

PRIVACY POLICY

(PROFITERA PRIVATE LIMITED – MOA & India-Aligned)

1. Introduction

PROFITERA PRIVATE LIMITED (“Company”, “we”, “us”, “our”) respects the privacy of its users, customers, and website visitors and is committed to responsible data handling practices.

This Privacy Policy describes how the Company collects, uses, processes, stores, shares, and protects personal and non-personal information when users access or use the Company’s website, applications, platform services, or related digital infrastructure.

By using the platform, the user acknowledges and agrees to the practices described in this Privacy Policy.

2. Information We Collect

a) Personal Information

The Company may collect personal information when a user:

- Registers an account
- Subscribes to or uses platform services
- Submits forms, applications, or requests
- Completes identity verification, KYC, or compliance procedures
- Communicates with customer support or the Company

Personal information may include, without limitation:

- Name
- Email address
- Phone number
- Residential or business address
- Account, transaction, or platform-related details
- KYC, identity, or verification documents where legally required

b) Non-Personal Information

The Company may also collect non-identifiable or technical information, including:

- Device type and identifiers
- Browser type and operating system
- Usage patterns and interaction data
- Aggregated analytics and performance metrics

Such information does not directly identify individual users and is used solely for operational, analytical, and improvement purposes.

3. Use of Information

Information collected by the Company may be used for:

- Account creation, management, and administration
- Identity verification, KYC, and legal compliance
- Provision and operation of platform services
- Customer support and communication
- Security, fraud detection, prevention, and risk management
- Improving platform functionality, performance, and user experience

The Company does **not sell, rent, or trade** personal information to third parties.

4. Data Sharing & Disclosure

The Company may disclose information only where necessary:

- To authorised service providers or vendors assisting in platform operations, under contractual confidentiality obligations
- To comply with applicable laws, regulations, court orders, or lawful requests by governmental or regulatory authorities
- To protect the rights, safety, security, or integrity of the Company, its users, or the platform

All disclosures are made in accordance with applicable Indian laws and this Privacy Policy.

5. Cookies & Tracking Technologies

The Company uses limited, functionality-based cookies and similar technologies to support essential platform operations.

Cookies used by the Company:

- Do not store sensitive personal information
- Do not track users across third-party websites
- Are used solely for internal functionality, performance, and analytics

Further details, where applicable, are provided in the Company's Cookie Policy.

6. Data Security

The Company implements reasonable administrative, technical, and organisational safeguards to protect personal information against unauthorised access, loss, misuse, alteration, or disclosure.

Data transmitted between users and the platform is protected using secure communication protocols such as **TLS/HTTPS**.

While reasonable measures are taken, users acknowledge that **no method of electronic transmission or storage can be guaranteed to be completely secure**.

7. Data Ownership & User Rights

Users retain ownership of their personal data. Subject to applicable laws, including the Digital Personal Data Protection Act, 2023 (India), users may:

- Request access to their personal information
- Request correction or updating of inaccurate data
- Request deletion of personal data, where legally permissible
- Opt out of non-essential communications

Requests may be submitted by contacting the Company through the details provided below. Such requests shall be processed in accordance with applicable legal and compliance requirements.

8. Data Retention

Personal information is retained only for as long as necessary to:

- Fulfil legitimate business purposes
- Meet contractual, legal, regulatory, or compliance obligations
- Resolve disputes or enforce agreements

Thereafter, data may be securely deleted, anonymised, or archived in accordance with applicable law.

9. Third-Party Links

The platform may contain links to third-party websites or services.

The Company is **not responsible** for the privacy practices, content, or security of such external websites, and users access them at their own risk.

10. Updates to This Policy

PROFITERA PRIVATE LIMITED reserves the right to amend or update this Privacy Policy at any time.

Changes shall be effective immediately upon publication on the official platform. Continued use of the platform constitutes acceptance of the updated policy.

11. Governing Law & Jurisdiction

This Privacy Policy shall be governed by and construed in accordance with the laws of India. All disputes shall be subject to the **exclusive jurisdiction of competent courts in India**.

Contact (Privacy & Data Requests Only)

 support@profitera.net