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Privacy Notice for Client/Customer Portal

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1. Introduction

At **ZF CVCS India Limited** ("we," "our," "us"), we are committed to protecting and respecting your privacy. This Privacy Notice explains how we collect, use, store, and protect your personal data, including your **name, location, address, and email address**, in compliance with the **Digital Personal Data Protection Act, 2023 (DPDPA, 2023)**.

By using our Client/Customer Portal, you agree to the collection and processing of your personal data as described in this Privacy Notice. Please read this document carefully to understand how we handle your personal data.

2. What Personal Data Do We Collect?

We collect the following personal data from you through the Client/Customer Portal:

- **Name:** Your full name for identification purposes.
- **Location (City), Address and Email Address:** To communicate with you about services, updates, notifications, and any other important information.

This data is collected directly from you when you register, log in, or interact with our Client/Customer Portal.

3. Purpose of Data Collection

We collect your personal data for the following purposes:

- **Communication:** To send you emails, updates, notifications, and responses to any queries or requests made through the portal.
- **Account Management:** To create and manage your user account on the portal, including login credentials and user preferences.

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- **Service Updates:** To inform you about new features, changes, or any important notices related to our services.
- **Security and Access Control:** To ensure secure access to the portal and protect against unauthorized use.
- **Legal Compliance:** To meet our legal obligations, resolve disputes, and enforce our agreements.

4. How Do We Collect Your Data?

We collect your personal data through the following means:

- **Direct Interaction:** When you register on the Client/Customer Portal, provide us with your name and location, address and email address, or communicate with us through any forms or features on the portal.
- **Automated Technologies:** We may also collect certain technical data automatically when you use the portal, such as IP addresses, browser types, and device information, which are necessary for improving the portal's functionality and security. However, we will not use this information to identify you personally.

5. Data Retention

We retain your personal data for a period of business requirement/when the business is terminated/suspended further, your data will be deleted to fulfill the purposes outlined in this Privacy Notice or as required by applicable laws. Once your personal data is no longer needed, we will securely delete or anonymize it in compliance with the DPDPA, 2023.

6. Sharing of Your Data

We do not share your personal data (name, location (City), address and email address) with third parties, except in the following situations:

- **Service Providers:** We may share your data with trusted third-party vendors who assist us in operating the Client/Customer Portal or providing related services, such as email communication services. These third parties are contractually obligated to protect your personal data.
- **Legal Requirements:** If required by law, regulation, or a court order, we may disclose your personal data to comply with legal obligations, protect our rights, or prevent fraud.

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- **Business Transfers:** In the event of a business merger, acquisition, or sale, your personal data may be transferred to the new entity, but we will notify you of any such transfer.

We will not sell, rent, or lease your personal data to any third parties.

7. Your Rights Under the DPDPA, 2023

Under the **Digital Personal Data Protection Act, 2023**, you have the following rights regarding your personal data:

- **Right to Access**
- **Right to Correction and erasure**
- **Right to Deletion**
- **Right to Withdraw Consent**
- **Right to Grievance Redressal/file a complaint**
- **Right to Nominate**

To exercise any of these rights, please contact us at the details provided in the **Contact Us** section below.

8. Data Security

We implement appropriate technical and organizational measures to safeguard your personal data from unauthorized access, alteration, or disclosure. We use secure protocols for data transmission (such as HTTPS) and secure storage mechanisms. However, please be aware that no method of data transmission over the internet is 100% secure, and we cannot guarantee absolute security.

9. International Data Transfers

Since this is an **on-premises application**, all personal data is stored and processed within India. We do not transfer your personal data to other countries unless explicitly required by law or in case of business transfers.

10. Cookies and Tracking Technologies

Our Client/Customer Portal use Cookies/Sessions which are mandatory to run the application, without this cookies/session's application can't be run and mainly this

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cookies/session id won't collect any personal data. If you want to know more about this cookies/session id, please reach out to administrator.

11. Children's Privacy

Our Client/Customer Portal is intended for users who are 18 years of age or older. We do not knowingly collect personal data from children under the age of 18. If we become aware that we have collected personal data from a child, we will take steps to delete such data.

12. Changes to This Privacy Notice

We may update this Privacy Notice from time to time to reflect changes in our practices, services, or legal obligations. If significant changes occur, we will notify you by providing a prominent notice on the portal. The updated version of the Privacy Notice will be posted on this page with an updated effective date.

13. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Notice or how we process your personal data, please contact us at: Privacy@zf.com