

GoVibe.live End User License Agreement (EULA)

Last Updated: May 21, 2025 PLEASE READ THIS EULA CAREFULLY. BY ACCESSING OR USING THE GOVIBE.LIVE PLATFORM, YOU AGREE TO BE BOUND BY THE FOLLOWING TERMS AND CONDITIONS. If you do not agree, you may not use the Platform.

1. Introduction and Acceptance

1.1 Electronic Contract: This EULA is an electronic record under the Information Technology Act, 2000 and the rules thereunder, and is published in accordance with Rule 3(1) of the Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021. This electronic record is generated by a computer system and does not require physical or digital signatures. By clicking "I Agree" or using the GoVibe.live website or mobile application (collectively, the "Platform"), you acknowledge that you have read and understood this EULA and agree to be legally bound by it. 1.2 Parties: The terms "Company", "we", "us" or "our" refer to Macaron Ventures Private Limited, the owner and operator of GoVibe.live, having its registered office in West Delhi, India. "You" or "User" refers to the end-user of the Platform, whether to discover/book events or to join communities and interact with others. 1.3 Eligibility: Use of the Platform is available only to persons who can form legally binding contracts under Indian Contract Act, 1872. You must be at least 18 years old to use the Platform. Persons under 18 (minors) may use the Platform only with the involvement of a parent or legal guardian; the Company assumes that any minor using the Platform has appropriate guardian consent. If you are a minor not meeting the above criteria, you must refrain from using or registering on the Platform. 1.4 Amendments: We reserve the right to modify or update this EULA from time to time. Material changes will be communicated via a notice on the Platform or via email. Your continued use of the Platform after such changes constitutes acceptance of the revised terms. If you do not agree to any amended terms, you should discontinue use of the Platform.

2. Scope of License and Platform Use

2.1 License Grant: We hereby grant you a limited, non-exclusive, non-transferable, personal right to install and use the GoVibe.live mobile application and to access the Platform's services for your personal, non-commercial use, strictly in accordance with this EULA. All rights not expressly granted to you are reserved by the Company. You agree not to use the Platform for any purpose that is unlawful or prohibited by this EULA. 2.2 License Restrictions: You shall not engage in any of the following prohibited activities: (a) copy, reproduce, distribute, modify, or create derivative works of the Platform or any part of its content (except your own User-Submitted Content) without our prior written consent; (b) sell, resell, rent, or commercially exploit the Platform or access to it; (c) reverse engineer, decompile, or attempt to extract the source code of any software or component of the Platform; (d) remove or obscure any copyright, trademark, or proprietary notices on the Platform; (e) deploy any automated system (e.g., bots, scrapers) to access the Platform in a manner that sends more requests than a

human can reasonably produce; (f) introduce any viruses, malware, or harmful code into the Platform; or (g) use the Platform to develop or operate a competing service. Any unauthorized use terminates the permission or license granted by us. 2.3 Intellectual Property: All intellectual property rights in the Platform, including but not limited to software code, design, logos, trademarks, service marks, content provided by the Company, and compilations of User content, are owned by or licensed to the Company. GoVibe.live and the GoVibe logo are trademarks of the Company. Nothing in this EULA shall be construed as transferring or granting any rights to you in any of our intellectual property, except for the limited usage license above. You may not use our marks or content in any manner not permitted under this EULA without prior written authorization.

3. Account Registration and User Obligations

3.1 Account Information: To access certain features (such as booking events or posting content), you may be required to create an account. You agree to provide true, accurate, current, and complete information during registration and to promptly update such information if it changes. You must use your real name and contact details; impersonation or providing false information is strictly prohibited. 3.2 Account Security: If the Platform uses a password or OTP for login, you are responsible for maintaining the confidentiality of your account credentials. You agree not to share your login details with anyone or allow others to access the Platform through your account. You are fully responsible for all activities that occur under your account, and the Company will not be liable for any loss or damage arising from unauthorized use of your credentials. If you become aware of any unauthorized use of your account or security breach, you must promptly notify us. The Company has implemented one-way encryption for stored passwords (if applicable) for security. 3.3 User Responsibilities: You agree to use the Platform in compliance with all applicable laws and regulations. You are solely responsible for the content you post or actions you take on the Platform. Prohibited Conduct: You must not use the Platform to engage in any fraudulent, malicious, or unlawful activity, or to transmit any harmful or disruptive code. You further agree not to attempt to gain unauthorized access to any portion or feature of the Platform, or any other systems or networks connected to the Platform, by hacking, password mining, or any other illegitimate means. The Platform is for your personal use; you shall not use it for commercial solicitation, advertising, or any form of spam (e.g., chain letters, junk email) without our permission.

4. Payments, Fees, and Refunds

4.1 Event Ticket Purchases: The Platform allows you to discover and book tickets for events. Some events may require upfront payment (prepaid tickets) while others allow reservation and payment at the venue ("pay-at-property"). For prepaid events, you agree to pay all fees, charges, and applicable taxes associated with the event booking. All ticket prices and charges will be displayed to you at checkout. When you confirm a booking, you authorize us or our third-party payment processors to charge the payment method you provide for the total amount.

4.2 Third-Party Payment Gateways: Payments for events are processed via trusted third-party payment gateways such as Razorpay or Paytm. By making a payment, you agree to comply

with the terms and conditions of the relevant payment gateway. The Company does not store your sensitive payment information (such as full credit card numbers or bank details) on our servers – such information is handled securely by the payment providers. We implement appropriate measures to ensure secure payment processing, but we are not responsible for errors or security breaches on the part of the payment gateways. Any payment failures or errors on the gateway's side must be resolved with the gateway provider, though we will reasonably assist you in addressing such issues. 4.3 Platform Fees: We reserve the right to charge service fees or convenience fees for certain transactions or features on the Platform. If applicable, such fees will be disclosed to you before you complete a booking or transaction.

All fees are in Indian Rupees (INR) unless stated otherwise, and are non-refundable except as expressly stated in this EULA or required by law. 4.4 Cancellations and Refunds: All bookings are final. Once a ticket booking ID or confirmation is generated, it cannot be canceled, exchanged, or refunded by the Company except as set out herein or in the specific event's terms.

Event Organizer Policies: Each event may be governed by the Event Organizer's own cancellation or refund policy, which will be communicated on the event listing or ticket. If an event is canceled or rescheduled by the Organizer, or if you are otherwise entitled to a refund under the Organizer's terms, the Organizer is solely responsible for processing such refund and the Company's liability is limited to assisting in communicating and facilitating the refund as per the Organizer's refund policy. We do not guarantee any refunds beyond those allowed by the Organizer. In the event of a cancellation by the Organizer, any refund of the ticket price will be processed as per the policy of the Organizer, and convenience/service fees (if any) may be non-refundable unless required by the Organizer's policy or applicable law.

4.5 Pay-at-Property Bookings: For events where you reserve a spot online but pay at the venue, the Platform is only facilitating your reservation. No payment is collected by us for such bookings. You will be responsible for paying the Organizer or venue directly under their terms. The Company makes no guarantee that the venue will hold your reservation beyond any specified grace period, nor about the amount or method of payment at the venue. Any dispute or issue regarding payment at the venue is strictly between you and the Organizer, and the Company bears no responsibility for such transactions or any refusal of admission for failure to pay.

4.6 Chargebacks and Fraud: If you falsely report a legitimate charge as fraudulent, or if we suspect any payment fraud, we reserve the right to suspend or terminate your account and take legal action if necessary. You agree that you will not unjustly initiate chargebacks or disputes with your payment provider for valid transactions. In case of any payment-related issue or dispute, you are encouraged to contact our support or the payment gateway to seek resolution.

5. Event Booking and In-Person Event Terms

5.1 Role of the Platform: GoVibe.live is only a facilitator and intermediary between Event Organizers and Users for event discovery and ticketing. We do not host, organize, or control the events listed on our Platform (unless explicitly stated for a specific event). The contract for the provision of event services (such as entry to a show, quality of performance, venue arrangements, etc.) is solely between you (the ticket-holder) and the Event Organizer. The Company acts only as a booking agent and assumes no responsibility for the fulfillment or quality of the event itself.

5.2 Event Information: We strive to ensure that event descriptions, schedules, pricing, and other information on the Platform are accurate and up-to-date. However, this information is provided by the Event Organizers, and we do not guarantee its accuracy or completeness. The schedule, venue, lineup, or other event details may change due to circumstances beyond our control, and we are not liable for any such changes or the Organizer's failure to communicate them. It is your responsibility to review any event-specific terms and conditions provided by the Organizer on the event page (e.g., age restrictions, dress code, prohibited items, refund policies). In the event of any conflict between this EULA and an Organizer's event-specific terms, the Organizer's terms for that event will prevail to the extent of the conflict.

5.3 Attendance and Conduct at Events: Your attendance at any in-person event is at your own risk. You are required to comply with all laws, regulations, and the instructions and guidelines of the Event Organizer and venue while attending the event. This includes, but is not limited to, safety rules, security checks, age or ID requirements, and restrictions on outside food, cameras, etc., as imposed by the Organizer or venue. The Organizer and/or venue management have the right to refuse entry or eject attendees for disorderly conduct, illegal activity, health and safety reasons, or any violation of event rules, without the Company incurring any liability. If you are refused entry or evicted from an event for valid reasons (e.g., violation of event rules or illegal behavior), you may not receive a refund, in accordance with the Organizer's terms.

5.4 Liability for Event Experience: The Company is not responsible or liable for the quality, fulfillment, or satisfaction of the event experience. We do not guarantee that events will meet your expectations. All aspects of the event (including the venue facilities, performer or speaker presence, timing, or any promotional offers by the Organizer) are the responsibility of the Event Organizer, not the Company. Since Macaron Ventures is not the host of the events, we shall not have any liability whatsoever for any claims, injuries, losses, or damages of any kind that you or your property may suffer while participating in or traveling to/from an event.

This includes, without limitation, any accidents, bodily injury, illness (including communicable diseases), death, theft or loss of personal belongings, or any other mishap that occurs at or in connection with the event. You acknowledge that attending large gatherings or events carries inherent risks, and you voluntarily assume all such risks.

5.5 Refunds and Organizer Responsibility: The Event Organizer is solely responsible for providing any refunds due to event cancellation, postponement, or significant change. The Company will assist in facilitating communications regarding refunds but shall not be liable to provide any refund from its own funds. If an Organizer cancels an event, our maximum responsibility is to attempt to notify you using the contact information in your account and to facilitate the refund process as per the Organizer's refund policy.

If an Organizer fails to fulfill their obligations (e.g., the event is not conducted, or promised amenities are not provided), any remedy lies solely against the Organizer. You agree that the Company is not obligated to compensate you for such failures.

6. Community Guidelines and User-Generated Content

6.1 Interactive Features: The Platform enables Users to join interest-based communities, interact with other users and event organizers, post content (such as comments, reviews, photos, or other materials), and share feedback. Any content that you or other users post or share on the Platform is considered "User-Generated Content." You retain ownership of the intellectual property rights in the content that you post; however, by posting content, you grant the Company a worldwide, royalty-free, non-exclusive license to use, reproduce, modify, adapt, publish, translate, distribute, publicly perform/display such content within the Platform and in any promotional materials for the Platform. This license is for the limited purpose of operating, promoting, and improving our services, and it ends when you delete the content from the Platform (unless it has been shared with others who have not deleted it or it is retained in backup as permitted herein).

6.2 Prohibited Content: You are solely responsible for the content you post. You agree that you will not post, upload, transmit, or share any content that:

- Infringes Others' Rights: belongs to another person and to which you have no lawful right, or violates any copyright, trademark, patent, trade secret, privacy, publicity or other proprietary rights of any party. This includes pirated materials, or personal information of another person (e.g. phone number, address) without their consent.
- Illegal or Harmful Content: is defamatory, obscene, pornographic, paedophilic, invasive of another's privacy (including bodily privacy), libelous, or harassing (including on the basis of gender, religion, caste, etc.); is hateful, racially or ethnically objectionable, or promotes bigotry or discrimination; is grossly harmful or could incite harm or violence; or is otherwise unlawful in any manner.
- Threatens Security or Order: deceives or misleads about the origin of messages, or impersonates another person; or knowingly communicates any information that is patently false or misleading.
- You must not post content that threatens the unity, integrity, security or sovereignty of India or friendly relations with foreign states, or content that is an insult to any other nation, or could amount to an incitement to commit an offence or prevent investigation of any offence.

- Harassment and Spam: is "spam," unsolicited advertising or promotional material, or content that involves the transmission of junk mail, chain letters, or bulk unsolicited messages. Content should not harass, stalk, or bully other users. Do not solicit passwords or personal information from other users for commercial or unlawful purposes.
- Harm to Minors: is harmful to minors in any way, including any form of child exploitation or abuse.
- Violence or Extremism: depicts or promotes excessive violence, or extremist ideologies, or terrorist activities.
- Malicious Code: contains software viruses, worms, trojan horses, or any other computer code designed to interrupt, destroy or limit the functionality of any computer resource. Do not upload files or content that could compromise the Platform or other users' devices.
- Unauthorized Commercial Activities: involves commercial activities or sales without prior written consent from the Company, such as contests, sweepstakes, barter, advertising, or pyramid schemes.
- Miscellaneous Unlawful Content: violates any applicable law or regulation, or could give rise to civil or criminal liability. You must not publish information that is grossly offensive or menacing in nature, or which deceives or misleads the addressees about the origin of the message.

This list of prohibited content is meant to comply with the due diligence requirements under Indian law and to maintain a safe and respectful community. The Company reserves the right to remove or block access to any content that, in its sole discretion, violates these rules or is otherwise objectionable, and may do so with or without notice to the user who posted it.

6.3 Content Monitoring and Moderation: You understand that User-Generated Content is not pre-screened by the Company. We do not endorse or guarantee the accuracy, integrity, or quality of any content posted by users. However, we have the right (but not the obligation) to monitor, screen, or moderate user interactions and content on the Platform to ensure compliance with this EULA and applicable laws.

We may remove, edit, or disable access to any content that violates this EULA or that we deem, in our sole discretion, objectionable or potentially in violation of any law. We may also terminate or suspend the account of any user who repeatedly violates our content standards or any law, with or without notice.

6.4 No Liability for User Content: As an "intermediary" under Indian law, the Company disclaims liability for any content posted by users. We are not the author of user posts and have no control over the content's substance; accordingly, we shall not be liable for any offensive, indecent, misleading, or illegal content that you may encounter on the Platform.

However, we will respond to legitimate complaints and court orders to take down content as required by law (see Section 6.5 below). By using the Platform, you understand that you may be

exposed to content from other users that you may find inappropriate or offensive, and you agree that you use the Platform at your own risk in this regard.

6.5 Reporting Mechanism: If you believe any content on the Platform violates this EULA or your rights (including intellectual property rights or privacy rights), or is unlawful, you may notify our Grievance Officer as per Section 11.2 below. We have a grievance redressal mechanism in compliance with the Information Technology Act and Rules, and we will acknowledge and act on valid complaints within the timelines prescribed by law. Upon receiving a bona fide takedown request or order (for example, under applicable provisions of the IT Act or Copyright Act), we will make all reasonable efforts to remove or disable access to the offending content within the time frame required by law.

6.6 User Content License and Warranties: By posting any content on the Platform, you represent and warrant that you have all necessary rights and authority to share that content and to grant the license in Section 6.1. You also represent that such content is not defamatory, does not violate any law or rights of any person, and that posting it does not breach any contract or obligation you have. You agree to indemnify the Company for any claims resulting from your user content (see Section 9 below). We do not claim ownership of your content; however, if you delete content, you acknowledge that cached or backup copies of the content may persist for a reasonable period of time. The Company also is free to remove your content at any time for any reason in its discretion.

7. Privacy and Data Protection

7.1 Privacy Policy: Your privacy is very important to us. Our Privacy Policy (see below) explains what personal data we collect, how we use and protect it, and your rights. By using the Platform, you also consent to the collection and use of information as outlined in the Privacy Policy. The personal information you provide to us (such as your name, contact number, email, and profile photo) will be handled in accordance with our Privacy Policy, the Information Technology Act, 2000 and the applicable data protection rules, and other relevant laws of India. We do not share your personal details with Event Organizers or community administrators except in aggregate form as needed for events (for example, to inform an Organizer of total attendee count). We do not collect sensitive personal data like your financial information or passwords without your consent, and any processing of such data (e.g., through third-party payment gateways) is done in compliance with law. Please review the Privacy Policy for full details; by agreeing to this EULA, you also agree to the Privacy Policy.

7.2 Data Security: You acknowledge that you have read and understood the Privacy Policy and that it forms an integral part of this EULA. We implement reasonable security practices and procedures to protect your personal data as required under Indian law (including the IT Act and applicable rules).

However, you understand that no data transmission or storage system can be guaranteed 100% secure, and you use the Platform at your own risk.

8. Disclaimers of Warranties

THE PLATFORM AND ALL ITS SERVICES ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS. To the fullest extent permissible under law, the Company disclaims all warranties, express or implied, including but not limited to warranties of merchantability, fitness for a particular purpose, title, non-infringement, accuracy, or availability. We do not warrant that: (a) the Platform will be uninterrupted, error-free, or secure at all times, (b) any defects or errors will be corrected, or (c) results obtained from use of the Platform (e.g. attending events or joining communities) will meet your expectations or be accurate. All information and content on the Platform (including event listings and user posts) is provided for general information purposes and on an as-is basis. The Company makes no representations or guarantees regarding any content, including the quality, safety, or legality of any event, the truth or accuracy of any listings or user communications, or the ability of any Organizer to actually host an event. We are not responsible for any advice or information obtained through the Platform, whether from event organizers, community members, or elsewhere. Any reliance you place on such information is strictly at your own risk. Additionally, the Company is not liable for any service disruptions or failures arising from factors outside our control, such as technical problems on the internet, server downtime, or acts of God. We may temporarily suspend access to the Platform for maintenance or technical reasons, and such suspension will not be considered a breach of this EULA.

9. Limitation of Liability

9.1 Limited Liability: To the maximum extent permitted by law, in no event shall the Company (Macaron Ventures Pvt. Ltd.), its affiliates, or their respective officers, directors, employees, or agents be liable for any indirect, incidental, special, consequential, or exemplary damages, or for any loss of profits, revenues, goodwill, or data, arising out of or in connection with your use of (or inability to use) the Platform or attendance at any event booked through the Platform. This limitation applies whether the claim is based on warranty, contract, tort, statute, or any other legal theory, and even if we have been advised of the possibility of such damages.

9.2 No Liability for Event Services or Third Parties: Since the Company is not itself the provider of event services, we shall not have any liability for the acts or omissions of any Event Organizer, venue, or other third party in connection with an event.

We are not liable for the quality, safety, legality, or any other aspect of the events, nor for any personal injuries, accidents, or losses you may suffer at an event (see Section 5.4 above). We also assume no liability for any user-generated content (per Section 6.4) or for the actions of other users or community members on the Platform. The Company's role is limited to providing the Platform as an intermediary; accordingly, we shall not be liable for any aspect of arrangements between you and any third-party service provider or other users.

9.3 Cap on Liability: In all cases, the Company's total aggregate liability for any claim arising out of or relating to the Platform or this EULA shall not exceed the total amount of fees (if any) that you paid to the Company for the specific service or event transaction that is the subject of the claim. If no such fees have been paid, the Company's maximum liability will be INR ₹1000 (Indian Rupees one thousand) or the lowest amount permissible under applicable law, whichever is lower. Furthermore, any liability on our part shall be strictly limited to direct damages actually incurred by you, and shall not include consequential or incidental damages, lost profits, or multiple or punitive damages.

For example, if you paid a convenience fee of ₹200 to us for a ticket and you have a claim related to that booking, our liability (if we are found responsible) would be limited to at most that ₹200 (subject to this Section).

9.4 Exceptions: Nothing in this EULA shall exclude or limit any liability which cannot be excluded by applicable law. Some jurisdictions do not allow the exclusion of certain warranties or limitation of certain liabilities (such as liability for personal injury caused by negligence, or for fraud), so some of the above exclusions or limitations may not apply to you. In such cases, our liability will be limited to the fullest extent permitted by law.

9.5 Intermediary Immunity: The Platform is an "intermediary" as defined under the Information Technology Act, 2000. We have complied with applicable rules and guidelines to qualify for the legal safe harbor that protects intermediaries from liability for third-party content.

In no event shall the Company be liable for any content uploaded by users or for any claims arising from the conduct of users or Organizers on the Platform, so long as we act in accordance with law and this EULA in removing or disabling access to unlawful content upon notice. You acknowledge that the Company's liability for third-party actions is limited by law as an intermediary.

10. Indemnification

You agree to indemnify, defend, and hold harmless the Company (Macaron Ventures Pvt. Ltd.), its affiliates, and their respective officers, directors, employees, and agents ("Indemnified Parties") from and against any and all losses, liabilities, claims, damages, demands, costs, and expenses (including reasonable attorneys' fees) arising out of or related to: (a) your use or misuse of the Platform, or any activities under your account (including negligent or wrongful conduct); (b) your breach of any provision of this EULA, the Privacy Policy, or any other applicable terms or policies; (c) your violation of any law, regulation, or third-party right (including any intellectual property or privacy right); or (d) any content that you upload or share through the Platform (including claims that your content is infringing, obscene, defamatory, or otherwise illegal or harmful). We reserve the right to assume the exclusive defense and control of any matter subject to indemnification by you, in which case you agree to cooperate with us in

asserting any available defenses. This indemnification obligation will survive termination of your account or this EULA.

11. Termination and Suspension

11.1 By User: You may stop using the Platform and/or delete your account at any time, subject to the settlement of any pending transactions (e.g., if you have booked events that are yet to occur or payments due). To delete your account, you may use the provided account deletion function (if available) or contact us via the support channels. Note that even after account deletion, certain data may be retained as required by law or as per our Privacy Policy (see Data Retention in the Privacy Policy).

11.2 By Company: The Company reserves the right to suspend or terminate your access to the Platform (or any part thereof) at any time, with or without notice, if we believe that: (a) you have violated this EULA or any applicable law; (b) you have misused the Platform or engaged in fraudulent or offensive activities; (c) your continued use poses a risk to other users or the Platform's integrity; or (d) we decide to discontinue the Platform or any portion of it. In cases of minor violations, we may give you a warning and/or suspend your account temporarily; serious violations or illegal activities may result in immediate termination and potential reporting to law enforcement.

11.3 Effect of Termination: Upon termination of this EULA for any reason, your right to use the Platform will immediately cease. You will not be eligible for any compensation or reimbursement for unused services or features, except at our sole discretion or as required by law. Any provisions of this EULA which by their nature should survive termination (such as disclaimers of warranty, limitation of liability, indemnity, governing law, etc.) shall continue to apply. If your account is terminated or suspended due to a breach of this EULA, we reserve the right to refuse re-registration or future access to you.

12. Governing Law and Dispute Resolution

12.1 Governing Law: This EULA (and any related disputes or claims) shall be governed by and construed in accordance with the laws of India, without regard to its conflict of law principles. The application of the United Nations Convention on Contracts for the International Sale of Goods is expressly excluded.

12.2 Jurisdiction: Subject to the arbitration clause below, the courts located in New Delhi, India shall have exclusive jurisdiction to adjudicate any dispute arising from or related to the Platform or this EULA. You agree to submit to the personal jurisdiction of these courts for litigating such claims.

12.3 Arbitration: In the event of any dispute or difference arising between you and the Company in connection with or relating to this EULA, the parties shall first attempt to resolve it amicably through negotiations. If the dispute is not resolved within 30 days from when written notice of

the dispute was first given, it shall be finally resolved by binding arbitration under the Arbitration and Conciliation Act, 1996. The arbitration will be conducted by a sole arbitrator jointly appointed by the parties (or, failing agreement, appointed in accordance with the Act). The seat and venue of arbitration shall be New Delhi, India. The arbitration proceedings shall be conducted in English. The arbitral award shall be final and binding on both parties, and may be enforced in any court of competent jurisdiction. Each party shall bear its own costs of arbitration, unless the arbitrator awards costs.

12.4 Injunctive Relief: Notwithstanding the above, the Company is free to seek interim or permanent injunctive relief or other equitable remedy from a court of competent jurisdiction if necessary to prevent any actual or threatened misuse of the Platform, infringement of intellectual property, or breach of confidentiality, since monetary damages may not be an adequate remedy in such cases.

13. Miscellaneous

13.1 Entire Agreement: This EULA, along with the Privacy Policy and any other policies or guidelines posted on the Platform (which are incorporated by reference), constitutes the entire agreement between you and the Company regarding your use of GoVibe.live. It supersedes all prior or contemporaneous communications, whether electronic, oral or written, between you and us regarding the subject matter hereof.

Any additional or different terms proposed by you (for example, in an email or communication) are expressly rejected unless agreed in writing by an authorized representative of the Company.

13.2 Severability: If any provision of this EULA is held to be invalid, illegal, or unenforceable by a court or tribunal of competent jurisdiction, that provision shall be enforced to the maximum extent permissible, and the remaining provisions of this EULA will remain in full force and effect. The invalid or unenforceable provision shall be deemed modified to the minimum extent necessary to make it valid and enforceable, unless such modification is not permitted by law, in which case it shall be severed from this EULA.

13.3 No Waiver: No failure or delay by the Company in exercising any right, power, or remedy under this EULA shall operate as a waiver thereof, nor shall any single or partial exercise of any right, power, or remedy preclude any further exercise of that or any other right, power, or remedy. Any waiver to be effective must be in writing and signed by the Company. The Company's rights and remedies under this EULA are cumulative and not exclusive of any rights or remedies provided by law.

13.4 Assignment: You may not assign or transfer your rights or obligations under this EULA to any third party without our prior written consent. Any attempted assignment in violation of this provision shall be null and void.

The Company may freely assign or transfer this EULA (in whole or in part) to any of its affiliates or in connection with a merger, acquisition, restructuring, or sale of all or substantially all of its assets or equity, or by operation of law, without your consent and without any notice to you. This EULA will inure to the benefit of and be binding upon each party's successors and permitted assigns.

13.5 Communications: We may provide notices or communications to you via email (to the address associated with your account), through the Platform (via in-app notification or posted notice), or by SMS/WhatsApp to your registered phone number, at our discretion. You consent to receive electronic communications from us for account and transactional purposes. For contractual purposes, you agree that all terms, conditions, notices, disclosures and other communications that we provide to you electronically satisfy any legal requirement that such communications be in writing. If you wish to give a legal notice to us, you must do so in writing by courier or registered post to our registered office address provided below, with a copy via email for quicker response.

13.6 Force Majeure: The Company shall not be liable for any delay or failure in performance of its obligations under this EULA if such delay or failure is caused by events beyond its reasonable control ("Force Majeure Events"). Force Majeure Events include, but are not limited to, natural disasters, war, acts of terrorism, government actions, labor strikes, Internet or telecommunication failures not caused by the obligated party, and pandemics or epidemics. The Company's obligations under this EULA shall be suspended for the duration of the Force Majeure Event, and it may have additional time to perform as is reasonable under the circumstances.

13.7 Relationship: This EULA does not create any joint venture, partnership, employment, or agency relationship between you and the Company. You do not have any authority to bind the Company in any respect. You are using the Platform as an independent party, and nothing in this EULA shall be construed to create any other relationship between us.

13.8 Grievance Officer: In accordance with the Information Technology Act, 2000 and the rules made thereunder (including the Intermediary Guidelines), the contact details of the Grievance Officer are provided below. If you have any grievances, complaints, or concerns regarding the Platform, including any content hosted or transactions, you may contact the Grievance Officer. We will acknowledge your complaint within 24 hours and resolve it within 15 days or such timeframe prescribed by law. Grievance Officer:

Name: Elshaan Kurchania

Email: hello@govibe.live (or support@govibe.live)

Postal Address: Macaron Ventures Pvt. Ltd., Plot No. 17, Road No. 19, East Punjabi Bagh Market, Punjabi Bagh Sec-III, New Delhi – 110026, India

Phone: (+91) 8882666333 (if applicable)

Working hours: Monday to Friday, 10:00 AM to 6:00 PM (IST) (except public holidays)

13.9 Contact Us: For any questions or feedback regarding this EULA or the Platform, you can also reach out to us at hello@govibe.live. We value your input and will strive to address your concerns promptly.

GoVibe.live Privacy Policy

Last Updated: May 21, 2025 Macaron Ventures Private Limited ("we", "us", "our") is committed to protecting the privacy of our users. This Privacy Policy explains how we collect, use, share, and safeguard your personal information when you use GoVibe.live (the "Platform"), which includes our event discovery and ticketing services and community interaction features. It also outlines your rights and choices regarding your personal data. This Policy is in compliance with applicable Indian laws, including the Information Technology Act, 2000 and the rules thereunder, and aligns with the principles of the Digital Personal Data Protection Act, 2023. By accessing or using GoVibe.live, you consent to the collection and use of your information in accordance with this Privacy Policy. If you do not agree with any terms herein, please do not use the Platform.

1. Information We Collect

We collect the following categories of information to provide and improve our services, to enable your participation in events and communities, and for the other purposes described below: 1.1

Information You Provide Directly: When you interact with our Platform, you may provide certain personal information voluntarily, including:

- **Account Registration Data:** When you create an account, we ask for basic personal details such as your full name, email address, mobile phone number, and a password (or OTP for verification). You may also choose to upload a profile photograph or avatar to personalize your account.
- **Profile and Community Information:** You may provide additional information in your user profile or community profiles, such as a username or display name, a short bio, interests or preferences (for example, selecting categories of events or communities you're interested in). This information is optional and can be updated or removed by you at any time.
- **Event Booking Information:** When booking or reserving an event, you may need to provide details such as the number of tickets, attendee names (if required by the organizer), and any preferences or additional information requested by the Event Organizer. We will also record the events you have booked or expressed interest in.
- **Payment Information:** For prepaid events, we utilize third-party payment gateways (e.g., Razorpay or Paytm) to process payments. When making a payment, you will provide credit/debit card information, UPI ID, digital wallet details, or other payment credentials directly to the payment gateway. We do not collect or store your sensitive financial information (such as full card numbers, CVV, or bank account details) on our servers. We may receive limited payment-related information from the gateway (such as a transaction ID, payment status, payment method type, and amount, or the last four digits of your card number) to record and confirm that the transaction was successful. Any sensitive payment data is handled by the gateway in compliance with PCI-DSS and other applicable standards.
- **User-Generated Content:** We collect any content you post, upload, or share on the Platform. This includes comments, reviews, photos, videos, and any other materials you submit in communities or event discussion boards. It also includes your interactions such

as likes, ratings, or reports. Please note that content you share may be visible to other users as per the settings of the Platform (for example, posts in a public community are visible to all members of that community).

- Customer Support and Correspondence: If you contact us for support or with inquiries (via email, chat, or phone), we collect the information you choose to provide in that correspondence. This may include your contact information, the nature of your question or problem, screenshots or attachments you send, and any other details helpful to resolving your issue. We will keep records of our communications with you.
- Surveys, Promotions, or Feedback: From time to time, we may invite you to participate in user surveys, contests, or provide feedback. If you choose to participate, you may provide information such as your feedback, testimonials, responses, or contact information for prize fulfillment. Participation in such activities is voluntary, and you will know what information you provide because you'll be entering it.

1.2 Information We Collect Automatically: When you use our Platform (whether via website or mobile app), certain data is collected automatically about your device and usage of the Platform. This includes:

- Device and Technical Information: We may collect information about the device you use to access the Platform, such as your device model, operating system version, unique device identifiers (e.g., device ID or advertising ID, though we do not link such identifiers to your identity if not needed), browser type (if using web), language preference, and network information (e.g. mobile network or ISP).
- Usage and Log Data: Our servers automatically record certain information about your use of the Platform. This can include your Internet Protocol (IP) address (which can sometimes be used to infer approximate location), the dates and times of your visits, pages or screens viewed, actions taken (e.g., clicks, taps, likes, shares), search queries you enter, events or communities you view or interact with, and referral URLs or app from which you arrived at our Platform. We also log errors, crashes, and diagnostic data if the app malfunctions, to help us debug issues.
- Cookies and Similar Technologies: We use cookies (small text files stored in your browser) and similar tracking technologies (such as web beacons, pixels, and SDKs in our app) to collect information and improve your experience. For example, cookies help us keep you logged in by remembering your session, understanding how you navigate through our site, and analyzing usage patterns. They may also be used to remember your preferences (like language or city selection) and to measure the effectiveness of promotional campaigns. We do not use cookies to serve third-party advertising at this time (we do not show external ads on GoVibe.live), but we may use third-party analytics cookies (see Section 1.3).
 - You can control or delete cookies through your browser settings. However, be aware that if you disable cookies, some features of the Platform (especially the web-based features) may not function correctly, such as staying logged in or maintaining your preferences. For more details, see our Cookies Policy (if available) or contact us.

1.3 Information from Third Parties: We may receive your personal information from third-party sources in the following scenarios:

- Third-Party Authentication: If we offer social login or single sign-on (for example, “Sign in with Google” or “Log in with Facebook”) and you choose to use it, we will receive from the third-party authentication provider certain information such as your name and email address (as per your consent with that provider). We will use this to create or log into your account. We do not collect any data from your social profiles beyond the specific items disclosed at the time of login.
- Payment Processors: As noted, our payment partners may send us confirmation of payments you have made. They may also inform us of any disputes or chargebacks so we can take appropriate action (e.g., canceling a ticket if a payment is retracted).
- Event Organizers or Partners: We generally do not receive personal data from event organizers except aggregate data. However, in some cases an organizer might provide us a list of allowed invitees or members (e.g., if an event is private and they want to allow only certain emails to book). In such cases, we may get personal identifiers from the organizer, which we will use solely for the purpose of facilitating your booking or verifying eligibility.
- Public Sources: If you publicly post about GoVibe or tag us on social media, or if we need to verify something in the public domain (e.g., to respond to customer service issues via Twitter, etc.), we may collect such publicly available information. This is generally limited to social media handles or posts relevant to our Platform.
- Analytics and Crash Reporting: We use third-party analytics tools (such as Google Analytics for web, or similar analytics SDKs for mobile) to understand usage of our Platform. These providers may collect information (via SDK or cookies) such as how often you use the app, what pages you visit, aggregated usage and performance data, etc. This data is mostly statistical and helps us improve our service; it typically does not identify you personally, but some analytics services might use device identifiers or IP addresses. We ensure any such third-party is under obligations to not use this information except to provide us these services.

Sensitive Personal Data: Notably, we do not collect sensitive personal data or information such as your financial passwords, credit card numbers (except via third-party gateway), health data, biometric identifiers, or any government-issued ID numbers through the Platform. We also do not collect your precise geolocation or device unique ID without necessity. We limit collection to only what is needed for providing our services and fulfilling legal requirements. If in the future we need to collect any information deemed "Sensitive Personal Data or Information" under Indian law, we will do so only with your explicit consent and in accordance with law.

2. How We Use Your Information

We use the collected information for the following purposes, and we rely on one or more legal bases (consent, contractual necessity, legitimate interest, compliance with law) as appropriate for each use:

2.1 Providing and Enhancing the Service: First and foremost, we use your information to operate the Platform and provide you with the features and services you expect. This includes:

- Account Maintenance: Using your registration data to create and maintain your user account, authenticate you when you log in, and remember your settings and preferences.
- Event Discovery and Booking: Enabling you to search for events, view event details, and make bookings/reservations. For example, we might use your past event interests or community memberships to suggest relevant upcoming events on the Platform.
- Ticketing and Payment Processing: Processing your ticket orders and payments. For instance, we use your provided information to issue booking confirmations, QR codes/e-tickets, or booking IDs and to facilitate payment through the chosen gateway. We also notify the Event Organizer of the number of bookings or other necessary non-personal details (see Section 3: Sharing for details on what is shared).
- Communications Related to Service: We may use your contact information (email or phone) to send important transactional or service-related communications, such as confirmation emails/SMS for bookings, updates or reminders about events you've booked (e.g., event timing reminders or changes), notifications about community posts (if you have such notifications enabled), and alerts about important account or security issues (like password resets or suspicious login attempts).
- User Interaction and Communities: Facilitating your interactions on the Platform, such as posting your comments in communities, displaying your reviews for an event, or messaging functionality (if available) between attendees and organizers. We will use your name or chosen display identifier to attribute content you post (so other users know who posted it).
- Personalization: To the extent permitted, we may personalize your experience. For example, we could highlight events in your city or of categories you like, show you content or communities we think are relevant to your interests, or order search results by relevance. We might also remember your language preference or the last community you visited to improve navigation.

2.2 Customer Support: When you reach out to us with questions, feedback, or issues, we use the information you provided (and some information we have about your use of the service, such as your user ID or event history) to respond to you and resolve your queries. This could involve confirming your identity, looking up your bookings, or investigating the technical problem reported. We may also contact you proactively if we detect an issue with your account (e.g., multiple failed login attempts or an unfinished booking in your cart) to offer help.

2.3 Notifications and Marketing (with Consent): We may send you promotional communications about new events, features, or offers from time to time, only if you have opted in to receive them or as permitted by law. This might include newsletters, event recommendations, special promotions, or surveys. You can always opt-out of marketing emails by clicking the unsubscribe link in any such email or adjusting your notification settings on the Platform. We will ensure that

marketing communications are sent in accordance with your preferences. Transactional/service messages (as noted above) are not considered marketing and you may not be able to opt out of those as they are necessary for providing our services (e.g., booking confirmations). We do not share your personal information with third parties for their own direct marketing purposes without your explicit consent.

2.4 Improving and Analyzing our Services: We use both personal and anonymized/aggregated information to understand how our Platform is used and to make improvements:

- We analyze usage patterns and user behavior (for example, the number of events viewed or bookings made in a month, what features are most used, which city has the most active users, etc.) to improve the user interface and experience.
- We track and debug issues: for instance, if the app crashes, the crash logs help us identify and fix the technical bug.
- We run analytics on what marketing channels are effective (e.g., if we run a campaign on social media, we see how many new users signed up as a result).
- We may perform A/B testing or pilot new features with a small set of users and use their usage data to decide whether to roll out broadly.
- In doing all the above, we may use third-party analytics tools as mentioned, which process data on our behalf. Where possible, we use aggregated or pseudonymized data for these purposes.

2.5 Safety, Security, and Legal Compliance: We are committed to keeping the Platform safe and secure. We may use your information to:

- Monitor and prevent fraud: We might detect if multiple accounts are created by the same individual or if someone is misusing stolen payment methods, etc., and use that information to prevent fraud or abuse of our services.
- Enforce our Terms/EULA: We use data to monitor for violations of our End User License Agreement or community guidelines (for example, reviewing content or messages reported by other users, or automatically filtering offensive content). If we identify prohibited content or behavior, we may use the information to take action (such as removing content or banning a user) and to inform our decisions in any dispute.
- Meet legal requirements: We may process your personal data to comply with applicable laws and regulations, such as Know-Your-Customer (KYC) rules if they apply, tax regulations (e.g., maintaining transaction records for GST filings), or lawful requests by authorities. For instance, the Information Technology Act and Rules may require us to retain certain information for a minimum period (like 180 days of logs) and to provide user information to law enforcement upon valid legal request.
- Legal Claims: If there is any legal dispute or claim, we may use relevant data to establish our defense, pursue available remedies, or limit any damages. We may also use data to investigate potential illegal activities (such as hacking attempts or harassment on the Platform) and inform appropriate authorities.

2.6 Other Purposes (with Notice): If we intend to use your personal information for any purpose not covered in this Privacy Policy, we will update this Policy and/or provide you with a specific notice at or before the time the data is collected, and obtain your consent if required. For example, if in the future we introduce a new feature that requires collecting additional information from you, we will explain what information and why, at that time. We will only retain your data for as long as is necessary to fulfill the purposes stated above, or as required by law. (See Section 6 on Data Retention.)

3. How We Share Your Information

We value your privacy and handle your personal information with care. We do not sell your personal information to third parties. However, in certain circumstances we share your information with others, as described below, only to the extent necessary for the purposes set out in this Policy and with appropriate safeguards:

3.1 Sharing with Event Organizers and Community Administrators:

- **Event Organizers:** When you book or RSVP to an event, the Platform will typically inform the Event Organizer that a booking has been made. However, we limit the personal data shared with organizers. By default, we do not share your name, email, phone, or other contact details with the Organizer. Organizers receive aggregate and necessary booking information, such as the total number of tickets sold, and possibly anonymized insights like demographic breakdown (if available and only in aggregate, e.g., percentage of attendees in an age range).
- **The Organizer** may also receive a unique order or ticket ID (not linked to your personal info) for each booking, which can be verified via our Platform at the event check-in. In some cases, for logistical reasons (for example, assigning seats or sending pre-event materials), an Organizer might request certain personal details. We will only share such details with your consent or if you input them as part of the booking form specifically for that event. Organizers are fully responsible for using any personal data you provide to them in compliance with applicable privacy laws and their own privacy policies.
- **Communities and Community Admins:** If you join an interest-based community on the Platform, some of your profile information (such as your name, profile photo, and the fact that you are a member of that community) will be visible to other members of that community, including the community administrator. Community admins are typically users or organizers who manage the community content; they do not receive additional personal data about you beyond what any user can see on your profile/card in that community. They can see content you post within the community and have the ability to moderate or remove content as per our guidelines. We do not provide community admins with any back-end access to your account or data. Please remember that any content you post in a community is public within that community and can be seen by all its members; think carefully before posting any personal or sensitive information there.

Importantly, we do not share or disclose your contact information (email, phone number) or other personally identifying information to event organizers or community admins for their own

marketing or independent use, unless you explicitly consent to such sharing in the context of a specific event or community. For example, if an Event Organizer wants to email all attendees, that communication would typically be facilitated through our Platform or a masked email system, unless you have directly provided your contact to them by choice.

3.2 Service Providers (Processors): We employ trusted third-party companies and individuals to help us operate and improve the Platform — for example, to host data, process payments, send emails/SMS, analyze usage, provide customer support tools, etc. These third parties perform services on our behalf and may need access to certain information to do their job, but they are contractually obligated not to use your data for any other purpose. They are also required to handle data in a secure manner and in accordance with applicable privacy laws. Key categories of service providers we use include:

- **Hosting and Infrastructure:** We may host our application and database on reputable cloud platforms (e.g., AWS, Azure, GCP or similar). All data stored on cloud servers is subject to strict security measures. Cloud service providers technically may have access to data for maintenance purposes, but they are not allowed to use it.
- **Payment Processors:** As noted, payment gateways like Razorpay, Paytm, or banking partners will receive the necessary information to process your payments (such as transaction amount, order description, and your chosen payment credentials). They are responsible for processing your payment data securely. We share with them what is required and receive confirmation and status updates in return. These gateways may also have their own legal obligations to retain transaction data (for fraud prevention, audits, etc.).
- **SMS/Email Delivery Services:** We use third-party email service providers (for example, SendGrid, MailChimp, or similar) and SMS gateways to send verification codes, alerts, or promotional communications. They will have access to your email or phone number and the content of the message to be sent, but cannot use it for other purposes.
- **Analytics and Crash Reporting:** Third-party analytics tools (like Google Analytics, Firebase Analytics, or others) may process certain usage data (as described in Section 1.2) on our behalf to give us insights. Crash reporting services (like Firebase Crashlytics) help us get debug info if the app crashes on your device. These providers might automatically collect device identifiers or logs from your app, but this information is typically used in aggregate form. We ensure no sensitive personal data (like your name or contact) is embedded in these analytics logs.
- **Customer Support Tools:** If we use a customer support management tool or CRM (like Zendesk, Freshdesk, etc.), and you contact us, details of your request and contact info may pass through those systems. They would thus temporarily hold your data to allow us to manage and respond to your support tickets.
- **Marketing and Survey Tools:** If you opt-in to newsletters or surveys, we might use marketing platforms or survey tools (like Mailchimp for emails or Google Forms/Typeform for surveys). These tools will process whatever minimal data is needed (e.g., email address for sending the newsletter, or your responses in a survey) solely for those activities.

We strive to select service providers with strong data protection standards. All our service providers are bound by confidentiality and data protection agreements such that they cannot use your data for their own benefit or share it onward (unless required by law or as part of their service, e.g., an email needs to go through various networks to reach you, but that's standard).

3.3 Legal and Compliance: We may disclose your information to third parties (including governmental authorities, law enforcement, or private litigants) if, in our sole discretion, we believe such disclosure is:

- **Required by Law or Legal Process:** We will comply with any applicable law, regulation, legal process, or enforceable governmental request. For example, under the Information Technology Act and rules, we may be required to provide information to law enforcement agencies under proper authorizations. We may also respond to court orders, subpoenas, or other legal proceedings. Only information that is lawfully requested and pertinent will be disclosed.
- **Emergency or Enforcement of Rights:** If we believe it's necessary to disclose information in order to: enforce our EULA/Terms and other agreements; investigate or protect the rights, property, or safety of Macaron Ventures, our users, or others; or to detect, prevent, or otherwise address fraud, security, or technical issues. For instance, we might share data with law enforcement if we believe someone is at risk of harm or to report illegal activities (such as someone using our Platform to commit a crime).
- **Disputes and Legal Actions:** If you raise a dispute or legal claim against us, or we need to initiate a legal action against you, we may disclose relevant information to our lawyers, advisors, or the court/arbitrator as needed to resolve the issue.

We will endeavor to notify you (for example, via email to your registered address) if we have to disclose your data in response to a legal demand, unless we are legally prohibited from doing so or it is an emergency situation.

3.4 Business Transfers: In the event that our company or business is involved in a merger, acquisition, reorganization, bankruptcy, or sale of all or a portion of its assets, your personal information may be transferred to the successor or acquirer as part of that transaction. We will ensure that any such entity is bound by terms that are at least as protective of your privacy as those in this Policy. If the new entity's processing of your data will materially differ from this Policy, we will provide notice and, if required, obtain your consent before the data transfer. This clause is included because as a growing company, we want you to be aware that your data is one of the assets that could be transferred in a corporate transaction, but it does not change our obligations to safeguard your information.

3.5 With Your Consent: Apart from the cases listed above, we will ask for your consent before sharing your personal information with third parties in scenarios that are not already covered by this Privacy Policy. For example, if we want to feature your testimonial or story on our website, we would ask for your permission before doing so. Or if an Event Organizer requests your contact info to send you a post-event discount coupon directly, we would only share it if you agree. **3.6 Anonymized or Aggregated Data:** We may share aggregated, anonymized data with

partners or the public in a way that does not identify you individually. For instance, we might publish reports on event trends, or the number of users interested in certain types of events in different cities. Such information will not contain personal identifiers. This is done to showcase usage statistics or for research, and since it carries no personal data, it typically does not require consent. In summary, your personal information is shared externally only as needed for Platform functionality (with organizers in a limited way, with service providers under strict use limitations) or for legal compliance/protection purposes. We do not sell your data or share it for third-party advertising. If you have questions about third parties who have access to your data, you can always contact us for more information.

4. Cookies and Tracking Technologies

As mentioned briefly in Section 1.2, we use cookies and similar tracking technologies on our website and possibly within our mobile app to enhance user experience and collect usage data. Here we provide more detail:

4.1 What Are Cookies: Cookies are small files stored on your web browser (or device memory for mobile apps) that enable certain features or recognition when you return to a site. There are session cookies (which expire when you close the browser) and persistent cookies (which remain for a set period or until deleted). We use cookies for various purposes:

- Authentication: To keep you logged in as you navigate between pages. Without cookies, you might have to log in each time you visit a new page.
- Preferences: To remember your preferences (e.g., language selection, or if you've already seen a particular intro tutorial so we don't show it again).
- Analytics: To understand usage of our site. For example, Google Analytics may set cookies to track page view counts, user flows, and other metrics. These cookies do not collect personally identifiable information for analytics purposes, but they might assign an anonymous ID to your browser.
- Performance and Functionality: Some cookies help improve load times or allow certain features (like remembering if you added tickets to a cart).
- Security: We may use cookies to help detect malicious activity (for instance, to track if someone is repeatedly failing to log in or trying to hijack sessions).

4.2 Mobile SDKs and Device IDs: In mobile applications, cookies are not used in the same way as in browsers, but we use mobile SDKs that achieve similar purposes. These SDKs may collect device identifiers (like Android Advertising ID or Apple IDFA) and other data to help with analytics or push notifications. We do not use these to track you across apps or for advertising profiling – only to monitor our app's performance and usage.

4.3 Third-Party Cookies: As of now, our Platform does not host third-party banner ads, so you shouldn't receive third-party advertising cookies from our site. However, if we embed content from other sources (e.g., a YouTube video on an event page, or a social media widget), those

third parties might set cookies. Also, as noted, analytics providers set their own cookies. We ensure that no third-party cookies on our site collect personal data without your consent. For example, Google Analytics is configured to anonymize IP addresses by default.

4.4 Your Choices: On our website, when you first visit, you may see a cookies notice or banner (if required by applicable law or our internal policy). You have the option to accept or manage cookies. Most web browsers also allow you to control cookies through their settings (you can typically remove or reject cookies, or have the browser prompt you before accepting). Please note that disabling all cookies might affect Platform functionality – for instance, you may not be able to log in or some features might break. For mobile apps, you can typically control personalized advertising by resetting your device’s advertising ID or enabling a setting like “Limit Ad Tracking” (on iOS) or opting out of Ads Personalization (on Android). While we don’t serve ads, this can limit third-party analytics from using your IDFA/GAID for any cross-app purposes. We do not respond to "Do Not Track" signals currently, as there is no common standard for these signals’ interpretation. However, we treat all user data with the same high level of security and privacy. For more details or specific queries about our use of cookies and tracking, you can contact us as provided in Section 9.

5. Data Security Measures

We take data security seriously and have implemented a range of measures to protect your personal information from unauthorized access, use, alteration, and disclosure. Some of the key security practices we follow include:

- **Encryption in Transit:** All communications between your browser/app and our servers are encrypted using Transport Layer Security (TLS) protocol (commonly recognized as HTTPS in browsers). This means that personal data and sensitive information (like login credentials and payments) are transmitted securely to prevent eavesdropping.
- **Encryption at Rest:** For particularly sensitive information, we apply encryption or hashing even in storage. For example, any password you set is stored in our database in a hashed (one-way encrypted) form, so that even our own staff cannot retrieve it; we can only verify it by comparing hashes. Financial transaction tokens or IDs we store are also protected.
- **Access Controls:** We restrict access to personal data strictly to employees, contractors, and service providers who need to know that information in order to process it for us, and who are subject to strict confidentiality obligations. Our internal databases and systems require authentication and authorization, and we segregate duties so that no single person has full access to all aspects of the system without oversight.
- **Firewalls and Network Security:** Our servers are protected by firewalls and network monitoring to guard against outside attacks. We keep our software and infrastructure updated with the latest security patches. We utilize anti-virus and anti-malware solutions where appropriate.
- **Security Testing:** We conduct periodic security audits and testing (including vulnerability assessments and penetration testing by ourselves or third-party experts) to identify and

remediate potential vulnerabilities. Our code is reviewed for security considerations and we employ secure coding practices.

- **Backup and Recovery:** We maintain regular backups of critical data to prevent data loss. Backups are stored securely and with access controls. In the event of any data incident, we have an incident response plan to quickly address and mitigate harm.
- **Employee Training:** We train our team about the importance of data privacy and security. We have implemented policies and procedures, such as requiring strong passwords, using 2-factor authentication for administrative access, and being vigilant about phishing or social engineering attempts.
- **Payment Security:** For processing payments, we rely on PCI-DSS compliant payment gateways. We do not store full payment details, thus reducing risk. The gateways handle the security of financial data; any token or reference we store is useless outside that context.

While we strive to protect your information, it is important to acknowledge that no method of transmission over the Internet, or method of electronic storage, is 100% secure. We thus cannot guarantee absolute security. You should also play a part in keeping your data safe: choose a strong, unique password for your account and do not share it; update your software to patch security vulnerabilities; and notify us immediately if you suspect any unauthorized access to your account. In the unfortunate event of a data breach or security incident that affects your personal information, we will notify you and the appropriate authorities of the occurrence within any timeframes required by law, and we will take necessary steps to mitigate the impact. This may include providing guidance on what you can do to protect yourself, and updates on steps we are taking. If you have any questions about the security of our Platform, or if you believe your account or information is no longer secure, please contact us immediately (see Section 9 for contact details).

6. Data Retention

We retain your personal information only for as long as necessary to fulfill the purposes for which it was collected, as outlined in this Privacy Policy, and to comply with applicable legal requirements. The exact duration for which we keep data may vary depending on the type of information and the context of its use. Here are some general guidelines:

- **Account Information:** We keep your account profile information (such as your name, contact details, and login credentials) for as long as your account exists. If you choose to delete your account, we will initiate the deletion or anonymization of this information. In some cases, we may retain minimal information about an inactive or deleted account to fulfill legal obligations or for backup purposes (for example, to honor an opt-out request, or to have a record that you were a customer in case of legal disputes).
- **Event Booking Records:** Information related to your event bookings, transactions, and attendance may be retained for a certain period even after account deletion. This is due to legal and operational reasons:
 - **Financial and Transaction Records:** We are generally required by law (tax, accounting, IT Act) to retain transaction records for a minimum period (often 5-7 years in India).

- This includes details like payment receipts, invoices, and booking logs (though this may be retained in anonymized form after a point). We keep these to comply with audit requirements and potentially to handle any chargebacks, refunds, or disputes that might arise.
- IT Act Requirements: Under the Information Technology (Intermediary Guidelines) Rules, we may need to preserve certain information like user registration data or content logs for a short duration (e.g., 180 days from publication or deletion). Therefore, if you delete content or even your account, our server backups or logs may retain that information for this interim period as mandated, after which it will be safely disposed of.
- User-Generated Content: Content you post (comments, reviews) might remain on the Platform as long as the community or event page where it was posted is active, unless you delete it or request its deletion. If you delete your account, we attempt to disassociate or anonymize your posts (e.g., they might appear as from "Deleted User"), unless removing them entirely is feasible and required. In general, if other users have interacted with your content (for example, if you started a forum thread that has multiple responses), we might retain the content to preserve the integrity of that community discussion, but we will remove personal identifiers.
- Communications: Emails and communications you send to us may be retained for our records. Customer support communications, for instance, are generally kept for a period (commonly 2-3 years) in case you have further queries or to improve our support services. Where possible, we anonymize or delete older support tickets if they are no longer relevant.
- Analytics Data: Aggregated analytics data (which does not identify you personally) may be retained longer for historical trend analysis. However, any user-specific analytics or logs are typically anonymized or deleted when they are no longer needed, often within a few months to a year.
- Backup and Archives: Data removed from our active databases might still persist temporarily in backups. We maintain backups for system integrity and disaster recovery purposes, and those are purged on a rolling schedule. It may take an additional short period for personal data to be fully purged from all backup systems after deletion from active systems.
- Legal Hold: In the event of ongoing legal proceedings, investigations, or requests by law enforcement, we may retain specific information for longer than our standard periods until such matters are resolved, even if you request deletion. We will do so to comply with our legal obligations or to establish, exercise, or defend legal claims.

After the retention period ends, and we no longer have a legitimate business or legal reason to keep your data, we will delete it or anonymize it in our systems. Anonymization is an irreversible process that removes or alters personal information such that you can no longer be identified. Please note that once we anonymize data, we may use such anonymized data freely, since it no longer constitutes personal information. For example, we might keep statistics on platform usage or event popularity indefinitely, but those records will not be tied to individual identities.

Your Deletion Rights: Subject to certain conditions (see Section 8 on your rights), you have the

right to request deletion of your personal data. We will honor such requests in accordance with applicable law, meaning we will remove your data except where we need to keep it for reasons noted above. When full deletion is not possible (for example, if it's stored in a backup or required for legal compliance), we will isolate it from further processing and securely protect it until deletion is possible.

7. Your Rights and Choices

We respect your rights regarding your personal data. Under Indian law and other applicable data protection regulations (if any), you may have the following rights (subject to certain conditions and exceptions):

- **Right to Access:** You have the right to know what personal information we hold about you and to obtain a copy of that information. You can often do this by logging into your account – for example, you can see your profile data and history of events booked. If you need additional information that is not readily available in your account, you can contact us to request a more detailed report of your data.
- **Right to Rectification:** If any of your personal details are inaccurate or incomplete, you have the right to have them corrected or updated. Much of your basic info can be updated directly by you in the account settings (e.g., you can change your profile picture or update your contact number). If you encounter any issues updating your information, let us know and we will assist or make the changes for you.
- **Right to Erasure (Right to be Forgotten):** You have the right to request deletion of your personal data, especially if it's no longer necessary for the purpose it was collected, or if you withdraw consent (in cases where consent is the basis for processing), or if you object to processing and we have no overriding legitimate grounds to continue, or if erasure is required to comply with a legal obligation. Section 6 above describes how you can delete your account or request deletion. Please note that this right is not absolute – we may retain certain information as required by law or for legitimate purposes (as detailed in Section 6). But we will honor valid deletion requests by removing what we can and anonymizing or sequestering the rest.
- **Right to Withdraw Consent:** In situations where we rely on your consent to process data (such as sending marketing emails or using certain cookies), you can withdraw that consent at any time. For instance, you can unsubscribe from marketing communications via the link in the email, or adjust your app settings to turn off certain data collection (if available). Withdrawal of consent will not affect the lawfulness of processing based on consent before its withdrawal.
- **Right to Data Portability:** To the extent provided by law, you may have the right to receive certain personal data in a structured, commonly used, and machine-readable format, and to request that we transmit it to another data controller (for example, if you want to switch to a different service). This typically applies to data you provided and that is processed by us through automated means based on consent or contract. If applicable, we will provide the easiest route for you to obtain your data (which might be a downloadable report or direct database export of your content).

- **Right to Object or Restrict Processing:** You might have the right to object to our processing of your personal data, particularly if we are processing it on the basis of a legitimate interest or for direct marketing. For example, if we were to perform any profiling or data analytics that affect you significantly, you could object. In many cases, we do not engage in such processing without consent. But if you believe your privacy rights outweigh our legitimate interests, you can object and we will review your request. Similarly, you can request that we restrict processing your data (just storing it without doing anything further) if you contest its accuracy or the lawfulness of our processing.
- **Right to Lodge a Complaint:** We are regulated by Indian data protection laws. If you have a grievance about how we handle your data, we encourage you to contact us directly first (see Section 9) so we can address it. However, you also have the right to complain to the relevant data protection authority. In India, that would be the adjudicatory officer under the IT Act or the Data Protection Board once established under the DPDP Act. We will provide the contact information of the appropriate authority upon request.

To exercise any of these rights, you can contact our Grievance Officer or support team as detailed in Section 9 (Contact Us / Grievance Redressal). For your security, we may need to verify your identity (for example, by asking you to confirm from your registered email or phone, or providing ID in some cases) before fulfilling certain requests, especially for access or deletion, to ensure that these requests are coming from the rightful account holder. We will respond to your requests within a reasonable timeframe. As per Indian IT rules, we strive to acknowledge complaints within 24 hours and resolve them within 15 days. For data access or portability requests, we aim to provide the information within 30 days, or inform you if we need more time. If we refuse a request (for example, due to a legal exemption), we will explain the reasons, subject to legal restrictions. Managing Your Information: Apart from these formal rights, we also provide you with many controls directly:

- You can update or remove content you have posted.
- You can opt in or out of certain features (for instance, whether your profile is visible in a community; or toggling notification preferences).
- You can deactivate or delete your account as described earlier.

Opting Out of Communications:

- **Emails and SMS:** If you no longer want to receive our newsletter or promotional communications, you can opt out by clicking the "unsubscribe" link in those emails, or replying with an opt-out request if it's an SMS (or following provided instructions). Please note you will still receive transactional messages (like booking confirmations, important service notices).
- **Push Notifications:** If our mobile app sends you push notifications (e.g., event reminders or new message alerts), you can disable these at any time by changing the notification settings on your device or within the app settings.
- **Location Permissions:** Although we currently do not collect precise location, if in the future the app requests location access (for example, to show nearby events), you will have the choice to allow or deny that permission. You can use the app without granting precise location access; you might just have to manually select your city.

We want you to have control over your personal data. If you need any assistance exercising these controls or have questions about your rights, please let us know.

8. Children's Privacy

The Platform is not intended for use by individuals under the age of 18. As stated in our EULA (Section 1.3), persons under 18 are not eligible to use GoVibe.live on their own. We do not knowingly collect personal information from anyone under the age of 18 without appropriate parental or guardian consent.

- **No Registration of Minors:** We do not allow users under 18 to create an account on the Platform independently. If we discover that a minor has created an account by providing false age information or otherwise without parental consent, we will take steps to terminate the account and delete any personal data to the extent possible.
- **Events for Minors:** Some events listed on our Platform might be appropriate for younger audiences (e.g., a family event or a workshop for teenagers). In such cases, the booking should be made by a parent or guardian. If a minor (below 18) attends an event, it should be under supervision of or with the knowledge/consent of a parent or legal guardian. We expect Event Organizers to specify age restrictions in their event details when relevant (e.g., "18+ only" for certain events, or "under 16 must be accompanied by adult").
- **Parental Consent:** If we ever have a feature that invites minors (e.g., a special scholarship contest for 16-17-year-olds), we would explicitly require parental consent for any personal data collection and participation, in compliance with applicable laws. However, as of now, we do not offer such features.
- **Parental Rights:** If you are a parent or guardian and you believe that your child under 18 has provided us with personal information without your consent, please contact us immediately (see Section 9). We will promptly delete the information and terminate the child's account, if applicable. We will also be happy to discuss what data may have been collected and how to review or correct it (though the default action will be deletion for unauthorized minor accounts).
- **Users Between 16-18:** In some jurisdictions, the age threshold for an individual to consent to data processing might be lower than 18 (for example, some countries treat 16-year-olds as capable of consent). Our platform policy, however, still requires users to be 18+ to sign up, because of contractual and safety reasons. If you are between 16 and 18 and want to use our Platform, please have a parent or guardian create the account and supervise usage. We do not differentiate in our system to allow <18 usage directly.

We do not knowingly use any personal data from minors for any marketing or promotional purposes, nor do we provide any such data to any third party. Our communities and content guidelines also prohibit posting content that exploits or harms minors in any way, and we encourage all users to report if they encounter any user who is suspected to be underage using the Platform. If changes in law or our Platform offerings bring minors into scope (for example, a youth event where minors might directly interact), we will update this Privacy Policy to reflect appropriate practices and compliance with laws like the upcoming data protection regulations or any specific child privacy rules.

9. Third-Party Links and Services

Our Platform may contain links to third-party websites, apps, or services that are not operated by us. For example:

- Event Organizers might include an external link in the event description (e.g., a link to the artist's webpage or a sponsor's site).
- Users in communities might share YouTube videos, external articles, or social media links.
- We might integrate a map service (like Google Maps) to show event venue locations.
- Payment processing will effectively hand you off to a third-party gateway's interface during checkout (even if it's somewhat embedded).

This Privacy Policy does not apply to information collected by those third-party sites or services. We do not control the privacy practices of third parties, and if you provide any information to them, such provision is governed by their privacy policy, not ours. We encourage you to review the privacy policies of any third-party site or service that you visit or interact with via our Platform. We are not responsible for the content, security, or privacy practices employed by any third-party. Specific examples to be mindful of:

- **Payment Gateways:** When you are redirected to Razorpay, Paytm, or another payment service, you are essentially under their domain. They might collect financial information and other personal data (billing address, etc.) per their privacy policy. We ensure they get only what is necessary from us (like order ID, amount) and we receive only the confirmation needed. But any information you give directly to them is subject to their terms.
- **Social Media Login:** If we allow login via Google/Facebook, and you use it, you are sharing some data from that platform with us (as described earlier), and those logins are governed by the third-party's terms (like Google's OAuth terms). We only use the data minimally to set up your account.
- **External Links:** If on an event page you click an external link to say, the venue's website for more info, or a ticket's terms PDF, you leave our Platform. We can't guarantee that those sites are safe or how they will handle cookies, etc.
- **Embedded Content:** Content from other sources embedded in our Platform (like a YouTube video player, or a Twitter feed) may allow that third-party to collect some data (such as your IP address, or set a cookie) as if you visited their site/app directly. We try to minimize such embeddings and will often use them only when necessary for event info or user convenience.

We do not share your personal data with third-party sites simply by virtue of linking to them. However, if you choose to engage with those sites (for example, if an event listing says "follow the organizer on Instagram" and you click it), any data you provide or actions you take there are outside of our control. **Third-Party Service Providers:** We've already covered how third-party providers that work for us handle your data in Section 3.2. Those are not "third-party links" per se, but rather integrated services. Rest assured, their use of data is strictly to serve our needs, and they are not permitted to contact you or use your data for their independent purposes. Should you encounter any external link on our Platform that you believe is malicious or inappropriate (for instance, a user-posted link that leads to spam or offensive material), please

report it to us. We will take action to remove or disable such links if they violate our policies or pose a risk. Changes to Third-Party Components: If in the future we integrate additional third-party features (like a chatbot powered by a third-party AI, or a survey powered by Google Forms, etc.), we will update our Privacy Policy to reflect what data might be shared in those interactions, if any. Remember, this Privacy Policy only covers information we collect. When you leave our Platform or engage with a third-party embedded content, you should be aware those parties may collect your info and have their own rules.

10. International Data Transfers

Our primary user base is in India, and the Platform is designed for Indian users attending events in India. We endeavor to store and process personal data within India as much as possible. However, given the nature of internet services and cloud infrastructure, some of your data may be transferred to, stored in, or accessed from jurisdictions outside of India.

- **Service Providers Abroad:** Some of our third-party service providers (described in Section 3.2) might be located in or use servers in other countries. For example, if we use a US-based email service, or host on AWS which might replicate data across regions for backup, or use an analytics tool whose servers are global. This means your personal information could be processed in countries like the United States, Europe, or other regions.
- **Adequacy and Safeguards:** Whenever we transfer personal data out of India, we will ensure that it is protected by appropriate safeguards. We rely on mechanisms such as:
 - **Contractual Clauses:** We sign data processing agreements with our service providers that include standard data protection clauses or equivalent, obligating them to protect the data to standards comparable to Indian law and, where applicable, EU GDPR standards (many big providers use GDPR-compliant terms by default).
 - **Encryption:** Data in transit to international servers is encrypted. Sensitive data is often additionally encrypted at rest, mitigating risk even if it crosses borders.
 - **Need-to-know Basis:** Only the necessary data is transferred for a given purpose. For instance, not all your data goes everywhere – if an EU-based service only needs your email to send a newsletter, it gets only that, not your phone or other details.
- **Laws and Access:** Different countries have different privacy laws. The country where your data is transferred may have laws that require disclosure of personal data to government authorities under certain circumstances (e.g., national security). By using our Platform, you understand that your data might be subject to such foreign laws. That said, we will strive to choose reputable providers in jurisdictions with strong data protection laws or at least ensure via contract that they must uphold our standards.
- **Your Acknowledgment:** By providing your information to us and by using the Platform, you agree to the transfer, storage, and processing of your information in countries outside of India, as set forth in this Policy. We will do so only in accordance with this Policy and applicable law.

If India enacts specific cross-border data transfer rules (for instance, the DPDP Act 2023 envisions notifying certain countries as eligible for transfers), we will comply with those. At present, we ensure compliance via the safeguards mentioned. If you are using the Platform from outside India (our terms actually restrict usage to India residents in general, but for argument's sake if someone outside uses it), be aware that your data will be transferred to India and possibly other countries as needed. Those users should also note that by using the Platform, they are consenting to their data being handled as per this Policy. We remain committed to keeping your data safe no matter where it is processed. If you have questions about international data handling or want more details on the safeguards in place for a particular transfer, please contact us.

11. Changes to this Privacy Policy

We may update or revise this Privacy Policy from time to time to reflect changes in our practices, technologies, legal requirements, or for other operational reasons. We encourage you to periodically review this page for the latest information on our privacy practices.

- **Notification of Changes:** If we make material changes to this Policy, we will notify you in an appropriate manner. For example, we may display a prominent notice on the Platform (such as a banner or pop-up) or send you an email/SMS notification, informing you of the update and possibly seeking your consent if required by law. The notice will direct you to review the new Policy. Minor changes (such as clarifications or typographical corrections) may be simply updated on our site with a new effective date, without a specific notice, but they will still be noted in the "Last Updated" date.
- **Effective Date:** The "Last Updated" date at the top of this Policy indicates when the latest changes became effective. Prior versions of our Privacy Policy may be archived by us for reference. If you wish to see a previous version, you can contact us.
- **Consent to Changes:** By continuing to use the Platform after any changes to this Privacy Policy have been posted (and effective), you are deemed to have accepted the updated terms, unless explicit consent is required (in which case, we will specifically ask for your agreement). If you do not agree with the changes, you should stop using the Platform and may request us to delete your data if the new Policy is not acceptable to you.
- **Scope of Changes:** Any changes will not retroactively apply to how we handle earlier-collected data unless legally required or you give us consent. If, for instance, we want to use previously collected information for a new purpose not originally authorized, we will seek consent for that new use.

We will not reduce your rights under this Privacy Policy without your consent. If new laws require additional protections, we will update our policy and practices accordingly.

12. Contact Us and Grievance Redressal

If you have any questions, concerns, or requests regarding this Privacy Policy or the handling of your personal information, please do not hesitate to contact us. We are here to help and address any issues you might have. Contact Information:

- Email: You can reach our data protection team at hello@govibe.live. Please include "Privacy Query" in the subject line for faster routing.
- Postal Mail: You may also send written correspondence to: Privacy Officer (or Grievance Officer)
Macaron Ventures Private Limited (GoVibe.live)
Plot No. 17, Road No. 19, Near East Punjabi Bagh Market,
Punjabi Bagh Sector-III, West Delhi, Delhi 110026, India
- Grievance Officer: In accordance with the Information Technology Act and applicable rules, the following person is designated as the Grievance Officer to address user grievances related to personal data or content: Name: [Eishaan Kurchania]
Email: hello@govibe.live
Phone: [+91-8882666333] (available during business hours)
Address: [same as postal address above, or state the office address] The Grievance Officer is available during regular business hours (Monday to Friday, 10:00 AM to 6:00 PM IST, except public holidays) to address your concerns. We will acknowledge receipt of your grievance within 24 hours and endeavor to resolve it within 15 days or as per legal requirement.
- In-App Support: If our app or website has a support chat or ticketing system, you can use that to contact us directly. Those queries will be directed to our support team and, if privacy-related, escalated to the appropriate personnel.

When contacting us with a privacy question or request, please provide sufficient detail (and any relevant proof of identity if it's a sensitive request like data access or deletion) so that we can effectively respond. We may need to ask for additional information to verify your identity, especially for requests regarding personal data, to ensure we are dealing with the right person. We value the trust you place in GoVibe.live for your event experiences and social interactions. Protecting your privacy is paramount to us, and we are committed to being transparent and responsive. If you're not satisfied with our response to any privacy-related issue, please let us know, and we'll do our best to address it. Thank you for reading our Privacy Policy. Enjoy discovering and vibing with great events on GoVibe.live, knowing that your privacy is being respected and protected!