

PRIVACY POLICY

What this Policy Covers

This Privacy Policy covers the information we collect about you when you use our products or services, or otherwise interact with TCR Advanced Engineering private limited (for example, visiting our website), unless a different privacy policy is displayed. This policy also explains your choices about how we use information about you, including how you can object to certain uses of information about you, and how you can access and update certain information about you. **If you do not agree with this policy, do not access or use our services or interact with any other aspect of TCR Advanced's business.**

TCR Advanced Engineering Private Limited, and its subsidiaries **Evolve by TCR** Training & Development Institute, (hereinafter referred to as "TCR Advanced", "we", or "us"), jointly control and share the information collected when you use the Services. TCR Advanced offers print and online resources to help you stay informed, connected, and performing at a high level. We also offer online and in-person training, host events, maintain and offer other services that support our core business and mission to educate, inform, connect, and advance the asset integrity management industry. We refer to all of these products, together with our other services and websites as "Services" in this policy.

What Information We Collect about You

TCR Advanced collects information about you when you provide it to us, when you use our Services, and when other sources provide it to us, as further described below.

Information you provide to us

We collect information about you when you input it into the Services or otherwise provide it directly to us.

Account and Profile Information

We collect information about you when you register for an account, create or modify your profile, set preferences, and sign up for or make purchases through our Services. For example, you provide your contact information and, in some cases, payment information when you subscribe to emailers or register for other Services (Training Programs). We keep track of your preferences when you select settings or update your profile within the Services.

Content You Provide through Our Products

The Services include TCR Advanced's online and in-person products and events where we collect and store content you submit. This content includes personal information that you share, and may also include files and links you upload to the Services. Examples of content we collect and store may include: abstracts, manuscripts, blogs, images, figures, charts, graphs, headshots, biographies, industry segment, company name, facility type, professional title, interests, location, and geographical data.

Content You Provide through Our Websites

The Services also include our websites owned and operated by us. We collect other content that you submit to these websites, which include social media or social networking websites operated by us. For example, you provide content to us when you provide comments or feedback, or when you participate in any interactive features, forums, contests, promotions, sweepstakes, activities, or events.

Information You Provide through Our Support Channels

The Services also include customer support, where you may choose to submit information regarding a problem you are experiencing with our Services. Whether you submit an inquiry, designate yourself as a technical contact, speak to one of our representatives directly or otherwise engage with our support team, you will be asked to provide contact information, a summary of the problem you are experiencing, and other documentation, screenshots or information that would be helpful in resolving the issue.

Payment Information

We collect certain payment and billing information when you register for certain paid Services. For example, we ask you to designate a billing representative, including name and contact information, when subscribing. You might also provide payment information, such as payment card details, which we collect via secure payment processing services.

Information we collect automatically when you use the Services

We collect information about you when you use our Services, including browsing our websites and taking certain actions within the Services.

Your Use of the Services

We keep records of certain information about you when you visit and interact with any of our Services. This information includes features you use; the articles, stories, and other links you click on; frequently used search terms; and content likes, dislikes, downloads, shares, and prints.

Device and Connection Information

We collect information about your computer, phone, tablet, or other devices you use to access the Services. This device information includes your connection type and settings when you access and use our Services. We also collect information through your device about your operating system, browser type, IP address, URLs of referring/exit pages, device identifiers, and crash data. We use your IP address and/or country preference in order to approximate your location to provide you with a better Service experience. How much of this information we collect depends on the type and settings of the device you use to access the Services.

Cookies and Other Tracking Technologies

TCR Advanced and our third-party partners, such as our advertising and analytics partners, use cookies and other tracking technologies (e.g., web beacons, device identifiers, and pixels) to provide functionality and to recognize you across different Services and devices.

Information we receive from other sources

TCR Advanced receives information about you from other Service users, from third party services, and from our business and channel partners.

Other Users of the Services

Other users of the Services may provide information about you when they submit information through the Services. For example, you may be identified and your information (email, title, location, etc.) may be shared by the purchaser/administrator of a corporate membership for your company.

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Other Partners

TCR Advanced receives information about you and your activities on and off the Services from third-party partners, such as advertising and market research partners who provide us with information about your interest in, and engagement with, our Services and online advertisements.

How We Use Information We Collect

How we use the information we collect depends in part on which Services you use, how you use them, and any preferences you have communicated to us. Below are the specific purposes for which we use the information we collect about you.

To provide the Services and personalize your experience

TCR Advanced uses information about you to provide the Services to you, including to process your transactions, authenticate your credentials upon logging in, provide customer support, and operate and maintain the Services. For example, we use the name you provide in your account to identify you to other users.

For research and development

TCR Advanced is always looking for ways to make our Services smarter, faster, more secure, integrated and useful to you. We use collective learnings about how people use our Services and feedback provided directly to us to troubleshoot and to identify trends, usage, activity patterns, and areas for integration and improvement of the Services. For example, we have used information collected about how users click through our homepage to design a better, more user-friendly dashboard for easier navigation. We may also test and analyze new features with a certain segment of users before rolling the feature out to all users.

To communicate with you about the Services

TCR Advanced uses your contact information to send transactional communications via email and within the Services, including confirming your account, reminding you of subscription expirations, responding to your comments, questions and requests, providing customer support, and sending you technical notices, updates, security alerts, and administrative messages. Depending on your settings, we send you email notifications when you or others interact on the Services, for example, when a job is posted that matches your job alert preferences. We also provide tailored communications based on your activity and interactions with us. For example, certain actions you take in the Services may automatically trigger a feature or suggestions within the Services that would make that task easier. We also send you communications as you onboard to a particular Service to help you become more proficient at using that Service. These communications are an inherent part of the Services and in most cases you cannot opt out of them. If an opt out is available, you will find that option within the communication itself or in your account settings.

To market, promote, and drive engagement with the Services

TCR Advanced uses your contact information and information about how you use the Services to send promotional communications that may be of specific interest to you, including by email. These communications are aimed at driving engagement and maximizing what you get out of the Services, including information about new features, survey requests, newsletters, and events we think may be of interest to you. We also communicate with you about new product offers, promotions, and contests.

TCR Advanced may use your contact information and information about how you use the Services to display targeted ads on other websites and applications, as well as on other platforms like Facebook and Google.

Customer support

TCR Advanced uses your information to resolve technical issues you encounter, to respond to your requests for assistance, to analyze crash information, and to repair and improve the Services.

To protect our legitimate business interests and legal rights

Where required by law, or where we believe it is necessary to protect our legal rights, interests and the interest of others, TCR Advanced may use information about you in connection with legal claims, compliance, regulatory, and audit functions, and disclosures in connection with the acquisition, merger, or sale of a business.

With your consent

TCR Advanced uses information about you where you have given us consent to do so for a specific purpose not listed above. For example, we may publish testimonial or feature customer stories to promote the Services, with your permission.

How We Store and Secure Information We Collect

Information storage and security

TCR Advanced uses data hosting service providers in India to host the information we collect, and we implement a variety of security measures consistent with industry standards in order to protect your personal information. There is no guarantee, however, that information may not be accessed, copied, manipulated, damaged, or destroyed by a breach of any of our safeguards. You are charged with the task and are responsible for maintaining the secrecy of your account information and password. We will respond to any inquiries about this within a reasonable timeframe.

Notice to end users

Our products/services are intended for both personal use and use by organizations. Where the Services are made available to you through an organization (e.g., your company), that organization may be the administrator of the Services and responsible for the end users and/or Service sites over which it has control. If this is the case, please direct your data privacy questions to your administrator, as your use of the Services is subject to that organization's policies. TCR Advanced is not responsible for the privacy or security practices of an administrator's organization, which may be different than this policy.

Even if the Services are not currently administered by an organization, if you use an email address provided by an organization (such as your work email address) to access the Services, then the owner of the domain associated with your organizational email address may assert administrative control over your account and use of the Services at a later date. You will be notified if that happens.