

THE MODERN LIVING

Customer Policy

- During the sales process, Community Partner must make sure that the prospective customer/customer receives the following information:
- Identification and contact information, such as one's name, address, and phone number, (display the id card issued by the company (should carry a valid government issued identity document like PAN, Voters id, Driving license or Aadhaar card to confirm the name on the identification card)) as well as that of the Company, immediate upline contact details, customer service number of the company, email address and website details.
- The purpose of the meeting;
- The location of the business;
- The approximate duration of the meeting ;
- The specifics of the product and services, such as benefits, country of origin, prices, taxes, delivery fees, installation fees, payment terms, the money-back guarantee, the cancellation policy (both before and after the order is delivered), along with the process of refund, warranty, and after-sales service, payment method, and options of payment.
- The directs seller must ensure
- That the place for the meeting is safe and sheltered;
- That he/she is punctual
- Present the product details as per the company presentation (nothing more or nothing less)
- Inform about the customer support, money back guarantee, company contact details and the grievance redressal mechanism.
- Show and explain the product order form with the terms and conditions
- Inform about the installation cost, the delivery charges, the time taken from order to delivery and the taxes.

How We Collect and Receive Personal Data from You

Where we ask you to provide us with your personal data, we will indicate whether providing the personal data is a statutory or contractual requirement, or a requirement necessary to enter into and/or facilitating a contract, as well as whether you are obliged to provide the personal data and of the possible consequences of a failure to provide the personal data.

TML collects and receives personal data from Customers in various ways, such as:

THE MODERN LIVING

Registration.

TML collects your personal data through the registration form that you complete and send to us in paper form or electronically through the TML websites (the "<http://www.themodernliving.com/>") in order to become a Customer.

Logged in as a Customer. If you are logged in on the Website as a Customer, we collect personal data that you provide to us while using the Website. For example, when you purchase products or services, we collect personal data.

Contacting Us. When you contact us through the various communication channels provided on the "Contact Us" webpage of the Website, we collect personal data and other information that you provide. Examples of such personal data include TML email addresses, telephone numbers or online forms.

The Types of Personal Data We Process

If you are registering as a Customer directly with TML, we process the following types of personal data relating to you:

- Contact information (g., name, postal or email address, social media handle, fax number and phone number);
- Date of birth;
- Login information username, TML ID and password; and
- Payment information (g., bank account, debit or credit card numbers, Paypal ID);
- Product preferences, purchasing habits, purchasing history, and spending behavior; and
- Communication

In addition, when you communicate with us through various communications channels, we collect your contact details, such as your name, email address, address, telephone number, and/or fax number. You may also voluntarily provide other personal data in connection with your inquiries or comments.

THE MODERN LIVING

We encourage you, however, to provide no more personal data relating to you than is necessary in order for us to provide an appropriate response to your inquiries or comments.

We may process other personal data in exceptional circumstances only. If we need to process other types of personal data about you, we will make sure that you are informed about the processing of such personal data and that there is a valid legal basis for doing so (e.g., your consent).

How We Use the Personal Data We Collect

We only process your personal data to the extent it is necessary:

(i) For the performance of your agreement with us or in order to take steps at your request prior to entering into an agreement with us, including to:

- Manage your relationship with us as Customer of our TML Community Partner from initial registration and throughout your time as a Customer;
- Create and manage your online account;
- Address your comments or inquiries;
- Process your orders of products or services;
- Fulfill our obligation to provide support to you;
- Communicate with you;

Bring you in contact with Community Partner (including providing your name, address, telephone number, or e-mail address, purchases, and purchasing history to your Community Partner); Perform accounting, auditing, billing, and collection activities; and Enforce contractual terms and to comply with our legal obligations,

THE MODERN LIVING

Including to:

Comply with laws which require us to retain records

Comply with any other laws which may be applicable to for the purpose of our legitimate interests,

Including to:

Operate, evaluate, and improve our products, business, and services, including by tracking and analyzing your use of products, materials, and/or services;

De-identifying your personal data in order to carry out analysis on information which does not identify you; and Developing new products and services;

Track, document, and evaluate participation in TML trainings, meetings, and events;

Prevent and protect you, us, and others against fraud, unauthorized transactions, claims, and other liabilities;

Ensure compliance with company policies and industry standards; and

Process personal data for internal administrative

When we process your personal data for these purposes, we have carefully balanced our organization's legitimate interests against your data protection rights. You can obtain further information by contacting us at support@themodernliving.com

THE MODERN LIVING

How We Share Personal Data

TML does not sell, rent, or trade your personal data. We do share your personal data among us as joint controllers and with:

- Your CP (Community Partner) Partner, to allow communication regarding products, services and orders relating to the TML business;
- Providers of infrastructure- or platform- or software-as-a-service solutions, software development services, information system maintenance services, record management services or marketing services;
- Logistics providers
- Financial transactions service providers; and Government authorities or other third parties, if required or allowed otherwise by law or reasonably necessary to protect the rights, legal interests, property, or safety of you, others