



WhatsApp Pilot

WhatsApp Pilot Terms & Conditions John Deere Financial India Private Limited

John Deere Financial India Private Limited (“JDFIPL”) Terms and Conditions for Communication through WhatsApp Messenger

1. Terms & Conditions

- 1.1. JDFIPL will use WhatsApp Messenger (“WhatsApp Service”) as an additional channel to communicate with customers (“Customer” or “You”) from time to time for selected communications like service, marketing messages and will be free to expand or terminate the scope of communications from time to time.
- 1.2. You agree to avoid sharing personal identification/account related sensitive personal information such as account number, password, PIN, OTP, etc. here on WhatsApp Service.
- 1.3. You must opt-in to the WhatsApp Service by subscribing to the Service. You may subscribe directly by sending the WhatsApp message “Hi” to 8956137764, or confirming your subscription by responding to a message from JDFIPL.
- 1.4. Subscribing to the WhatsApp Service will be deemed as Your consent to receive communication from JDFIPL on WhatsApp.
- 1.5. Your subscription will apply to all accounts which have the same mobile number registered with JDFIPL.
- 1.6. Customers can unsubscribe to the WhatsApp Service by clicking on the quick reply button (Stop notification) in the menu which can be used by the customer at any point in time. When You unsubscribe, You will no longer receive WhatsApp notifications for any JDFIPL accounts which have the same registered mobile number.
- 1.7. If You change Your mobile number, You are responsible for updating Your JDFIPL account information with the new mobile number. JDFIPL will continue to send messages/alerts to the subscribed number until it is unsubscribed. It is Your responsibility to install WhatsApp on the mobile phone/ device on which the registered mobile number is being used, in order to correctly receive WhatsApp messages being sent from JDFIPL.
- 1.8. Upon subscribing to WhatsApp Service, You agree that JDFIPL will share Your registered mobile number and name as available in JDFIPL official records with WhatsApp Service.
- 1.9. Your use of WhatsApp and the Facebook family of companies will be governed by Your direct agreements with WhatsApp and the Facebook family of companies. It is Your responsibility to comply with them and to check regularly for any updates to their terms and conditions, policies, services statements, business rules, announcement guidelines, etc. You must decide if You continue to find them acceptable.

- 1.10. WhatsApp and the Facebook family of companies may use the information You provide them to help operate, provide, improve, understand, customize, support, and market their business products, services and their offerings under these terms and conditions.
- 1.11. JDFIPL is not responsible for any leaks or usage of information by WhatsApp and the Facebook family of companies, or for any errors, omissions, or reasons outside our control.
- 1.12. You agree to use the WhatsApp Service for the purposes described and according to these terms and conditions.
- 1.13. You agree not to send us or WhatsApp any offensive, prohibited, defamatory, fraudulent, or other unlawful information.
- 1.14. If You receive a message from us by mistake, immediately delete the message and all copies of it and notify us immediately by replying to us. Do not copy, forward, disclose, or use any part of the message.
- 1.15. JDFIPL cannot guarantee that the WhatsApp Service is timely, accurate, secure, error, or virus-free.
- 1.16. Customer shall ensure appropriate network connection on the device/ mobile phone on which the WhatsApp Service is used. JDFIPL shall not be held responsible for any delay or non-receipt of the responses from JDFIPL due to non-compatibility of the device used, internet usage plans, insufficient network connection from service provider or any other reason whatsoever.
- 1.17. You are not obligated to use the WhatsApp Service for communications from JDFIPL. By using the WhatsApp Service, You agree to be bound by the terms & conditions contained herein. Without taking any further act, You shall be deemed to have read, understood, and unconditionally accepted the terms & conditions herein.
- 1.18. JDFIPL may suspend or terminate the WhatsApp Service as a means of communication with us. We may also change the scope and features at any time. Where possible, we will give You advance notice of material changes, or our plans to suspend or terminate a third-party communication channel.
- 1.19. These Terms and Conditions shall be governed by applicable laws of India, and Courts in Pune alone shall have exclusive jurisdiction as regards any claims or matters arising out of dealings with us through this facility.

Privacy notice

2. Privacy Notice—These Terms & Conditions need to be read in conjunction with the [John Deere Group Privacy Statement](#).

Safety Tips

3. Safety Tips—You should only download WhatsApp from the official app stores, and You should keep Your apps and software updated to the latest version. You may also visit the WhatsApp and Facebook families for security and online safety tips.