



CONSENT WITHDRAWAL POLICY

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eMudhra

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1. Introduction

eMudhra obtains Aadhaar Consent (as per Aadhaar Act) to perform Know-Your-Customer (KYC) requirements while availing / enrolling / performing a Digital Signature Certificate / eSign transaction, under the guidelines prescribed by Controller of Certifying Authorities.

As per the provisions of Aadhaar Act, the subscribers shall have the right to withdraw his or her consent at any time. The withdrawal of consent shall not affect the lawfulness of processing of KYC based on consent given, before its withdrawal.

This document aims to describe the policy for handling Consent Revocation. It describes method for withdrawing the consent by the “Customers” who had availed eMudhra product/service by providing such Aadhaar Consent.

2. Aadhaar Consent and its Revocation

Consent given by a customer to perform KYC based on Aadhaar may be revoked by the customer in accordance to the Aadhaar Act. However, for continuation of the eMudhra DSC / eSign Service, the customer should provide alternate means of KYC as prescribed by Identity Verification Guidelines of Controller of Certifying Authorities.

The revocation of Consent is limited to the KYC related information as indicated in the original consent, and does not relate to Digital / e-Signatures already made, any financial transaction / obligation between eMudhra and the Customer. Hence, the revocation of Aadhaar Consent shall not entitle the customer for a refund or waiver of a payable value from the customer or any other party involved, related to a eMudhra Product / Service. On providing such Consent Revocation Request, the Customer’s Aadhaar data shall be deleted by eMudhra in a verifiable manner and with an acknowledgement of the same to the Customer.

3. Procedure For Requesting the Consent Revocation

Withdrawal requests could be requested either of the below mentioned methods:

- Raise the request through the “Online form” on our website www.e-mudhra.com under the “Contact us” page.

Where a Customer visits our offices in the Cities where we operate, Office assistants shall assist such Customer to raise his/her request for Revocation of Aadhaar Consent through official channels mentioned above.

We are committed to providing the resolution within 30 days for all requests.

Request raising by the Customer:

While raising a request, each requestee should have the following information:

- a) Customer’s complete name
- b) Customer’s complete correspondence address
- c) Last 4 digits of Aadhaar
- d) Application ID / KYC Enrolment ID or any other service reference number

- e) Phone contact number
- f) e-mail address
- g) Confirmation to revoke consent.

Towards continuity of such product / service, customer may have to submit Alternate KYC Documents corresponding to eMudhra Product / Service, or complete necessary KYC process as prescribed under Identity verification Guidelines of Controller of Certifying Authorities.

Acknowledgement of Consent Revocation or any queries will be communicated via email ID / contact number, only.