

Privacy Policy

Sujog (System) comprises of a web-based Portal (Portal) and a Mobile App (App) for Authorized Officials of the Municipalities and Citizens of Odisha. The System aims to provide enhanced quality of urban services to citizens through online / single window service delivery channel and ensure accessible, convenient, transparent and timely delivery of services. When you use Sujog (Portal or App), some personal information is collected from and about you. We are committed to protecting the security of this information and safeguarding your privacy. This privacy policy sets out the details of the personal information collected, the manner in which it collected, by whom as well as the purposes for which it is used. At registration you accepted the terms of this Privacy Policy and your use of the Portal or App signifies your continued acceptance thereof. This Privacy Policy may be revised from time to time and you will be notified of all such changes. In order to use the Portal or App, you will be required to consent to the terms of the Privacy Policy as revised from time to time.

INFORMATION COLLECTED AND MANNER OF COLLECTION

When you as a citizen register on the Portal or App, the following information is collected from you and stored securely on a server operated and managed by the _____ (Server) – (i) name; (ii) phone number; (iii) address; (iv) location; and _____. This information will be stored on the Server and a **unique digital id (DiD)** will be pushed to your App. The **DiD** will thereafter be used to identify you in all subsequent Portal or App related transactions. No personal information other than those mentioned above will be collected from you by the Portal or App.

Registration of Authorized officials of Municipalities on the Portal or App will be completed centrally by **Housing and Urban Development Department, Odisha**. This registration shall be based on the following information which shall be submitted by you to **Housing and Urban Development Department, Odisha** through the Head of concerned Municipality and stored securely on a server operated and managed by **Housing and Urban Development Department, Odisha** (Server) – (i) name; (ii) designation; (iii) phone number; (iv) official email. Login credentials shall be shared with you by **Housing and Urban Development Department, Odisha** through the Head of concerned Municipality

Information regarding Passwords that are generated subsequently on the Portal / Staff App utilizing the Forgot Password functionality shall be stored securely on the Server and not be available to any type of user of the System.

In case of the Portal, following additional details will also be collected by the System – (i) The Internet domain of your service provider (e.g. mtnl.net.in) and IP address (an IP address is a number that is automatically assigned to your computer whenever you are surfing the web) from which you access our website; (ii) The type of browser (such as Firefox, Netscape, or Internet Explorer) and operating system (Windows, Linux) used to access our site; (iii) The date and time you accessed our site; (iv) The pages / URLs you have visited; (v) If you reached this website from another website, the address of that referring website.

This information is only used by **Housing and Urban Development Department, Odisha** to help make the site more useful for you. With this data, **Housing and Urban Development Department, Odisha** intends to learn about the frequency of visit by users to the System and the types of technology utilized by users **Housing and Urban Development Department, Odisha** never tracks or records information about visits by individual users.

Access to information within the System including the Portal, Citizen App and Staff App is controlled strictly through role-based access control and unauthorized access to information is restricted by the System.

USE OF INFORMATION

The personal information collected from you under Clause 1 above, will be stored on the Server and only be used by the **Housing and Urban Development Department, Odisha** and Municipalities under its jurisdiction in anonymized, aggregated datasets for the purpose _____ and for decision-making with respect to citizen service deliveries handled by the Portal and App.

Your **unique digital id (DiD)** will only be co-related with your personal information in order to – (i) enable Authorized Officials of the Municipality to reach out to you in case _____

The photo/picture-based information submitted under Clause 1 (e) shall be utilized by – (i) Authorized Officials of the Municipality and the Sujog system for _____

The information collected under Clause 1 will not be used for any purpose other than those mentioned in this Clause.

RETENTION

All personal information collected from you under Clause 1 will be retained for as long as your account remains in existence.

RIGHTS

As a registered user, you have the right to access your profile at any time to add, remove or modify any Registration Information that you have supplied.

If you no longer wish to use the App, you are free to delete the App. Please note that deleting the app will delete all the information stored on your phone but will not delete any information stored on the Server. If you wish to delete the information about you that is stored on the Server, you will have to cancel your registration first. Once you confirm that you want to cancel the registration, all the information provided by you under Clause 1 will be deleted immediately.

DATA SECURITY

The App is equipped with standard security features to protect the confidentiality and security of your information. Data is encrypted in transit as well as at rest. Personal information provided at the time of registration is encrypted before being uploaded to the cloud where it is stored in a secure encrypted Server. Personal information that is stored in the Apps of other registered users that you come in contact with is securely encrypted and are incapable of being accessed by such user.

DISCLOSURES AND TRANSFER

Save as otherwise set out in Clause 2 above with respect to information provided to for Authorized Officials of the Municipalities of Odisha, no personal information collected by the Portal and App will be disclosed or transferred to any third party.

GRIEVANCES

If you have any concerns or questions in relation to this Privacy Policy, you may address them to the Grievance Officer whose details are as follows: _____ **Housing and Urban Development Department, Odisha at _____**