

Questionnaire on Paytm

Paytm describes itself as India's largest mobile payments and commerce platform. It started with online mobile recharge and bill payments and has an online marketplace today.

Instructions: Please read the privacy policy of Paytm and answer this questionnaire, selecting the most appropriate response from the given options.

- Select yes or no if you think that the policy *explicitly says* it will or will not allow a specific action.
- If the policy is silent on a particular aspect, please choose “Not specified”.
- If you are unsure about the response or feel that you cannot answer it based on the information given in the policy, choose “Can't say”.

Name of university:

Department:

Year of study:

Date of survey:

- 1) Can Paytm automatically collect details about the model/make of your computer/smartphone?**
Yes
No
Not specified
Can't say

- 2) Can Paytm, based on the value of your transactions, make a rough estimate of your income and then use this information to market appropriate products to you?**
Yes
No
Not specified
Can't say

- 3) Hard Rock Cafe, which is Paytm's business partner, requests Paytm for your transaction data to check if you frequent bars - so that the Cafe can sign you up for loyalty discounts. Can Paytm share this information?**
Yes
No
Not specified
Can't say

- 4) Gemtm, a subsidiary of Paytm provides a customised jewellery manufacturing service. Gemtm is interested in getting the names and contact information of**

Paytm users who normally carry out transactions worth more than INR 50,000 on consumables. Can Paytm provide this information?

Yes

No

Not specified

Can't say

5) The government is carrying out an investigation into the affairs of an NGO that has recently been in the news for opposing the construction of a skyscraper in a designated forest zone. You frequently make donations to the said NGO. Can Paytm share this information with the government, subsequent to a legal request?

Yes

No

Not specified

Can't say

6) Paytm's servers are hacked and your banking information is accessed by a third party. Is Paytm required to inform you of the data breach?

Yes

No

Not specified

Can't say

7) Having recently learnt about the importance of data protection, you are curious about the information that Paytm has on you. You write to Paytm requesting them to share this information. Is Paytm required to provide it?

Yes

No

Not specified

Can't say

8) If you decide to discontinue your Paytm account, will Paytm delete all the information that they hold about you?

Yes

No

Not specified

Can't say

9) You do not understand some of the terms in Paytm's privacy policy. Does the privacy policy inform you of a method through which you can seek clarification?

Yes

No

Not specified
Can't say

- 10) You are considering switching from Paytm to a competing service provider. Will Paytm facilitate the download/export of your data from your account?**
- Yes
No
Not specified
Can't say