

OceanTechZone – Privacy Policy

Effective Date: 18th August 2025

Last Updated: 18th August 2025

This Privacy Policy sets out the terms of collection, use, storage, and disclosure of information (including personal information) by **OceanTechZone** ("we," "our," "us"). It applies whenever you interact with OceanTechZone, including when you:

- Visit our website (the “Site”)
- Purchase or use our Bulk SMS, WhatsApp, voice, or digital communication services (the “Services”)
- Communicate with our sales, billing, or support teams

By accessing or using our Site or Services, you agree to this Privacy Policy.

1. Information We Collect

We may collect and process the following types of information:

1.1 Personal Information

Information you voluntarily provide during registration, enquiry, or service activation, including:

- Name, company name, date of birth, gender
- Email address, phone number, postal address, zip, country
- Payment & billing details
- Login credentials (if applicable)

1.2 Mobile User Information

As part of Bulk SMS and messaging services, we may receive:

- End-user mobile numbers
- Message content (provided by clients)
- Geographic location (if shared by client or carrier)
- PINs, DLT headers, or opt-in records

 OceanTechZone does **not create or control message content**. Clients are solely responsible for obtaining necessary **opt-ins/consents** before sending messages.

1.3 Website & Technical Information

When you visit our Site, we may automatically collect:

- IP address, browser type, operating system, device details
- Site navigation, referral source, timestamps
- Non-identifiable analytics data for performance improvements

1.4 Additional Information

You may provide additional information while availing Services. Such data may be used for:

- Service optimization
 - Usage analysis
 - Troubleshooting and performance improvements
-

2. How We Use the Information

We use collected data to:

- Deliver and maintain our Bulk SMS, WhatsApp, and voice services
- Ensure regulatory compliance with **TRAI, DoT, DLT, and data protection laws**
- Communicate with you about billing, account updates, promotions, and support
- Personalize recommendations and improve services
- Detect and prevent fraud, abuse, or unauthorized access
- Conduct internal audits, testing, and troubleshooting

We may also use your personal information for **advertising and marketing purposes**, unless you opt out.

3. Cookies & Tracking Technologies

- **Cookies:** We use session and persistent cookies to remember preferences, analyze site traffic, and improve user experience.
- **Clear GIFs/Web Beacons:** Used for campaign tracking, analytics, and service enhancements.
- **Your Choice:** You may disable cookies in your browser, but some Site features may not work properly.

For more details, visit www.allaboutcookies.org.

4. Sharing of Information


We will not share your Personal Information with third parties except in the following cases:

1. **Group Entities:** With subsidiaries, affiliates, or partners, who are bound by this Privacy Policy.
 2. **Service Providers:** With trusted vendors (e.g., telecom operators, payment processors, hosting providers) who help deliver our services.
 3. **Legal Requirements:** If required by law, regulation, court order, or government authority.
 4. **Business Transactions:** If OceanTechZone merges, transfers, or sells assets, your data may be shared with the acquiring entity.
 5. **Marketing & Communication:** With affiliates or partners for marketing purposes, unless you opt out.
-

5. Data Security

We employ strict technical, physical, and organizational safeguards, including:

- Encrypted data transmission (SSL/TLS)
- Secure servers with restricted access
- Regular compliance audits

 However, internet transmissions are not 100% secure. We cannot guarantee absolute security against unauthorized access.

6. Your Rights & Choices

- **Opt-Out:** You may unsubscribe from promotional communications at any time.
 - **Opt-In:** By registering, you consent to receiving notifications, updates, and promotional content via SMS, WhatsApp, or email.
 - **Data Access & Correction:** You may request access to, correction of, or deletion of your personal data (subject to regulatory retention requirements).
 - **Withdrawal of Consent:** You may withdraw consent anytime, but certain services may require specific data to function.
-

7. Data Retention

- Customer & end-user data is retained only as long as required for service delivery or legal compliance.
 - DLT records, TRAI-mandated logs, and transactional records are stored as per government regulations.
 - Once retention periods expire, data is securely deleted or anonymized.
-

8. International Data Transfers

Your information may be transferred and stored on servers outside your country, including within OceanTechZone group entities worldwide. By using our services, you consent to such transfers in accordance with this Privacy Policy.

9. Business Continuity & Transfer of Information

If OceanTechZone undergoes a merger, acquisition, or asset sale, customer data (including Personal Information) may be transferred to the new entity. You will be notified in such cases.

10. Changes to this Privacy Policy

This Privacy Policy may be updated from time to time due to:

- Legal or regulatory changes (TRAI, DPDP Act 2023, GDPR)
- Service enhancements
- Business restructuring

We encourage you to review this page regularly. Updates will carry a revised “Last Updated” date.


11. Governing Law

This Privacy Policy shall be governed by the laws of **India**. Disputes shall fall under the exclusive jurisdiction of courts in **New Delhi, India**.


12. Contact Us

For questions, concerns, or complaints regarding this Privacy Policy, contact us at:

OceanTechZone

 Email: enquiry@oceantechzone.com

 Phone: [Insert Company Support Number]

 Address: [Insert Registered Office Address]