners play a key role in seamless delivery of our products and services to you. These Partners and their employees operate under a contract and strict security & confidentiality restrictions. We may provide our partners access to your information through our systems or may share

your Personal Information with them to enable them to provide their services to you. Government or judicial process: We may share your Personal Information with the government / government authorities or agencies and legal or judicial authorities for any investigation or to comply with legal process or in response to a request by any of these authorities or to enforce applicable terms and conditions or to protect our, our users and Partners rights, privacy, safety or property.

3. Legal Reasons: The information provided by you may be shared with our other entities and affiliates to help in detecting and preventing identity theft, fraud and other illegal activities; correlate or map related accounts
4. to prevent misuse of our products & services and to provide you, our services.
5. Protection of Reliance Retail: To protect your rights and/or those of our Partners, and to allow Reliance Retail to pursue available remedies or limit the damage that it may sustain in case of unauthorized use / misuse of our products or the content thereon, by third parties.

E. Storage, Retention and Security

We have adopted reasonable security practices and procedures, in line with international standard IS/ISO/IEC 27001, to include strategic, operational, managerial, technical, and physical security controls to safeguard and protect your data and information. We have implemented such measures, as stated above, to protect against unauthorized access to and unlawful interception of Personal Information. Additionally, we have adopted measures to ensure that your personal information is accessible to our employees or partners employees strictly on the need to know basis.

1. Our website, applications, portals, and network equipment have industry standard security precautions in place to protect the loss, misuse and alteration of information which is in our environment. Whenever you change or access your account information, we facilitate the use of secure systems. The information in our custody and control is protected by adherence to reasonable security procedures in order to safeguard against unauthorized access. We apply encryption or other appropriate security controls to protect Personal Information when stored or transmitted by us.
2. Your information or data will primarily be stored in electronic form. However, certain data can also be stored in physical form.
3. We may enter into agreement with third parties to collect, store, process your information or data but in full compliance with applicable laws. These third parties may have their own security standards to safeguard your information or data and we will require such third parties to adopt reasonable security standards to safeguard your information / data on a commercially reasonable basis.
4. We have taken appropriate steps for the security and protection of all our digital platforms including internal applications, however, we shall not be responsible for any breach of security or the disclosure of Personal Information for reasons outside our control, such as hacking, social engineering, cyber terrorism, espionage by third parties, or any events by way of force majeure such as sabotage, fire, flood, explosion, acts of God, civil commotion, strikes or industrial action of any kind, riots, insurrection, war, acts of government.

F. Third Party Websites, Applications and Services

The Portal may include links to other websites/applications. Such websites/applications are governed by their respective privacy policies, which are beyond our control. Once you leave our servers (you can tell where you are by checking the URL in the location bar on your browser), use of any information you provide is governed by the privacy policy of the operator of the website/application you are visiting. That policy may differ from ours. If you can't find the privacy policy of any of these websites/application via a link from the website's homepage, you should contact the website/application directly for more information.

G. Access, Correction and Deletion

We strive hard to keep our records updated and accurate with your latest information. You shall be responsible to ensure that the information or data you provide from time to time is and shall be correct, current and updated and you have all the rights, permissions and consent to provide such information or data.

H. Queries and complaints

We are committed to protect your personal information collected and processed by us and look forward to your continued support for the same. In case of any feedback or concern regarding protection of your personal information, you can contact us at rr.fnfqueries@ril.com.

III. Payment Terms and Conditions

1. Terms

1.1. These terms and conditions apply to the payments you make to us using this Payment Gateway Service (“Service”).
1.2. As used in these Terms, “we,” “us,” “our,” and “Company” refer to the Reliance Retail Limited and its current and future affiliates.
1.3. “You”, “your” and “User” refer to the person giving this consent and to any person you are authorized to represent with respect to use of the Service. By authorizing payment(s) to us in connection with the Service, you are accepting and agreeing to these Payment Terms.
1.4. Please read these terms carefully before using the Service. Using the Service indicates that you accept these terms.
1.5. We may update these terms from time to time and any changes will be effective immediately on being set out here.

2. Use of Service

2.1. You may use this Service for the purpose of making payments due from you to the Company (“Recoveries”) via online means, provided that you do not:

2.1.1. In any way damage or disrupt the Service and/or the operation of the Service.

2.1.2. Use the Service for any unauthorized or unlawful purpose.

2.2. We reserve the right to suspend, amend or cancel the Service at any time either temporarily or permanently.

3. Payment

3.1. Payments using the Service may be made only through the options provided in the payment screen:

3.1.1. Debit/Credit Card

3.1.2. Internet Banking

3.1.3. UPI

3.1.4. Payment Wallets

3.2. We are not directly involved in online payment but through a third-party service provider.

3.3. Upon completing your payment using the Service, you will be presented with a confirmation screen.

3.4. We have no liability for transactions which are incorrect because of inaccurate data entry during the use of the Service or for loss of data or information caused by factors beyond our control.

3.5. Once payment has been made it cannot be cancelled.

3.6. In case of transaction failure and if the amount gets debited from your account, the same shall be refunded to your account within 5–7 working days.

4. Transaction Charges

4.1. We have provided free options for you to make payments without attracting any transaction charges.

4.2. In case you opt for a chargeable option of payment the transaction charges shall be borne by you.

5. Warranties

5.1. You agree that the Card/Bank/UPI/Wallet details provided by you for use of the Service must be correct and accurate and that you shall not use a Card/Bank/UPI/Wallet, that is not lawfully owned by you or the use of which is not authorized by the lawful owner thereof. You further agree and undertake to provide correct and valid Card/Bank/UPI/Wallet details.

5.2. You warrant, agree and confirm that when you initiate a payment transaction and/or issues an online payment instruction, you fully and lawfully are entitled to use such Card/Bank/UPI/Wallet account for such transactions.

5.3. You are responsible for ensuring sufficient credit is available on the card/bank/wallet account at the time of making the payment to permit the payment of the Recoveries.

6. Disclaimers

6.1. We do not accept the liability for any damage, loss, costs (including legal costs), expenses, indirect losses or consequential damage of any kind which may be suffered or incurred by you from the use of the Service.

7. Indemnity

7.1. You agree to indemnify us for any loss, cost or expense suffered or incurred by us as a result of:

7.1.1. Your breach of obligations under this Terms.

7.1.2. Intentional misuse of the Service.

7.1.3. Your negligent acts or omissions in using the Service.

7.1.4. Any claim brought against us by a third party in relation to your use of the Service.

8. Privacy and Use of Information

8.1. We will comply with all the prevailing privacy laws in relation to any applicable information you supply to us.

8.2. Any personal information supplied by you may be retained by us as the prevailing laws and regulations may permit.

8.3. Payments using the Service are made through a secure third-party website. We will use all reasonable endeavors to prevent unauthorized access to your information.

However, we will not be liable for any direct or indirect damage or loss whatsoever for any interception and/or ‘hacking’ of any data or other unauthorised access to information provided by you for the purposes of using the Service.

You may reach out to **rr.fnfqueries@ril.com** for any queries.