



SOCIAL MEDIA POLICY

For Customers, Stakeholders & General Public

Stock Holding Corporation of India Limited

(A Government Company)

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DOCUMENT CONTROL

Version	Description	Effective Date	Prepared By	Recommended By	Approved By
1.0	Social Media Policy for Customers & General Public	05 August 2024	Branding & Marketing Department	RMCC	Board of Directors
2.0	Social Media Policy for Customers, Stakeholders & General Public	31 July 2026	Branding & Marketing Department	RMCC	Board of Directors

SOCIAL MEDIA POLICY

For Customers, Stakeholders & General Public

1. INTRODUCTION

Stock Holding Corporation of India Limited ("**StockHolding**") recognizes the growing importance of social media as an effective platform for communication, customer engagement and dissemination of information, brand promotion and stakeholder interaction.

With the rapid advancement of digital technologies and online communication platforms, social media has become an important medium through which organizations communicate with customers, investors, business partners, regulators, stakeholders and the general public. While these platforms provide significant opportunities to strengthen engagement and improve customer outreach, they also present operational, legal, regulatory, reputational and cybersecurity risks.

Accordingly, StockHolding has established its official presence on various Social Media Platforms for dissemination of information relating to its products, services, initiatives, achievements, customer awareness programmes and other corporate communications. This Policy lays down the terms and conditions governing the use of StockHolding's official Social Media Platforms by customers, stakeholders and members of the general public. It also prescribes the standards of conduct expected from users interacting with StockHolding through such platforms.

This Policy applies to all official Social Media Platforms operated or administered by StockHolding and shall also govern interactions relating to StockHolding occurring on third-party social media platforms, to the extent applicable.

StockHolding reserves the right, but not the obligation, to monitor, review, moderate or respond to any content posted on its official Social Media Platforms. Absence of any response from StockHolding shall not be construed as acceptance, endorsement or approval of any views, opinions or statements expressed by users.

For the avoidance of doubt, communications made through StockHolding's official Social Media Platforms are intended solely for informational and engagement purposes and shall not constitute official, contractual or legally binding communications unless expressly stated otherwise.

2. OBJECTIVES OF THE POLICY

The primary objectives of this Policy are to:

1. establish uniform guidelines governing the use of StockHolding's official Social Media Platforms;
2. promote responsible, respectful and lawful interaction between StockHolding and customers, stakeholders and members of the general public;
3. enhance StockHolding's digital presence and strengthen customer engagement through appropriate use of social media;
4. disseminate authentic, timely and relevant information regarding StockHolding's products, services, initiatives, regulatory developments and corporate announcements;
5. safeguard the reputation, goodwill, intellectual property and brand image of StockHolding;

6. minimize legal, operational, cybersecurity, reputational and regulatory risks associated with social media usage;
7. protect confidential information and personal data of customers and stakeholders;
8. establish standards for acceptable user conduct on StockHolding's Social Media Platforms;
9. ensure compliance with applicable laws, regulatory requirements and industry best practices; and
10. Provide a transparent framework for moderation, removal of inappropriate content and enforcement of this Policy.

3. SCOPE AND APPLICABILITY

This Policy shall apply to:

- (a) All customers of StockHolding;
- (b) Prospective customers;
- (c) Investors;
- (d) Shareholders;
- (e) Stakeholders;
- (f) Channel partners;
- (g) Vendors;
- (h) Service providers;
- (i) Visitors to StockHolding's official Social Media Platforms; and
- (j) Every individual or entity interacting with StockHolding through any official Social Media Platform.

The Policy shall apply to all forms of social media, including but not limited to:

- Facebook;
- Instagram;
- X (formerly Twitter);
- LinkedIn;
- YouTube;
- Threads;
- WhatsApp Channels;
- Blogs;
- Discussion Forums;
- Podcasts;
- Video Sharing Platforms;
- Community Forums;
- Online Review Platforms; and
- Any other social networking platform or digital communication medium introduced from time to time.

4. PURPOSE OF THE POLICY

The purpose of this Policy is to:

- provide guidance regarding acceptable use of StockHolding's official Social Media Platforms;
- prescribe standards governing user conduct and participation;
- establish the rights and responsibilities of users interacting with StockHolding;
- protect confidential information and customer privacy;
- safeguard the intellectual property rights and reputation of StockHolding;
- outline legal and regulatory obligations applicable to users;
- facilitate effective customer engagement while ensuring compliance with applicable laws; and
- Create a safe, respectful and secure online environment for all users.

5. DEFINITIONS

Unless the context otherwise requires:

5.1 "Applicable Laws"

Means all applicable statutes, rules, regulations, circulars, notifications, directions and guidelines issued by competent authorities including, but not limited to:

- Information Technology Act, 2000 (as amended);
- Digital Personal Data Protection Act, 2023;
- Consumer Protection Act, 2019;
- Copyright Act, 1957;
- Trade Marks Act, 1999;
- Bharatiya Nyaya Sanhita, 2023;
- Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021, wherever applicable;
- SEBI Act, 1992;
- Rules, Regulations, Circulars and Master Circulars issued by SEBI from time to time; and
- any other applicable law in force in India.

5.2 "StockHolding"

Means **Stock Holding Corporation of India Limited**,

5.3 "Social Media Platforms"

Means all official social media accounts, pages, channels, handles, communities and digital communication platforms operated, managed, controlled or authorized by StockHolding.

5.4 "User"

Means any customer, prospective customer, stakeholder, shareholder, investor, vendor, service provider or any other individual or entity accessing, viewing, following, commenting upon, interacting with or posting content on StockHolding's official Social Media Platforms.

5.5 "Content"

means any text, comments, messages, photographs, graphics, logos, videos, audio recordings, documents, hyperlinks, emojis, reactions, hashtags or any other material capable of being uploaded, posted, shared, transmitted or published through a Social Media Platform.

5.6 "Official Communication"

Means any communication expressly issued by StockHolding through its official website, authorized email addresses, official publications or such other communication channels as may be designated by StockHolding from time to time.

5.7 Interpretation

Unless the context otherwise requires:

- (a) Words importing the singular shall include the plural and vice versa;
- (b) Headings are inserted for convenience only and shall not affect interpretation;
- (c) References to statutes shall include all amendments, modifications and re-enactments thereof.

6. OFFICIAL SOCIAL MEDIA PLATFORMS

6.1 StockHolding may establish, maintain and operate official accounts, pages, channels and profiles on various Social Media Platforms for the purpose of communicating with customers, stakeholders and the general public.

6.2 The official Social Media Platforms of StockHolding may include, but are not limited to:

- Facebook
- Instagram
- X (formerly Twitter)
- LinkedIn
- YouTube
- Threads
- WhatsApp Channels
- Blogs
- Community Forums
- Any other digital communication platform approved by StockHolding from time to time.

6.3 Users are advised to interact only with StockHolding's verified and officially authorized Social Media Platforms. Information disseminated through unofficial, fake or unauthorized accounts shall not be regarded as information issued by StockHolding.

6.4 Users may verify the authenticity of StockHolding's official Social Media Platforms by visiting StockHolding's official website at [**www.stockholding.com**](http://www.stockholding.com), where links to its official social media handles are provided.

6.5 StockHolding reserves the right to create, modify, suspend or discontinue any official Social Media Platform without prior notice.

7. CONTENT PUBLISHED BY STOCKHOLDING

7.1 All information, content, graphics, videos, photographs, announcements, advertisements, publications and other material published on StockHolding's official Social Media Platforms are intended solely for general informational, educational, awareness, promotional and customer engagement purposes.

7.2 Unless specifically stated otherwise, no information published on StockHolding's Social Media Platforms shall constitute:

- a. legal advice;
- b. financial advice;
- c. investment advice;
- d. professional advice;
- e. an invitation to invest;
- f. an offer capable of acceptance;
- g. a recommendation to purchase or sell any financial product or service; or
- h. a legally binding commitment or contractual obligation on the part of StockHolding.

7.3 Users are advised to independently verify all information before relying upon it and seek appropriate professional advice wherever necessary.

7.4 While StockHolding endeavours to ensure that information published on its Social Media Platforms is accurate and updated, no representation or warranty is made regarding the completeness, reliability, accuracy or suitability of such information.

7.5 StockHolding reserves the right to modify, update, remove or discontinue any content published on its Social Media Platforms at any time without assigning any reason or giving prior notice.

8. ACCEPTABLE USE OF STOCKHOLDING'S SOCIAL MEDIA PLATFORMS

8.1 Users are encouraged to use StockHolding's Social Media Platforms responsibly and lawfully.

8.2 Users shall ensure that all comments, messages, posts and other content shared by them are:

- a. respectful;
- b. relevant;
- c. lawful;
- d. truthful;
- e. non-defamatory;
- f. courteous; and
- g. consistent with applicable laws.

8.3 Users are encouraged to provide constructive suggestions, genuine feedback and comments relating to StockHolding's products, services and customer experience.

8.4 StockHolding reserves the right to moderate user interactions to maintain a professional, secure and respectful online environment.

9. PROHIBITED ACTIVITIES

Without prejudice to any other rights available to StockHolding under law, users shall not:

9.1 Post any content that is:

- a. abusive;
- b. defamatory;
- c. obscene;
- d. vulgar;
- e. offensive;
- f. threatening;
- g. intimidating;
- h. hateful;
- i. discriminatory;
- j. misleading;
- k. false;
- l. fraudulent;
- m. malicious;
- n. inflammatory; or
- o. Otherwise unlawful.

9.2 Upload or transmit any content which:

- a. violates any Applicable Law;
- b. infringes any copyright, trademark, patent or other intellectual property rights;
- c. violates privacy or confidentiality obligations;
- d. amounts to hate speech;
- e. promotes violence or terrorism;
- f. promotes illegal activities;
- g. promotes gambling or unlawful financial schemes;
- h. promotes market rumours or false information;
- i. contains misleading investment recommendations;
- j. contains political propaganda or election campaigning;
- k. promotes religious intolerance or communal disharmony;
- l. contains malware, spyware, ransom ware or malicious software;
- m. contains viruses or harmful computer code; or

n. is otherwise objectionable in the opinion of StockHolding.

9.3 Users shall not:

- a. impersonate StockHolding or any of its employees;
- b. create fake accounts using StockHolding's name, logo or identity;
- c. falsely represent any association with StockHolding;
- d. misuse StockHolding's trademarks, logos or branding;
- e. falsely claim endorsement by StockHolding.

9.4 Commercial Activities

Users shall not:

- a. advertise products or services;
- b. solicit business;
- c. post promotional material;
- d. conduct marketing campaigns;
- e. post unsolicited commercial communications;
- f. distribute spam;
- g. promote referral schemes;
- h. advertise investment products; or
- i. use StockHolding's Social Media Platforms for commercial gain without prior written approval.

9.5 Technical Misuse

Users shall not:

- a. scrape any content;
- b. undertake automated extraction of data;
- c. use bots for data collection;
- d. use StockHolding's content for artificial intelligence or machine learning model training;
- e. perform data mining;
- f. reverse engineer any content;
- g. interfere with the functioning of StockHolding's Social Media Platforms;
- h. attempt unauthorized access to StockHolding's systems; or
- i. undertake any activity that compromises the integrity, security or availability of StockHolding's digital infrastructure.

9.6 Confidential Information

Users shall not post, publish or disclose:

- a. confidential information relating to StockHolding;
- b. unpublished financial information;
- c. customer information;
- d. personal information of employees;
- e. proprietary business information;
- f. internal communications;
- g. commercially sensitive information; or
- h. any information which the user is not legally authorized to disclose.

10. SHARING OF CONTENT

10.1 Users may share content published by StockHolding only in its original, complete and unaltered form.

10.2 Except as expressly permitted under Applicable Law or with the prior written consent of StockHolding, no person shall:

- a. reproduce;
- b. modify;
- c. translate;
- d. adapt;
- e. publish;

- f. commercially exploit;
- g. copy;
- h. distribute;
- i. transmit;
- j. create derivative works;
- k. scrape;
- l. extract;
- m. use for training artificial intelligence models;
- n. perform automated harvesting;
- o. reverse engineer; or
- p. otherwise use any content available on StockHolding's Social Media Platforms.

10.3 Unauthorized use of any content may result in civil and criminal proceedings under Applicable Laws.

11. MODERATION OF CONTENT

11.1 StockHolding reserves the absolute right, at its sole discretion and without prior notice, to:

- a. review;
- b. moderate;
- c. edit;
- d. restrict;
- e. hide;
- f. disable;
- g. remove; or
- h. report

Any content that violates this Policy or Applicable Laws.

11.2 StockHolding may also suspend or permanently block any user from interacting with its Social Media Platforms where the user:

- a. repeatedly violates this Policy;
- b. posts unlawful or offensive content;
- c. impersonates another person;
- d. disrupts normal operations of the platform;
- e. misuses StockHolding's name or intellectual property;
- f. engages in fraudulent activities; or
- g. acts in a manner prejudicial to the interests or reputation of StockHolding.

11.3 StockHolding shall not be obliged to provide any explanation or prior notice before removing any content or restricting access to its Social Media Platforms.

11.4 Failure by StockHolding to remove any content shall not be construed as approval, endorsement or acceptance of such content.

12. CUSTOMER INTERACTION

12.1 StockHolding welcomes genuine customer feedback and reasonable suggestions regarding its products and services.

12.2 Users are requested to maintain courtesy and professionalism while interacting with StockHolding or other users.

12.3 StockHolding shall endeavour to respond to customer queries where considered appropriate. However, StockHolding does not guarantee that every query, message or comment will receive a response.

12.4 Responses provided through Social Media Platforms are intended only for general guidance and shall not constitute official confirmation or legal advice.

12.5 For account-specific issues, complaints, grievances or service requests requiring verification, users shall contact StockHolding through its official customer support channels.

12.6 Communications made through Social Media Platforms shall not constitute valid legal notice, statutory notice, arbitration notice, customer complaint under applicable regulations or any other legally recognized mode of service upon StockHolding.

13. PRIVACY, DATA PROTECTION AND CONFIDENTIALITY

13.1 General

13.1.1 StockHolding is committed to respecting the privacy of users interacting with its official Social Media Platforms. However, users acknowledge that Social Media Platforms are public forums and that information voluntarily shared on such platforms may become publicly accessible.

13.1.2 Users are solely responsible for the information, comments, messages, photographs, videos or any other content posted by them on StockHolding's Social Media Platforms.

13.1.3 Information voluntarily disclosed by users on social media may be copied, shared, archived, indexed or otherwise processed by third parties beyond the control of StockHolding.

13.1.4 StockHolding shall not be responsible for the privacy practices or data handling mechanisms adopted by third-party Social Media Platforms.

13.1.5 Users are advised to carefully review the privacy policies and terms of use of the respective Social Media Platforms before sharing any information.

13.2 Protection of Personal Information

13.2.1 Users shall not post or disclose any confidential, personal or sensitive information on StockHolding's Social Media Platforms.

13.2.2 Without limiting the generality of the foregoing, users shall not disclose:

- a. Client ID;
- b. Demat Account Number;
- c. Trading Account Number;
- d. Bank Account Number;
- e. Debit Card Number;
- f. Credit Card Number;
- g. CVV;
- h. OTP;
- i. PIN;
- j. Password;
- k. Aadhaar Number;
- l. PAN Number;
- m. Passport Number;
- n. Driving Licence Number;
- o. UPI Credentials;
- p. Biometric Information;
- q. Financial Statements;
- r. Income Details;
- s. KYC Documents; or
- t. any other confidential or personally identifiable information.

13.2.3 StockHolding shall never request users to disclose passwords, OTPs, PINs, CVVs or similar confidential credentials through any Social Media Platform.

13.2.4 Users who disclose such information do so entirely at their own risk.

13.2.5 StockHolding shall not be liable for any loss, fraud, identity theft, unauthorized transaction or damage arising from disclosure of personal information by users on social media.

13.3 Processing of Personal Data

13.3.1 Any personal data voluntarily shared by users shall be processed, where applicable, in accordance with:

- a. the Digital Personal Data Protection Act, 2023;
- b. other Applicable Laws;

and

- c. internal information security standards adopted by StockHolding.

13.3.2 Nothing contained in this Policy shall oblige StockHolding to collect, retain or process any personal information posted by users on Social Media Platforms.

13.3.3 Users are advised to communicate confidential account-related matters only through StockHolding's officially designated customer service channels.

13.4 Confidentiality

13.4.1 Users shall not disclose, upload or publish any confidential information belonging to:

- a. StockHolding;
- b. its customers;
- c. employees;
- d. directors;
- e. vendors;
- f. service providers;
- g. channel partners; or
- h. any other third party.

13.4.2 Confidential information includes, without limitation:

- internal documents;
- business strategies;
- financial information;
- unpublished information;
- proprietary software;
- trade secrets;
- confidential correspondence;
- contractual documents; and
- any information designated as confidential.
-

13.4.3 Any unauthorized disclosure of confidential information may result in appropriate legal action under Applicable Laws.

14. THIRD-PARTY CONTENT

14.1 General Disclaimer

14.1.1 StockHolding may, from time to time, publish or share links to external websites, articles, publications or other third-party content solely for informational or educational purposes.

14.1.2 Such references shall not constitute endorsement, approval or recommendation by StockHolding of any third-party products, services, organizations or opinions.

14.2 Third-Party Views

14.2.1 Opinions expressed by users or third parties on StockHolding's Social Media Platforms are solely those of the respective authors.

14.2.2 Such opinions shall not necessarily represent the views, policies or official position of StockHolding.

14.2.3 StockHolding neither endorses nor assumes responsibility for any third-party comments, statements, recommendations or opinions.

14.3 External Links

14.3.1 StockHolding shall not be responsible for:

- a. content hosted on third-party websites;
- b. privacy practices of third parties;
- c. security of external websites;
- d. availability of third-party websites;
- e. accuracy of information available on such websites; or
- f. products or services offered by third parties.

14.3.2 Links to external websites are provided solely for the convenience of users.

14.3.3 Accessing third-party websites shall be entirely at the user's own risk.

14.4 Advertisements

14.4.1 Social Media Platforms may independently display advertisements or sponsored content.

14.4.2 StockHolding does not control such advertisements and shall not be responsible for any claims, offers or representations made therein.

14.4.3 Users should independently verify any products or services advertised by third parties.

15. INTELLECTUAL PROPERTY RIGHTS

15.1 Ownership

15.1.1 All intellectual property rights in the content published on StockHolding's Social Media Platforms shall remain the exclusive property of StockHolding or the respective rights holders.

15.1.2 Such intellectual property includes, without limitation:

- a. trademarks;
- b. service marks;
- c. trade names;
- d. logos;
- e. device marks;
- f. graphics;
- g. software;
- h. publications;
- i. designs;
- j. videos;
- k. photographs;
- l. documents;
- m. databases;
- n. layouts; and
- o. other proprietary material.

15.2 Restrictions

Except as expressly permitted by Applicable Laws or with the prior written consent of StockHolding, no person shall:

- a. copy;
- b. reproduce;

- c. modify;
- d. publish;
- e. transmit;
- f. distribute;
- g. commercially exploit;
- h. adapt;
- i. create derivative works;
- j. reverse engineer;
- k. scrape;
- l. mine data;
- m. use content for artificial intelligence model training;
- n. remove copyright notices; or
- o. otherwise use StockHolding's intellectual property.

15.3 Trademarks

The name "Stock Holding Corporation of India Limited", "StockHolding", the StockHolding logo and all associated trademarks, service marks and trade names are proprietary to StockHolding unless otherwise indicated. Unauthorized use thereof is strictly prohibited.

15.4 Copyright

All content published on StockHolding's Social Media Platforms is protected under the Copyright Act, 1957 and other Applicable Laws. Unauthorized reproduction, publication or distribution may attract civil and criminal liability.

16. CUSTOMER COMMUNICATION

16.1 General

StockHolding welcomes constructive feedback from customers and stakeholders.

However, users are requested to communicate in a respectful, courteous and professional manner.

16.2 Customer Queries

16.2.1 Social Media Platforms are not intended for handling customer-specific service requests requiring verification of identity.

16.2.2 Customers requiring assistance relating to their accounts or transactions should contact StockHolding through:

- Customer Care;
- Branch Offices;
- Official Email IDs;
- Official Website; or
- other authorized communication channels.

16.3 Complaints

Complaints posted on social media shall not be treated as formal complaints under any customer grievance mechanism unless submitted through the prescribed grievance redressal channels of StockHolding.

16.4 Official Communication

Only communications issued through:

- StockHolding's official website;
- designated email addresses;
- official letters;
- regulatory filings; or
- other duly authorized communication channels

shall constitute official communications of StockHolding.

No communication made through Social Media Platforms shall create any contractual relationship, legal obligation or official commitment unless expressly stated in writing by an authorized officer of StockHolding.

16.5 Legal Notices

Any notice, legal communication, statutory notice, arbitration invocation, complaint or legal process sent through any Social Media Platform shall not constitute valid service upon StockHolding. Any such communication shall be addressed only through the modes prescribed under the applicable laws or through the official communication channels designated by StockHolding.

17. LEGAL AND REGULATORY COMPLIANCE

17.1 Compliance with Applicable Laws

17.1.1 All users interacting with StockHolding's official Social Media Platforms shall comply with all Applicable Laws, including but not limited to the Information Technology Act, 2000 (as amended), the Digital Personal Data Protection Act, 2023, the Consumer Protection Act, 2019, the Copyright Act, 1957, the Trade Marks Act, 1999, the Bharatiya Nyaya Sanhita, 2023 (where applicable), the rules framed thereunder, and all applicable circulars, notifications and directions issued by statutory and regulatory authorities from time to time.

17.1.2 Users shall ensure that their activities on StockHolding's Social Media Platforms do not violate any Applicable Law or infringe the rights of StockHolding or any third party.

17.1.3 StockHolding reserves the right to report unlawful activities to the appropriate law enforcement agencies, regulatory authorities or other competent authorities and to extend all necessary cooperation in any investigation or legal proceedings.

17.2 Unauthorized Access and Cyber Misuse

17.2.1 Any attempt to gain unauthorized access to StockHolding's Social Media Platforms, systems, networks, databases or electronic resources shall be treated as a serious violation of this Policy and Applicable Laws.

17.2.2 Without prejudice to any other legal remedies, StockHolding reserves the right to initiate appropriate civil, criminal or regulatory proceedings against any person who:

- a. hacks or attempts to hack any system;
- b. introduces viruses, malware, ransomware or malicious code;
- c. alters, destroys, deletes or tampers with electronic information;
- d. disrupts or interferes with the functioning of StockHolding's Social Media Platforms;
- e. commits identity theft or impersonation;
- f. unlawfully accesses customer or business information; or
- g. otherwise compromises the confidentiality, integrity or availability of StockHolding's information systems.

18. DISCLAIMER

18.1 General Disclaimer

18.1.1 All information, content, material, graphics, videos, links and communications available on StockHolding's Social Media Platforms are provided on an "**as is**" and "**as available**" basis, to the maximum extent permitted under Applicable Laws.

18.1.2 StockHolding does not make any express or implied representation or warranty regarding:

- a. accuracy;
- b. completeness;
- c. reliability;
- d. uninterrupted availability;
- e. security; or
- f. non-infringement

of any information or content published on its Social Media Platforms.

18.1.3 Users access and rely upon such information entirely at their own risk.

18.2 No Professional Advice

Nothing published on StockHolding's Social Media Platforms shall be construed as:

- legal advice;
- investment advice;
- financial advice;
- accounting advice;
- tax advice;
- professional advice; or
- any recommendation regarding any investment or financial product.
-

Users are advised to seek independent professional advice before acting upon any information obtained from StockHolding's Social Media Platforms.

19. LIMITATION OF LIABILITY

19.1 To the fullest extent permitted under Applicable Laws, StockHolding, its directors, officers, employees, representatives, affiliates, agents and service providers shall not be liable for any direct, indirect, incidental, consequential, special, exemplary or punitive loss, damage, cost, expense or liability arising out of or in connection with:

- a. access to or use of its Social Media Platforms;
- b. reliance upon information published on such platforms;
- c. interruption or unavailability of services;
- d. technical failures or system errors;
- e. third-party content;
- f. unauthorized access;
- g. identity theft;
- h. cyber fraud;
- i. malware or viruses;
- j. deletion or modification of content;
- k. user-generated content; or
- l. any action taken by a user based on information available on StockHolding's Social Media Platforms.

20. INDEMNITY

20.1 To the extent permitted by Applicable Laws, each user agrees to indemnify, defend and hold harmless StockHolding, its directors, officers, employees, affiliates, subsidiaries, agents and representatives from and against any claims, actions, proceedings, losses, liabilities, damages, penalties, costs and expenses (including reasonable legal fees) arising out of or relating to:

- a. violation of this Policy;
- b. violation of Applicable Laws;
- c. infringement of intellectual property rights;
- d. breach of confidentiality;
- e. misuse of StockHolding's Social Media Platforms;

- f. publication of unlawful or defamatory material; or
- g. any act or omission attributable to the user.

20.2 The indemnity contained herein shall survive the user's access to and use of StockHolding's Social Media Platforms.

21. MONITORING AND ENFORCEMENT

21.1 StockHolding reserves the right, without prior notice and at its sole discretion, to:

- a. monitor user activity;
- b. investigate suspected violations;
- c. remove or restrict content;
- d. suspend or terminate user access;
- e. report unlawful conduct to competent authorities; and
- f. initiate appropriate legal or regulatory proceedings.

21.2 Failure by StockHolding to exercise any right under this Policy shall not constitute a waiver of such right.

22. RESERVATION OF RIGHTS

22.1 StockHolding may, at its sole discretion and without assigning any reason, modify, suspend or discontinue any feature, service or functionality available on its Social Media Platforms.

22.2 StockHolding may amend, revise or update this Policy at any time. The revised Policy shall become effective from the date of its publication on StockHolding's official website or Social Media Platforms, unless otherwise specified.

22.3 Continued access to or use of StockHolding's Social Media Platforms after publication of any revised Policy shall constitute deemed acceptance of such revisions.

23. SEVERABILITY

If any provision of this Policy is held to be invalid, illegal or unenforceable by a court or other competent authority, such provision shall be severed to the extent necessary, and the remaining provisions of this Policy shall continue to remain in full force and effect.

24. GOVERNING LAW AND JURISDICTION

24.1 This Policy shall be governed by and construed in accordance with the laws of India.

24.2 Subject to Applicable Laws, the courts and tribunals at Mumbai shall have exclusive jurisdiction over any dispute arising out of or in connection with this Policy.

25. POLICY REVIEW

25.1 This Policy shall be reviewed by the Board at least once every year, or earlier if required due to:

- a. amendments to Applicable Laws;
- b. regulatory directions;
- c. changes in business operations;
- d. technological developments;
- e. cybersecurity considerations; or
- f. any other reason considered appropriate by StockHolding.

25.2 Interim amendments may be approved by the Managing Director & Chief Executive Officer or such authority as may be delegated by the Board and shall be placed before the Board at its next meeting for noting or ratification, as applicable.

26. GENERAL INFORMATION SECURITY ADVISORY

Users are advised to observe the following precautions while interacting with StockHolding through Social Media Platforms:

26.1 Impersonation

Do not rely upon communications received from fake or unauthorized accounts claiming to represent StockHolding. Users should verify the authenticity of official accounts through StockHolding's official website.

26.2 Financial Promotions

StockHolding does not provide investment recommendations, guaranteed return schemes, crypto currency investment opportunities or similar financial promotions through Social Media Platforms.

26.3 Customer Complaints

Complaints raised through Social Media Platforms shall not be treated as formal complaints. Users should use the prescribed grievance redressal mechanism available through StockHolding's official channels.

26.4 Official Communication

Only communications issued through StockHolding's official website, authorized email addresses, official publications or other designated channels shall constitute official communications of StockHolding.

26.5 Cyber Fraud

StockHolding shall never ask any customer through social media to disclose OTPs, passwords, PINs, CVVs, internet banking credentials or other confidential authentication details.

26.6 Remote Access Applications

StockHolding shall never ask customers to install remote access software such as Any Desk, TeamViewer, Quick Support or similar applications through Social Media Platforms.

26.7 Artificial Intelligence Content

Users should independently verify any AI-generated content, summaries, images or responses relating to StockHolding that may be circulating on social media. Users should rely only upon information published through StockHolding's official communication channels.

26.8 Intellectual Property

All trademarks, service marks, logos, trade names, copyrights and other intellectual property displayed on StockHolding's Social Media Platforms are the property of StockHolding or their respective owners. Unauthorized use, reproduction or distribution is strictly prohibited.

27. CONTACT INFORMATION

For customer support, grievance redressal or official communication, users are requested to contact StockHolding only through the communication channels published on its official website:

Website: www.stockholding.com

Users should not disclose confidential or account-specific information through any Social Media Platform.

28. EFFECTIVE DATE

This Policy shall come into force with effect from the date of its approval by the Board of Directors of Stock Holding Corporation of India Limited and shall remain in force until amended, modified or superseded.

29. APPROVAL

This Social Media Policy has been approved by the Board of Directors of Stock Holding Corporation of India Limited and shall be binding on all users interacting with StockHolding's official Social Media Platforms.