

Privacy Policy

Effective Date: [01/01/2024]

Last Updated: [01/01/2025]

Revised Date: [25/02/2025]-Adding US entity

Vserv Infosystems Pvt Ltd & Vserv Infosystems Inc values privacy and is committed to safeguarding any personal data. This Privacy Policy explains how we collect, use, disclose, and protect any information when we use our **IT services, software solutions, cloud computing, cybersecurity, and managed IT services**.

By accessing our services, we consent to the collection, processing, and use of any information as outlined in this policy, in accordance with **Indian data protection laws**, including the **Digital Personal Data Protection Act, 2023 (DPDPA)** and the **Information Technology (IT) Act, 2000**.

1. Information We Collect

We collect the following types of information based on any interactions with our services:

1.1 Personal Information (Personally Identifiable Information – PII)

- Name, email address, phone number, and designation.
- Company name, business address, and GST details (if applicable).
- User account credentials (for service authentication and access).

1.2 Technical & Device Information

- IP address, browser type, operating system, and device identifiers.
- Website activity, access logs, and error reports.
- Cookies, tracking technologies, and analytics data.

1.3 Service-Related Information

- Data provided for IT services such as cloud computing, cybersecurity, or software development.
- Application logs, system configurations, and performance metrics.
- Communication logs (emails, chats, service tickets, and support requests).

1.4 Financial & Transaction Data

- Billing details, payment history, and invoices.
- Banking or UPI details (only for authorized transactions).

1.5 Employment & HR Data (For employees & job applicants)

- Resume, educational background, and employment history.
- Payroll and tax details (if applicable).
- Biometric data (if collected for authentication purposes).

2. How We Use Information

We process data to provide secure and efficient IT services:

- ✓ **To Deliver IT Services** – Software development, cloud computing, cybersecurity, network security, and IT consulting.
- ✓ **To Manage User Accounts** – Registering, authenticating, and managing user access to our services.
- ✓ **To Improve Our Services** – Monitoring system performance, debugging, and service optimization.
- ✓ **For Compliance & Security** – Preventing fraud, unauthorized access, and cyber threats.
- ✓ **For Customer Support** – Responding to service requests, complaints, and technical support queries.
- ✓ **For Marketing & Communication** – Sending service updates, newsletters, and promotional offers (with consent).
- ✓ **For Legal & Regulatory Compliance** – Adhering to the IT Act, 2000, and DPDPA, 2023.

We **DO NOT** sell or rent any personal data to third parties.

3. Data Sharing & Third-Party Disclosure

We may share data with:

3.1 Third-Party Service Providers

We engage **trusted third-party vendors** for:

- Cloud hosting and data storage (**AWS, Microsoft Azure, Google Cloud**).
- Payment processing and financial transactions.
- Customer relationship management (**CRM tools, Helpdesk software**).

All third-party services comply with **Indian and international data protection laws**.

3.2 Legal & Regulatory Authorities

We may disclose any data:


- To comply with **government regulations, court orders, or law enforcement requests.**
- To protect against **fraud, cyber threats, or security breaches.**


3.3 Business Transfers


If our company undergoes a **merger, acquisition, or restructuring**, user data may be transferred to the new entity under the same privacy commitments.


4. Data Protection & Security Measures

We employ industry-standard security practices to protect any data:

 **Data Encryption** – We use **AES-256 encryption** for data storage and **SSL/TLS** encryption for data transmission.




 **Access Control** – Role-based access management (RBAC) with **Multi-Factor Authentication (MFA)**.

 **Regular Security Audits** – Periodic penetration testing and security assessments.

 **Data Loss Prevention (DLP)** – Prevents unauthorized access, leaks, or misuse of data.

5. Data Retention Policy

We retain personal data **only as long as necessary** for:

-  Providing services and fulfilling contracts.
-  Legal and regulatory compliance (taxation, audits, etc.).
-  Resolving disputes and enforcing agreements.

After the retention period, data is **securely deleted or anonymized** per **DPDPA, 2023** guidelines.

6. Rights Under DPDPA, 2023

Under the **Digital Personal Data Protection Act, 2023**, we have the right to:

- ✓ **Access & Review Data** – Request a copy of the personal information we hold.
- ✓ **Correct Inaccurate Data** – Update any details if incorrect or incomplete.
- ✓ **Withdraw Consent** – Revoke consent for marketing communications or data

processing.

✓ **Request Data Deletion** – Ask for data removal (except when legally required to retain).

✓ **File Complaints** – Contact the **Data Protection Board of India** if you believe your data rights are violated.

To exercise these rights, email [contactus@vservit.com].

7. Cookies & Tracking Technologies

We use **cookies, web beacons, and analytics tools** to:

- 🍪 Improve website performance and functionality.
- 🍪 Analyse user behaviour and preferences.
- 🍪 Deliver personalized experiences.

We can **manage cookie preferences** via your browser settings.

8. International Data Transfers

If we transfer any data outside **India**, we ensure:

- ✓ Compliance with **DPDPA, 2023**, and global privacy standards.
- ✓ **Standard Contractual Clauses (SCCs)** for cross-border data transfers.
- ✓ Encryption and security safeguards for all international transfers.

9. Children's Privacy

Our services are **not intended for individuals under 18 years of age**. We do not knowingly collect data from minors.

10. Updates to This Privacy Policy

We may update this policy periodically. Any changes will be:

- 📌 **Published on our website.**
- 📌 **Communicated via email (if required by law).**

11. Contact Us

For privacy-related inquiries, reach us at:

✉ **Email:** [contactus@vservit.com & legal@vservit.com]

📍 **Company Address:** [The Correnthum , Tower A , 268 , Sec-62 Noida]

📞 **Phone:** [+91-0120-4204864]