

## Privacy policy

CLS IAS is a brand of Samudra Solution Academy LLP, which has been developed for online teaching support under an E-classroom concept. The parent institute Samudra Solution Academy LLP is a pioneer in the field of IAS Coaching which has been registered in the year 2013 under Limited Liability Partnership Act 2008. Registration of LLP is AAB-3798. The Registered Office of Samudra Solution Academy LLP is located at 534 Mukherjee Nagar, Delhi. The Institute website is [www.samudraias.com](http://www.samudraias.com).

CLS METHOD has been registered in the year 2018 by the Copyright Office of the Government of India. Registration of copyright (ROC) is L-78701/2018.

In order to honour your trust, CLS IAS adheres to ethical standards in gathering, using, and safeguarding any information you provide.

Samudra Solution Academy LLP (operating under the brand name CLS IAS), is a leading edutech company, incorporated in India, for online preparation of Civil Services Examination. For the sake of brevity of understanding this Privacy Policy the company will be hereinafter referred as CLS IAS.

This privacy policy governs your use of the [www.clsias.com](http://www.clsias.com) ("Website") and the other associated/ancillary applications, products, websites and services managed by the Company, Samudra Solution Academy LLP.

Please read this privacy policy ("Policy") carefully before using the Application, Website, its services and products, along with the Terms of Use ("ToU") provided on the Application and on the Website. Your use of the Website, Application, or services in connection with the Application, Website or products ("Services"), or registrations with us through any mode or use of any products including that of SD cards, tablets or other storage/transmitting device shall signify your acceptance of this Policy and your agreement to be legally bound by the same. For the sake of brevity your use of 'www.clsias.com' in any electronic form or device shall be bound by the terms and conditions enumerated and agreed upon hereunder with wilful and free consent.

If you wish not to agree with any of the terms and conditions of this Policy, kindly refrain from using the Website, Application or its products or until satisfaction for you to use the same by its Sales/Marketing/Technical/Legal Team, avail any of these services.

### User Provided Information

The Application/Website/Services/products records the information you provide when you download and register for the Application or Services or products. When you register with us, you generally provide (a) your name, age, email address, phone number, password and your ward's educational interests; (b) transaction-related information, such as when you make purchases, respond to any offers, or download or use applications from us; (c) information you provide us when you contact us for help; (d) information you enter into its system when using the Application/Services/products, such as while asking doubts, participating in discussions and taking tests. The said information collected from the users could be categorized as "Personal Information", "Sensitive Personal Information" and "Associated Information". Personal Information, Sensitive Personal Information and Associated Information (each as individually defined under this Information Technology (Reasonable security practices and procedures and sensitive personal data or information) Rules, 2011 (the "Data Protection Rules")) shall collectively be referred to as "Information" in this Policy.

CLS IAS may use this Information to contact you from time to time, to provide you with the Services, important information, required notices and marketing promotions. CLS IAS will request you when it need more information that personally identifies you (personal information) or allows us to contact you.

CLS IAS will not differentiate between who is using the device to access the Application, Website or Services or products, so long as the log in/access credentials match with yours. In order to make the best use of the Application/Website/Services/products and enable your Information to be captured

accurately on the Application/Website/Services/products, it is essential that you have logged in using your own credentials.

CLS IAS will, at all times, provide the option to you, not to provide the Personal Information or Sensitive Personal Information, which it seeks from you. Further, you can, at any time while using the Application/Services/products, also have an option to withdraw your consent given earlier to it, to use such Personal Information or Sensitive Personal Information. Withdrawal of the consent by you is required to be sent in writing to us at the contact details provided in this Policy below. In any such event, CLS IAS or the Company fully reserves the right to withdraw further usage of the Application/Website or provide any further Services/products thereunder to you.

#### Automatically Collected Information

In addition, the Application/products/Services may collect certain information automatically, including, but not limited to, the type of mobile device you use, your mobile devices unique device ID, the IP address of your mobile device, your mobile operating system, the type of mobile Internet browsers you use, and information about the way you use the Application/Services/products. As is true for most Mobile applications, CLS IAS also collects other relevant information as per the permissions that you provide.

CLS IAS uses an outside credit card processing company to bill you for the goods and services availed by you. These companies do not retain, share, store or use personally identifiable information of you for any other purpose.

#### Use of your Personal Information

CLS IAS uses the collected Information to analyse trends, to conduct research, to administer the Application/Services and products, to learn about each user's learning patterns and movements around the Application/Services and products and to gather demographic information and usage behaviour about its user base as a whole. Aggregated and individual, anonymized and non-anonymized data may periodically be transmitted to external service providers to help us improve the Application, products and its Services. CLS IAS will share your information with third parties only in the ways that are described below in this Policy.

CLS IAS may use the individual data and behavior patterns combined with personal information to provide you with personalized content, and better your learning objectives/experience. Third parties provide certain services which we may use to analyze the data and information you provide to personalize, drive insights and help it better your experience or reach out to you with more value added applications, products, information and services. However, these third party companies do not have any independent right to share this information. CLS IAS does not sell, trade or rent your Information to any third party unless, we have been expressly authorized by you either in writing or electronically to do so. CLS IAS may at times provide aggregate statistics about its customers, traffic patterns, and related site information to reputable third parties, however this information when disclosed will be in an aggregate form and does not contain any of your Personally Identifiable Information.

CLS IAS will occasionally send email notices or contact you to communicate about its Services, products and benefits, as they are considered an essential part of the Services/products you have chosen.

CLS IAS may disclose Information:

- as required by law, such as to comply with a subpoena, or similar legal process;
- to enforce applicable ToU, including investigation of potential violations thereof;
- when it believes in good faith (doctrine of uberrima fides) that the disclosure is necessary to protect its rights, protect your safety or the safety of others, investigate fraud, address security or technical issues or respond to a government request;

- with its trusted services providers who work on its behalf, do not have an independent use of the information CLS IAS discloses to them, and have agreed to and adhered to the rules set forth in this Policy;
- to protect against imminent harm to the rights, property or safety of the Application/Website/ CLS IAS or Samudra Solution Academy LLP or its users or the public as required or permitted by law;
- with third party service providers in order to personalize the Application/Website/Services/products for a better user experience and to perform behavioural analysis;

Any portion of the Information containing personal data relating to minors provided by you shall be deemed to be given with the consent of the minor's legal guardian. Such consent is deemed to be provided by your registration with CLS IAS.

#### Access to your Personal Information

CLS IAS will provide you with the means to ensure that your Personal Information is correct and current. If you have filled out a user profile, it will provide an obvious way for you to access and change your profile from its Application/Services/Website/products. CLS IAS adopts stringent security measures to protect your password from being exposed or disclosed to anyone. Only upon you forgetting the password for its Application/Website or Services, CLS IAS will have a right to reset the same to you with your prior approval as per standard web practices.

#### Cookies

CLS IAS send cookies (small files containing a string of characters) to your computer, thereby uniquely identifying your browser. Cookies are used to track your preferences, help you login faster, and aggregated to determine user trends. This data is used to improve its offerings, such as providing more content in areas of greater interest to a majority of users.

Most browsers are initially set up to accept cookies, but you can reset your browser to refuse all cookies or to indicate when a cookie is being sent.

#### Disclaimer:

Some of CLS IAS features and services may not function properly if your cookies are disabled.

#### Links

CLS IAS may present links in a format that enables us to keep track of whether these links have been followed. CLS IAS uses this information to improve its customized content. Clicking on links may take you to sites outside its domain. CLS IAS are not responsible for the privacy practices of other web sites. CLS IAS encourage its users to be aware when they leave its site to read the EULA/T&Cs of each and every web site that collects personally identifiable information. This Privacy Policy applies solely to information collected by its Website.

#### Alerts

CLS IAS may alert you by email or phone (through sms/call) to inform you about new service offerings or other information which it perceives might be useful for you.

#### Public Forums

When you use certain features on its website like the discussion forums and you post or share your personal information such as comments, messages, files, photos, will be available to all users, and will be in the public domain. All such sharing of information is done at your own risk. Please keep in

mind that if you disclose personal information in your profile or when posting on its forums this information may become publicly available.

## Security

CLS IAS are concerned about safeguarding the confidentiality of your Information. CLS IAS provide physical, electronic, and procedural safeguards to protect Information it processes and maintain. An illustration being, CLS IAS limits access to this Information to authorized employees only who need to know that information in order to operate, develop or improve its Application/Services/products/Website. Please be aware that, although CLS IAS endeavour is to provide stringent security, for information it possesses and maintains, no security system can prevent all potential security breaches.

## How long does CLS IAS retain user data?

Currently, CLS IAS retains user data while an account is active and for at least two years afterwards. It may alter this practice according to legal and business requirements. For example, it may lengthen the retention period for some data if needed to comply with law or voluntary codes of conduct. Unless otherwise prohibited, it may shorten the retention period for some types of data if needed to free up storage space.

## Log information

When you access CLS IAS Website, its servers automatically record information that your browser sends whenever you visit a website. These server logs may include information such as your web request, internet protocol address, browser type, browser language, the date and time of your request and one or more cookies that may uniquely identify your browser.

## User communications

When you send an email or other communication to CLS IAS, it may retain those communications in order to process your inquiries, respond to your requests and improve our Services.

## Changes to this Statement

As the Company (Samudra Solution Academy LLP) evolves, its privacy policy will need to evolve as well to cover new situations. You are advised to review this Policy regularly for any changes, as continued use is deemed approval of all changes.

## Your Consent

CLS IAS believes that, every user of our Application/Services/Products/Website must be in a position to provide an informed consent prior to providing any Information required for the use of the Application/Services/Products/Website. By registering with it, you are expressly consenting to its collection, processing, storing, disclosing and handling of your information as set forth in this Policy now and as amended by us. Processing, your information in any way, including, but not limited to, collecting, storing, deleting, using, combining, sharing, transferring and disclosing information, all of which activities will take place in India. If you reside outside India your information will be transferred, processed and stored in accordance with the applicable data protection laws of India.

Reach out to us on [clsmethod@gmail.com](mailto:clsmethod@gmail.com), in case of any queries.

## **Shipping policy**

**Delivery and Shipping Policy** We have partnered with several logistics providers to ensure reliable and efficient delivery of our domestic shipments. The standard delivery and shipping time for all domestic orders is estimated to be between 7 to 15 business days. However, please note that delays may occur due to certain unavoidable circumstances, including but not limited to:

- Heavy rain or severe weather conditions
- Landslides or other natural disasters
- Public events causing disruption in transportation routes
- Government restrictions or prohibitions
- Delays caused by technical issues

We appreciate your understanding and patience in the event of such delays.

## **Return policy**

For return of product(s) damaged at the time of delivery, the shipping charges shall be borne by the Company. However, for return any of the product(s) for any other reasons, it shall be the responsibility of the User to arrange for the return of such cancelled product(s) and the shipping charges shall be borne by such User.

We request You not to accept any product package that seems to be tampered with, opened or damaged at the time of delivery. The products must be returned in the same condition as delivered by the Company. Any products returned showing signs of any use or damage in any manner shall not be accepted for return.

## **Refund Policy**

This refund policy states that once an order has been delivered to and accepted by the customer, it cannot be refunded. However, if the customer believes that the order does not meet the specified requirements, they are required to contact the customer care team within 24 hours of receiving the order.

Here's a breakdown of the key points in this refund policy:

- **Orders Delivered and Accepted:** Once a customer has received and accepted their order, they are not eligible for a refund.
- **Discrepancies in Order:** If the customer believes that the order does not meet the specified requirements or is not as expected, they have a 24-hour window to contact the customer care team. It's important for customers to read and understand the refund policy to know their rights and responsibilities when it comes to request refunds or addressing issues with their order.

## TERMS OF USE

Welcome to CLS IAS !

These Terms & Conditions ("**Terms**") of (a) use of our website [www.clsias.com](http://www.clsias.com) ("**Website**"), our applications ("**Application**") or any products or services in connection with the Application/, Website/products ("**Services**") or (b) any modes of registrations or usage of products, including through SD cards, tablets or other storage/transmitting device are between Samudra Solution Academy LLP ("**Company/We/Us/Our**") and its users ("**User/You/Your**").

These Terms constitute an electronic record in accordance with the provisions of the Information Technology Act, 2000 and the Information Technology (Intermediaries guidelines) Rules, 2011 thereunder, as amended from time to time.

Please read the Terms and the privacy policy of the Company ("**Privacy Policy**") with respect to registration with us, the use of the Application, Website, Services and products carefully before using the Application, Website, Services or products. In the event of any discrepancy between the Terms and any other policies with respect to the Application or Website or Services or products, the provisions of the Terms shall prevail.

Your use/access/browsing of the Application or Website or the Services or products or registration (with or without payment/with or without subscription) through any means shall signify Your acceptance of the Terms and Your agreement to be legally bound by the same.

If You do not agree with the Terms or the Privacy Policy, please do not use the Application or Website or avail the Services or products. Any access to our Services/Application/products through registrations/subscription is non-transferable.

1. Except as mentioned below, all information, content, material, trademarks, services marks, trade names, and trade secrets including but not limited to the software, text, images, graphics, video, script and audio, contained in the Application, Website, Services and products are proprietary property of the Company ("Proprietary Information"). No Proprietary Information may be copied, downloaded, reproduced, modified, republished, uploaded, posted, transmitted or distributed in any way without obtaining prior written permission from the Company and nothing on this Application or Website or Services shall be or products deemed to confer a license of or any other right, interest or title to or in any of the intellectual property rights belonging to the Company, to the User. You may own the medium on which the information, content or materials resides, but the Company shall at all times retain full and complete title to the information, content or materials and all intellectual property rights inserted by the Company on such medium. Certain contents on the Website may belong to third parties. Such contents have been reproduced after taking prior consent from said party and all rights relating to such content will remain with such third party. Further, you recognize and acknowledge that the ownership of all trademarks, copyright, logos, service marks and other intellectual property owned by any third party shall continue to vest with such party and You are not permitted to use the same without the consent of the respective third party.
2. Your use of our products, Website, Application and Services is solely for Your personal and non-commercial use. Any use of the Application, Website, Services or products or their contents other than for personal purposes is prohibited. Your personal and non-commercial use of this Application, Website, products and / or our Services shall be subjected to the following restrictions:
  - i. You may not decompile, reverse engineer, or disassemble the contents of the Application and / or our Website and/or Services/ products or modify, copy, distribute, transmit, display, perform, reproduce, publish, license, create derivative works from, transfer, or sell any information or software obtained from the Application and / or our Website and/or Services/products, or remove any copyright, trademark registration, or other proprietary notices from the contents of the Application and / or and / or our Website and/or Services/products.
  - ii. You will not (a) use this Application and / or our Website and/or any of our product/s or Service/s for commercial purposes of any kind, or (b) advertise or sell the Application or any products, Services or domain names or otherwise (whether or not

for profit), or solicit others (including, without limitation, solicitations for contributions or donations) or use any public forum for commercial purposes of any kind, or (c) use the Application and / or Website/our products and Services in any way that is unlawful, or harms the Company or any other person or entity as determined by the Company.

- iii. No User shall be permitted to perform any of the following prohibited activities while availing our Services:
- a. Making available any content that is misleading, unlawful, harmful, threatening, abusive, tortious, defamatory, libelous, vulgar, obscene, child-pornographic, lewd, lascivious, profane, invasive of another's privacy, hateful, or racially, ethnically or otherwise objectionable;
  - b. Stalking, intimidating and/or harassing another and/or inciting other to commit violence;
  - c. Transmitting material that encourages anyone to commit a criminal offence, that results in civil liability or otherwise breaches any relevant laws, regulations or code of practice;
  - d. Interfering with any other person's use or enjoyment of the Application/Website/Services;
  - e. Making, transmitting or storing electronic copies of materials protected by copyright without the permission of the owner, committing any act that amounts to the infringement of intellectual property or making available any material that infringes any intellectual property rights or other proprietary rights of anyone else;
  - f. Make available any content or material that You do not have a right to make available under any law or contractual or fiduciary relationship, unless You own or control the rights thereto or have received all necessary consents for such use of the content;
  - g. Impersonate any person or entity, or falsely state or otherwise misrepresent Your affiliation with a person or entity;
  - h. Post, transmit or make available any material that contains viruses, trojan horses, worms, spyware, time bombs, cancelbots, or other computer programming routines, code, files or such other programs that may harm the Application/services, interests or rights of other users or limit the functionality of any computer software, hardware or telecommunications, or that may harvest or collect any data or personal information about other Users without their consent;
  - i. Access or use the Application/Website/Services/products in any manner that could damage, disable, overburden or impair any of the Application's/Website's servers or the networks connected to any of the servers on which the Application/Website is hosted;
  - j. Intentionally or unintentionally interfere with or disrupt the services or violate any applicable laws related to the access to or use of the Application/Website/Services/products, violate any requirements, procedures, policies or regulations of networks connected to the Application/Website/Services/products, or engage in any activity prohibited by these Terms;
  - k. Disrupt or interfere with the security of, or otherwise cause harm to, the Application/Website/Services/products, materials, systems resources, or gain unauthorized access to user accounts, passwords, servers or networks connected to or accessible through the Application/Website/Services/products or any affiliated or linked sites;
  - l. Interfere with, or inhibit any user from using and enjoying access to the Application/Website/ Services/products, or other affiliated sites, or engage in disruptive attacks such as denial of service attack on the Application/Website/Services/products;
  - m. Use deep-links, page-scrape, robot, spider or other automatic device, program, algorithm or methodology, or any similar or equivalent manual process, to increase traffic to the Application/Website/Services/products, to access, acquire, copy or monitor any portion of the Application /Website/Services/products, or in any way reproduce or circumvent the

navigational structure or presentation of the Application, or any content, to obtain or attempt to obtain any content, documents or information through any means not specifically made available through the Application/Website/Services/products;

- n. Alter or modify any part of the Services;
  - o. Use the Services for purposes that are not permitted by: (i) these Terms; and (ii) any applicable law, regulation or generally accepted practices or guidelines in the relevant jurisdiction; or
  - p. Violate any of the terms specified under the Terms for the use of the Application /Website/Services/products.
3. By submitting content on or through the Services (your "Material"), you grant us a worldwide, non-exclusive, royalty-free license (with the right to sublicense) to use, copy, reproduce, process, adapt, modify, publish, transmit, display and distribute such Material in any and all media or distribution methods (now known or later developed) and to associate your Material with you, except as described below. You agree that others may use Your Material in the same way as any other content available through the Services. Other users of the Services may fork, tweak and repurpose your Material in accordance with these Terms. If you delete your user account your Material and name may remain available through the Services
  4. In the preparation of the Application/Website/Services/products and contents therein, every effort has been made to offer the most current, correct, and clearly expressed information possible. Nevertheless, inadvertent errors may occur. In particular, but without limiting anything here, the Company disclaims any responsibility for any errors and accuracy of the information that may be contained in the Application. Any feedback from User is most welcome to make the Application and contents thereof error free and user friendly. Company also reserves the right and discretion to make any changes/corrections or withdraw/add contents at any time without notice. Neither the Company nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on Application/Website/Services/products for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.
  5. Our Website provides Users with access to compiled educational information and related sources. Such information is provided on an As Is basis and We assume no liability for the accuracy or completeness or use or non-obsolescence of such information. We shall not be liable to update or ensure continuity of such information contained on the Website. We would not be responsible for any errors, which might appear in such information, which is compiled from third party sources or for any unavailability of such information. From time to time the Website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s). You may not create a link to the Website from another website or document without the Company's prior written consent.
  6. The contents of the Application/Services/products are developed on the concepts covered in the structured curriculum syllabus prescribed for students of various courses. The usage of the Application/Services/products is not endorsed as a substitution to the curriculum-based education provided by the educational institutions but is intended to supplement the same by explaining and presenting the concepts in a manner enabling easy understanding. The basic definitions and formulae of the subject matter would remain the same. The Company acknowledges that there are various means of delivering structured curriculum pedagogy and inclusion of methods in the Application/Services/products does not imply endorsement of any particular method nor exclusion imply disapproval. Subscription to the Application or usage of our Services/Website/products does not in any manner guarantee admission to any educational institutions or passing of any exams or achievement of any specified percentage of marks in any examinations.



7. Certain contents in the Application/Services/Website/products (in particular relating to assistance in preparations for administrative services) may contain opinions and views. The Company shall not be responsible for such opinions or any claims resulting from them. Further, the Company makes no warranties or representations whatsoever regarding the quality, content, completeness, or adequacy of such information and data.
8. Some parts of the Services are interactive, and we encourage contributions by Users, which may or may not be subject to editorial control prior to being posted. The Company accepts no responsibility or liability for any material communicated by third parties in this way. The Company reserves the right at its sole discretion to remove, review, edit or delete any content. Similarly, we will not be responsible or liable for any content uploaded by Users directly on the Website, irrespective of whether We have certified any answer uploaded by the User. We would not be responsible to verify whether such questions/answers or contents placed by any User contain infringing materials or not.
9. The Company may, based on any form of access to the Application (including free download/trials) or Services or Website or registrations through any source whatsoever, contact the User through sms, email, Whatsapp and call, to give information about its products as well as notifications on various important updates and/or to seek permission for demonstration of its products. The User expressly grants such permission to contact him/her through telephone, SMS, e-mail, Whatsapp and holds the Company indemnified against any liabilities including financial penalties, damages, expenses in case the User's mobile number is registered with Do not Call (DNC) database. By registering yourself, you agree to make your contact details available to Our employees, associates and partners so that you may be contacted for education information and promotions through telephone, SMS, email, Whatsapp etc.
10. While the Company may, based on the User's confirmation, facilitate the demonstration of its products at the location sought by the User, the User acknowledges that he/she has not been induced by any statements or representations of any person with respect to the quality or conditions of the products and that User has relied solely on the investigations, examinations and inspections as the User has chosen to make and that the Company has afforded the User the opportunity for full and complete investigations, examinations and inspections.
11. Upon registration through any means whatsoever, the Company may contact You through the registered mobile number or e-mail or any other mobile number or contact number or email provided by You to enable effective provision of Services. The User expressly permits the Company to contact him/her and the student utilising the Services, through the above-mentioned means at any time post registration. .-. Further, the Company shall have the right to monitor the download and usage of the Application/Services/products and the contents thereof by the User/student, to analyze such usage and discuss the same with the User/student to enable effective and efficient usage of the Services. The User expressly permits the Company to clear the doubts of the student using the Application/Services/online portal by answering the questions placed before it, providing study plans, informing of the progress, providing feedback, communicating with the student and mentoring the student through telephone or e-mail on express consent of the legal guardian/parent of the User or through any other forum.
12. While the Company has made efforts to train the personnel engaged in the sales and services relating to its products to enable quality control, it makes no warranties or representations whatsoever regarding the quality and competence of such personnel and would not be responsible for any deviant behaviour of any such personnel. Any feedback from User relating to the same is most welcome and Company reserves the right and discretion to take any action in this regard.
13. Access to certain elements of the Services including doubt clearance, mentoring services etc may be subject to separate terms, conditions and fair usage policy. The Company reserves the right to determine the criteria for provision of various elements of Services to the different categories of Users based on its policies. Hence, subscription to the Application/products or

registrations do not automatically entitle the User to any and all elements of Services provided by the Company and the Company shall be entitled to exercise its discretion while providing access to and determining continuity of certain elements of Services. We reserve the right to extend, cancel, discontinue, prematurely withdraw or modify any of Our Services at Our discretion.

14. The company may conduct competitions from time to time and you agree to allow the company to use the submissions by you including but not limited to videos, written content, craft work etc for promotional purposes. All rights will be reserved by the company for usage of such submissions by you. You additionally permit the company to use every kind of information submitted by you like photos, videos etc. for promotional campaigns as it so pleases and you will cease to have any rights on the same once your submissions are made to the company.
15. The Company's products and / or Services, including the Application and content, are compatible only with certain devices/tablets/instruments/hardware < . The Company shall not be obligated to provide workable products and / or services for any instruments that are not recognized by the Company or those instruments that may be purchased from any third party which are not compatible with the Company's products and Services. The company reserves the right to upgrade the table/ type of compatible devices as required from time to time.
16. The Company shall have no responsibility for any loss or damage caused to tablet or any other hardware and / or software and/or instrument, including loss of data or effect on the processing speed, resulting from Your use of our products and Services.
17. You have to specify the address to which the shipment has to be made at the time of purchase. All product(s) shall be delivered directly to the address as specified at the point of ordering and You cannot, under any circumstances whatsoever, change the address after the order is processed. In case of any change in the address, You need to specify the same to us in writing well in advance to the shipping date. Any inconsistencies in name or address will result in non-delivery of the product(s).
18. In order to encourage Customer Retention and Loyalty, CLS IAS encourages its Customers, Fintech Partners and other stakeholders to refer customers to buy CLS IAS Products & Services. Company at its option can pay referral bonus subject to applicable laws. Since this is an optional selective policy of the Company, the decision of the Company is final and the same cannot be either disputed or challenged. It should be noted with abundant caution that no Customer, Fintech Partner or other stake holder shall do business with the Company in anticipation of such Bonus. Company shall not be held responsible if some Customer has done business with the objective of getting referral bonus as Bonus paid by the Company is purely dependent on its own discretion based on internal parameters and various demographic and economic factors. The following may be noted:-

- It is Your sole responsibility to ensure that the account information provided by You is accurate, complete and latest.
  - You shall be responsible for maintaining the confidentiality of the account information and for all activities that occur under Your account. You agree to (a) ensure that You successfully log out from Your account at the end of each session; and (b) immediately notify the Company of any unauthorized use of Your account. If there is reason to believe that there is likely to be a breach of security or misuse of Your account, we may request You to change the password or we may suspend Your account without any liability to the Company, for such period of time as we deem appropriate in the circumstances. We shall not be liable for any loss or damage arising from Your failure to comply with this provision.
  - You acknowledge that Your ability to use Your account is dependent upon external factors such as internet service providers and internet network availability and the Company cannot guarantee accessibility to the Application at all times. In addition to the disclaimers set forth in the Terms, the Company shall not be liable to You for any damages arising from Your inability to log into Your account and access the services of the Application at any time.
19. Persons who are “competent/capable” of contracting within the meaning of the Indian Contract Act, 1872 shall be eligible to register for the Application and all Our products or Services. Persons who are minors, un-discharged insolvents etc. are not eligible to register for Our products or Services. As a minor if You wish to use Our products or Services, such use shall be made available to You by Your legal guardian or parents, who has agreed to these Terms. In the event a minor utilizes the Application/Website/Services, it is assumed that he/she has obtained the consent of the legal guardian or parents and such use is made available by the legal guardian or parents. The Company will not be responsible for any consequence that arises as a result of misuse of any kind of Our Application or any of Our products or Services that may occur by virtue of any person including a minor registering for the Services/products provided. By using the products or Services You warrant that all the data provided by You is accurate and complete and that student using the Application has obtained the consent of parent/legal guardian (in case of minors). The Company reserves the right to terminate Your subscription and / or refuse to provide You with access to the products or Services if it is discovered that You are under the age of 18 (eighteen) years and the consent to use the products or Services is not made by Your parent/legal guardian or any information provided by You is inaccurate. You acknowledge that the Company does not have the responsibility to ensure that You conform to the aforesaid eligibility criteria. It shall be Your sole responsibility to ensure that You meet the required qualification. Any persons under the age of 18 (eighteen) should seek the consent of their parents/legal guardians before providing any Information about themselves or their parents and other family members on the Application.
20. You agree to defend, indemnify and hold harmless the Company, its officers, directors, employees and agents, from and against any and all claims, damages, obligations, losses, liabilities, costs or debt, and expenses (including but not limited to attorney’s fees) arising from: (i) Your use of and access of the Application/Website/Services; (ii) Your violation of any term of these Terms or any other policy of the Company; (iii) Your violation of any third party right, including without limitation, any copyright, property, or privacy right; or (iv) any claim that Your use of the Application/Website/Services has caused damage to a third party. This defence and indemnification obligation will survive these Terms.
21. In no event shall the Company, its officers, directors, employees, partners or agents be liable to You or any third party for any special, incidental, indirect, consequential or punitive damages whatsoever, including those resulting from loss of use, data or profits or any other claim arising out, of or in connection with, Your use of, or access to, the Application.
22. In the event of Your breach of these Terms, you agree that the Company will be irreparably harmed and may not have an adequate remedy in money or damages. The Company therefore, shall be entitled in such event to obtain an injunction against such a breach from

any court of competent jurisdiction. The Company's right to obtain such relief shall not limit its right to obtain other remedies.

23. Any violation by You of the terms of this Clause may result in immediate suspension or termination of Your Accounts apart from any legal remedy that the Company can avail. In such instances, the Company may also disclose Your Account Information if required by any Governmental or legal authority. You understand that the violation of these Terms could also result in civil or criminal liability under applicable laws.
24. The Terms shall be governed by and construed in accordance with the laws of India, without regard to conflict of law principles. Further, the Terms shall be subject to the exclusive jurisdiction of the competent courts located in Bangalore and You hereby accede to and accept the jurisdiction of such courts.
25. The Company has the right to change modify, suspend, or discontinue and/or eliminate any aspect(s), features or functionality of the Application or the Services as it deems fit at any time without notice. Further, the Company has the right to amend these Terms from time to time without prior notice to you. The Company makes no commitment, express or implied, to maintain or continue any aspect of the Application. You agree that the Company shall not be liable to You or any third party for any modification, suspension or discontinuance of the Application/Services. All prices are subject to change without notice.
26. **DISCLAIMER: THIS WEBSITE, THE APPLICATION AND THE SERVICES ARE PROVIDED ON AN "AS IS" BASIS WITH ALL FAULTS AND WITHOUT ANY WARRANTY OF ANY KIND. THE COMPANY HEREBY DISCLAIMS ALL WARRANTIES AND CONDITIONS WITH REGARD TO THE WEBSITE, APPLICATION/PRODUCTS AND THE SERVICES, INCLUDING WITHOUT LIMITATION, ALL IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, ACCURACY, TIMELINESS. PERFORMANCE, COMPLETENESS, SUITABILITY AND NON-INFRINGEMENT. ADDITIONALLY, THE COMPANY SHALL NOT BE LIABLE FOR ANY DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE USE OR PERFORMANCE OF THIS SITE, OR THE APPLICATION OR THE SERVICES. YOUR USE OF ANY INFORMATION OR MATERIALS ON THIS WEBSITE/APPLICATION/SERVICES/PRODUCTS IS ENTIRELY AT YOUR OWN RISK, FOR WHICH WE SHALL NOT BE LIABLE. IT SHALL BE YOUR OWN RESPONSIBILITY TO ENSURE THAT SERVICES PROVIDED BY US MEET YOUR SPECIFIC REQUIREMENTS.**
27. **General Provisions:**
  - **Notice:** All notices served by the Company shall be provided via email to Your account or as a general notification on the Application. Any notice to be provided to the Company should be sent to *clsmethod@gmail.com*.
  - **Entire Agreement:** The Terms, along with the Privacy Policy, and any other guidelines made applicable to the Application from time to time, constitute the entire agreement between the Company and You with respect to Your access to or use of the Application, Website and the Services thereof.
  - **Assignment:** You cannot assign or otherwise transfer Your obligations under the Terms, or any right granted hereunder to any third party. The Company's rights under the Terms are freely transferable by the Company to any third parties without the requirement of seeking Your consent.
  - **Severability:** If, for any reason, a court of competent jurisdiction finds any provision of the Terms, or portion thereof, to be unenforceable, that provision shall be enforced to the maximum extent permissible so as to give effect to the intent of the parties as reflected by that provision, and the remainder of the Terms shall continue in full force and effect.

- Waiver: Any failure by the Company to enforce or exercise any provision of the Terms, or any related right, shall not constitute a waiver by the Company of that provision or right.
- Relationship: You acknowledge that Your participation on the Application, does not make You an employee or agency or partnership or joint venture or franchise of the Company.
- The Company provides these Terms so that You are aware of the terms that apply to your use of the Website/Application and Services. You acknowledge that, the Company has given You a reasonable opportunity to review these Terms and that You have agreed to them.

## 28. Institute rules and regulations

- I. Students have to register for admission at [www.clsias.com](http://www.clsias.com) and after that their course start. The student's course duration is 12 months and if he wants account access for an additional 12 months, then he must complete the first 12 months course.
- II. If a student does not renew the course after doing a free one month after registration, then after two months his/her registration will end.
- III. It is necessary that registered students use these services only by themselves. If he/she illegally shares its account information with anyone else, his/her student account will be permanently blocked.
- IV. Photograph of the registered student is compulsory and also the institute has the right to use such photographs for publicity so that the institute can encourage other students through its successful and brilliant students.
- V. Prospectus should not be treated as legal documents.
- VI. The digital study material that students receive is copyrighted material and it is expected that the student will use it by themselves to enhance their competitiveness.
- VII. All students who are admitted to any course in the CLS IAS e-classroom are expected to abide by the rules and regulations.
- VIII. Student registration is compulsory for all courses, free services can be taken for one month in all courses, but for the continuation of registration, payment of fees is mandatory in the next months of the course.
- IX. If any student does not renew the course after one month, then their registration will not be continued and the registration will end automatically in next two months.
- X. If a student completes the course of 12 months, then he / she also gets the facility of account access for the same course for extra 12 months, but if a student joins the course after 24 months, then he / she will have to register again and his/ her old student account will not work.
- XI. 100% exemption of fee in any single course will be given to all those students who qualify the prelims examination of Civil Services Examination 2021. The mandatory condition for this is that the student account must be at least 3 months (90 days) old. To get this exemption, the student has to contact the institute's helpline number and give the information.
- XII. All decisions for exemption in fees will be taken by the Board of Directors and rules in this regard will be issued from time to time. The courses are designed with complete quality and conformity with UPSC requirements.
- XIII. Fee refund has not been implemented. Fee payment is fixed and scheduled per month. Registration and student account cannot be cancelled by the student. The account terminates automatically after 2 months of not paying monthly fees or leaving the course.
- XIV. The first month of the course is given free by the institute as a Genuine Trial. If the student leaves the course after the first month, the institute cannot request him to pay the fees.
- XV. Similarly, the student can leave the course whenever he/she wants or he/she doubts the quality of course. But it will not be seen in such a way that he paid and he did not get service, because he/she has already done one-month free course.
- XVI. We encourage the student to pay the fees as per month and if he/she pays the fees simultaneously as per his/her convenience, then it will be his/her choice. The benefit of paying the fees simultaneously will be that the student will get relief from the possibility of increasing the fees during the session.

- XVII. Notes or study material and tests under e-classroom course will be provided as video lecturers and PDF files only through online mode.
- XVIII. All digital study materials will be made available only under the conditions of the e-classroom procedure.
- XIX. All rights of all digital study materials are reserved by Samudra Solution Academy LLP. The entire or partial portion of all digital content provided during online courses may not be reproduced or transmitted by any means or by a system of knowledge collection and reuse.
- XX. In the course of optional subjects of Civil Services Examination, if any candidate wants to change his optional subject within 3 months then he/she will get this facility.
- XXI. If a candidate wants to change the language medium of his/her courses within 3 months then he/she will get this facility.
- XXII. If the student wants any guidelines or advice related to optional subjects, he/ she will have to call the counselling centre of the institute and register the request.
- XXIII. If the student is in doubt about the language medium in the Civil Services Examination, he can call the counselling centre and register the request.
- XXIV. If a student or his/ her parents want advice on any problem related to the Civil Services Examination, then they can also call the counselling centre number and register the request.
- XXV. All the tests related to Preliminary Examination and Main Examination will be conducted in online format. All offline tests and mock interviews will be conducted only at the Delhi centre.

**Feedback:**

- Any feedback You provide with respect to the Application shall be deemed to be non-confidential. The Application shall be free to use such information on an unrestricted basis. Further, by submitting the feedback, You represent and warrant that (i) Your feedback does not contain confidential or proprietary information of You or of third parties; (ii) the Company is not under any obligation of confidentiality, express or implied, with respect to the feedback; (iii) the Application may have something similar to the feedback already under consideration or in development; and (iv) You are not entitled to any compensation or reimbursement of any kind from the Company for the feedback under any circumstances, unless specified.
- Under no circumstances shall the Company be held responsible in any manner for any content provided by other users even such content is offensive, hurtful or offensive. Please exercise caution while accessing the Application.

**Customer Care:**

Reach out to us on [iassamudra@gmail.com](mailto:iassamudra@gmail.com) or [support@clsias.com](mailto:support@clsias.com) in case of any queries.