

# Data Protection Policy



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## 1. Introduction

The purpose of this document is to provide a concise policy statement regarding the Data Protection obligations of Cybage Software Pvt. Ltd and its affiliates and Subsidiaries (herein being referred as “Cybage”). This includes obligations in dealing with personal information, that we collect and process depending on your association with Cybage and nature of processing activity in compliance to applicable data privacy regulations and to ensure that Cybage complies with the requirements of the relevant and applicable Data Protection Laws. This policy applies to all Cybage’s personal information processing functions, including those performed on customers’, clients’, employees’, suppliers’ and partners’ personal information, and any other personal information the organization processes from any source.

Partners and any third parties working with or for Cybage, and who have or may have access to personal information, will be expected to have read, understood and to comply with this policy. No third party may access personal information held by Cybage without having first entered into a confidentiality agreement which imposes on the third-party obligations no less onerous than those to which Cybage is committed, and which gives Cybage the right to audit compliance with the Agreement.

## 2. Personal Information –

For the purposes of this privacy statement, 'Personal Information' is any data which relates to an individual who may be identified from that data, or from a combination of a set of data, and other information which is in possession of Cybage. We may collect and process the “Personal Information” through the following sources -

### a) Through our website, and

In general, you may browse our website without providing any Personal Information about yourself. However, we collect certain information such as:

- Personal Information that you provide via our website, including information you provide through forms on this Site e.g. name, email address, Phone number, Relationship with Cybage, and any other information that you leave in the comment/message box.

## **b) Sources other than our Website**

In addition to any “Personal Information” that we may collect through our websites, we may also process certain “Personally identifiable information” from our clients, where we provide services to them pursuant to a contract, or from our employees and their dependents to fulfill the relevant compliance requirement as per the laws of the land.

## **3. Use of your “Personal Information”**

We use your personal Information for the following purposes -

- To maintain and analyze the internal records of our employees.
- To comply with the employee/statutory labor laws related compliances.
- To offer employment benefits.
- To provide better usability, troubleshooting and Site maintenance;
- To understand which parts of this Site are visited and how frequently;
- To provide access to desirable content based on your preferences;
- To provide information and services as requested by you;
- To assess queries, requirements, and process requests for products and services;
- To perform client communication, service, billing and administration;
- To conduct data analysis;
- To maintain leads;
- To run marketing or promotional campaigns;
- To create brand awareness;
- To provide better services and generate demand;
- To market products and services based on legitimate business interest under the applicable law; and
- To conduct processing necessary to fulfil contractual obligations for our clients.

## **4. Legal basis of the processing**

We process your Personal Information pursuant to your Consent, when it is in connection with marketing, sales, promotion, employee’s internal record keeping, complying with the statutory compliance requirements as per the law of the land, and the services which we provide, or which are procured using our services and to improve and enhance the range of those services and offerings.

We share your Personal Information within

- Cybage or with any of its subsidiaries;

- Business partners;
- Service vendors;
- Authorized third-party agents; or
- Contractors.

## **5. Your rights under DPP (Data Subject's rights)**

Data subjects have the following rights regarding data processing, and the data that is recorded about them:

- To make subject access requests regarding the nature of information held and to whom it has been disclosed.
- To prevent processing likely to cause damage or distress.
- To prevent processing for purposes of direct marketing.
- To be informed about the mechanics of automated decision-taking process that will significantly affect them.
- To not have significant decisions that will affect them taken solely by automated process.
- To sue for compensation if they suffer damage by any contravention of the applicable privacy laws.
- To take action to rectify, block, erased, including the right to be forgotten, or destroy inaccurate data.
- To request the supervisory authority to assess whether any provision of the applicable privacy laws have been contravened.
- To have Personal Information provided to them in a structured, commonly used, and machine-readable format, and the right to have that data transmitted to another controller.
- To object to any automated profiling that is occurring without consent.
- To complain to Cybage related to the processing of their personal Information, the handling of a request from a data subject and appeals from a data subject on how complaints have been handled in line with the Complaints Procedure maintained with Cybage.
- To exercise the above rights regarding your Personal Information, you may contact

dpo@cybage.com.

## 6. Security of Data

- All Employees/Staff of Cybage are responsible for ensuring that any personal data that Cybage holds and for which they are responsible, is kept securely and is not under any conditions disclosed to any third party unless such third party has been specifically authorized by Cybage to receive that information and has entered into a Confidentiality / Data Protection agreement.
- All personal data should be accessible only to those who need to use it, and access may only be granted in line with the Access Control Policy. All personal data should be treated with the highest security and must be protected using measures commensurate with the threat. Such measures include but are not limited to encryption, access controls, locked drawers or filing cabinets.
- Care must be taken to ensure that PC screens and terminals are not visible except to authorized Employees/Staff of Cybage. All Employees/Staff are required to enter into Confidentiality / Non – disclosure Agreement and an acceptable use policy before they are given access to personal information of any sort, which details rules on screen time-outs.
- Manual records may not be left where they can be accessed by unauthorized personnel and may not be removed from business premises without explicit written authorization.
- Personal data may only be deleted or disposed of in line with the Retention of Records Procedure. Manual records that have reached their retention date are to be shredded and disposed of as ‘confidential waste’.

## 7. Disclosure of Personal Information (“PI”)

- Cybage must ensure that personal data is not disclosed to unauthorized third parties which includes family members, friends, government bodies, and in certain circumstances, the Police. All Employees/Staff should exercise caution when asked to disclose personal data held on another individual to a third party. It is important to bear in mind whether disclosure of the information is relevant to, and necessary for, the conduct of Cybage’s business.
- All requests to provide data for one of these reasons must be supported by appropriate paperwork and all such disclosures must be specifically authorized by the Data Protection Officer and/or where appropriate Cybage’s clients.

## 8. Retention and disposal of Personal Information

- Cybage shall not keep personal data in a form that permits identification of data subjects for longer a period than is necessary, in relation to the purpose(s) for which the data was originally collected.
- Cybage may store data for longer periods if the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes, subject to the implementation of appropriate technical and organizational measures to safeguard the rights and freedoms of the data subject.
- Cybage’s data retention and data disposal policy and procedures will apply in all cases.
- Personal data must be disposed of securely, thereby protecting the “rights and freedoms” of data subjects. Any disposal of data will be done in accordance with the secure disposal procedure.

## 9. Transfer of Personal Information

Cybage does not sell your personal information to any third party.

In general, Cybage is the data Controller processing your Personal Information, is domiciled in Pune, India. The following applies only where the data controller processing your Personal Information is domiciled in the European Economic Area (“EEA”):

We may transfer Personal Information to countries outside the EEA to third parties, including to countries which have different data protection standards to those which apply in the EEA. Where service providers process your Personal Information in countries deemed adequate by the European Commission, we rely on the European Commission’s decision to protect your Personal Information.

For transfers to Cybage affiliates & subsidiaries and service providers outside the EEA, we use standard contractual clauses or rely on controller-processor contracts entered in to with the service providers.

## 10. Updates to the Data Protection Policy

Cybage may change/update the data privacy practices and accordingly may modify this Data Protection Policy as and when the need arises, and the same will be made available on the website.