



Privacy policy

Updated on 04th June 2021

Purpose

Cloud Counselage Pvt. Ltd. ("Cloud Counselage," "we," or "us") is committed to protecting your privacy, we take data protection and privacy very seriously. This Privacy Policy ("Policy") describes how Cloud Counselage collects, uses, shares and secures the personal information you provide when you visit the Websites and Platforms owned and operated by Cloud Counselage (listed below), and when you use our Service(s). It also describes your choices regarding use, access and correction of your personal information. The use of information collected through our Service(s) shall be limited to the purpose of providing the service for which you have engaged Cloud Counselage. The capitalized terms used in this Policy but not defined herein shall have the same meaning as defined in our Terms of Service at ("Terms").

Cloud Counselage Website and Platforms

- Website:
 - CloudCounselage.com
 - Youngentrepreneurs.co.in
- Platforms
 - Cloudcounselage.co.in
 - Cloudcounselage.uk
 - ccat.in
 - ccgit.in
 - Jobcloud.co.in
 - cloudcounselage24.bitrix24.com

Please read this Privacy Policy carefully, as it governs how you use Cloud Counselage or its affiliate products. If you do not agree to this Privacy Policy, please do not use Cloud Counselage.

Notice to End Users

In some cases an administrator may create an account in Cloud Counselage on the



behalf of a "End-User" and may provide their information, including Personal Information. In such cases the administrator who may be your Employer or a Cloud Counselage Authorised Training Partner (ATP) is our "Customer." We collect Information under the direction of our customers and have no direct relationship with the End-User whose personal data we process.

A End-user's use of the Cloud Counselage platform may be subject to the Customer's policies, if any.

Our Customer must have the authority to act on behalf of the End-User and to consent to the collection and use of their Personal Information as described in this Privacy Policy.

If you are an End-user using our platform, please direct your privacy inquiries to your administrator. Cloud Counselage is not responsible for the privacy or security practices of our customers, which may differ from those set forth in this privacy statement.

We also use third-party applications to deliver to facilitate and deliver our services and the end users are subject to the third-party application privacy policy.

International Transfer

Personal data collected by Cloud Counselage may be stored and processed in your region, and in any other country where Cloud Counselage or its affiliates, data sub-processors operate facilities. To facilitate Cloud Counselage global operations, we may transfer and access such information from around the world, including from other countries in which the Company has operations. This Privacy Statement shall apply even if Cloud Counselage transfers Data to other countries.

The data we hold may also be processed by employees operating in other countries. Such staff may be engaged in, among other things, product development and customer and technical support. The data protection and other laws of those countries might not be as comprehensive as those in your country. By submitting your data and/or using Our Services, You consent to the transfer, storing, and processing of Your data in these countries.

Use of your Personal Information and Other Data

Cloud Counselage uses this Privacy Policy to govern the use of personal information you provide to us. We use your personal information solely to provide our services to



you. We also use your Personal Identifiable Information (PII) to help us better understand our users and to improve the content and functionality of our site.

- **Personal Identifiable Information**

We may collect the following personal information from you in the following situations

- When you visit our website or platform and voluntarily provide the following information via one of our contact forms, via a chat or phone session, or as part of a purchase of one of our programs, or products, or service:
 - Contact Information, such as name, email address, mailing address, phone number, IP
 - Information about your business, such as company name, company size, business type
 - Billing Information, such as credit card number and billing address;
- Note: All payment transactions are processed through secure payment gateway providers. We do not store any card information in our servers.
- When you use our platform, our support system or respond to our surveys:
 - Contact Information, such as name, email address, mailing address, IP address, geographic location, or phone number;
 - Unique Identifiers, such as username, or password;
 - Name and e-mail address when you provide feedback from the Service(s)
- When you use our community website

Users may, however, visit our Site anonymously. We will collect personal identification information from Users only if they voluntarily submit such information to us. Users can always refuse to supply personal identification information, except that it may prevent them from engaging in certain Site related activities.

- **Use**

We may use the personal information collected from within the Websites or when you use the Service(s) to:

- Provide you with the Service(s) and program(s)
- Send you communication from the Service(s) and program(s)
- Assess the needs of your business to determine or suggest suitable products/ solutions/ programs/ services.
- Send you requested product or service information.

- Respond to customer service requests.
- Administer your account.
- Send you promotional and marketing communications.
- Personalised Advertisement
- Facilitate your transactions with other users when you use our Service(s).
- Perform statistical analyses of user behaviour and characteristics at an aggregate level in order to measure interest in and use of the various areas of the site.

When you provide us with personal information about your contacts we will only use this information for the specific reason for which it is provided.

- **Share**

If your subscription was provided by your employer or a Cloud Counselage Authorised Training Partner or an associate, we will share information, including personal information with them.

We may transfer personal information to our Group Companies and sub-contractors that help us provide our Service(s). Transfers to subsequent third parties are covered by the service agreements with our data-processors. We reserve the right to disclose your personal data as required by applicable law, in response to lawful requests by public authorities, including meeting national security or law enforcement requirements and when we believe that disclosure is necessary to protect our rights and/or to comply with a judicial proceeding, court order, or other legal process served on us.

In the event Cloud Counselage goes through a business transition, such as a merger or acquisition by another company, or sale of all or a portion of its assets, your user account and personal data will likely be among the assets transferred. You will be notified via email and via a prominent notice on our Websites of any such change in ownership or control. We may also disclose your personal information to any other third party with your prior consent.

- **Data from Third Parties**

We also obtain data from third parties. We protect data obtained from third parties according to the practices described in this statement, plus any additional restrictions imposed by the source of the data. These third-party sources vary over time, but have included:



- Data brokers from which we purchase demographic data to supplement the data we collect.
- Social networks when you grant permission to access your data on one or more networks.
- Existing or past learners who participate in our referral program
- Service providers that help us determine a location based on your IP address in order to customize certain products to your location.
- Partners with which we offer co-branded services or engage in joint marketing activities, and
- Publicly-available sources such as open government databases or other data in the public domain.

We may receive Personal Information about you from other sources like postal mail, telephone. We may add this information already collected from you via the Site in order to improve the products and services we provide.

- **Correction, Removal or Export of Personal Information**

Cloud Counselage acknowledges that you have the right to access, edit and delete your personal information at any time. Upon request, You will have the opportunity to correct, update, modify or delete this information as follows:

- If you have independently signed up with Cloud Counselage. You may access, update or export your Personal Information included in your online Cloud Counselage account at any time by logging into your account and going to your profile or by reaching out to us
- If you are using an enterprise-provided account (Cloud Counselage Authorised Training Partner or your Employer) Please review the section Notice to End Users

- **Exceptions in Deletion**

If you request access to your personal information and discover that that information is wrong, we strive to give you ways to update it quickly or to delete it – unless we have to keep that information for legitimate business or legal purposes. We aim to maintain our services in a manner that protects information from accidental or malicious destruction. Because of this, after you delete information from our services, we may not immediately delete residual copies from our active servers or backup systems

- **Exception in Data Portability**



There may be limits to the amount of information we can practically provide. For example, we may limit an individual's access to personal information where the burden or expense of providing access would be disproportionate to the risks to the individual's privacy or where doing so would violate others' rights.

- **Exception in Data Correction**

Even after updates to your Personal Information, we may maintain and store older versions of such information within our databases, access logs and other records in order to comply with other routine data audits.

- **Cookies and Other Tracking Technologies**

Cloud Counselage and our third-party partners, such as our training, advertising and analytics partners, use cookies and other tracking technologies (e.g., web beacons, device identifiers and pixels) to provide functionality and to recognize you across different Services and devices.

The types of cookies used includes

- **Essential Cookies:** These cookies are essential for the basic functionalities offered by the Site and Service(s). These class of cookies help in keeping a user logged in to the Service(s) and remember relevant information when they return to the Service(s).
- **Insight Cookies:** These are used for tracking the user activities within the Service(s), which in turn helps us in improving your user experience.
- **Marketing Cookies:** These are used for providing you with customized and interest-based ads based on your browsing behavior and other similar activities on our Websites.

You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. You do this through your browser settings. Since each browser is different, look at your browser's Help Menu to learn the correct way to modify your cookies.

If you turn cookies off, some of the features that make your site experience more efficient may not function properly.

Do Not Track

Currently, various browsers — including Internet Explorer, Firefox, and Safari — offer a "do not track" or "DNT" option that relies on a technology known as a DNT header, which sends a signal to Websites' visited by the user about the user's browser DNT preference setting. Cloud Counselage does not currently commit to responding to



browsers' DNT signals with respect to the Company's Web sites, in part, because no common industry standard for DNT has been adopted by industry groups, technology companies or regulators, including no consistent standard of interpreting user intent. Cloud Counselage takes privacy and meaningful choice seriously and will make efforts to continue to monitor developments around DNT browser technology and the implementation of a standard.

Links to Third Party Sites

Our Websites contain links to other websites that are not owned or controlled by Cloud Counselage. Please be aware that we are not responsible for the privacy practices of such other websites or third parties. We encourage you to be aware when you leave our Websites and to read the privacy policies of each and every website that collects personal information.

Public Forums

Cloud Counselage may provide bulletin boards, blogs, or community threads on the Company's Web sites. Any personal information you choose to submit in such a forum may be read, collected, or used by others who visit these forums, and may be used to send you unsolicited messages. Cloud Counselage is not responsible for the personal information you choose to submit in these forums.

Remember that when you share information publicly, it may be indexable by search engines.

Communications from the Websites

We may use your email address to send our newsletters and/or marketing communications. If you no longer wish to receive these communications, you can opt out by following the instructions contained in the emails you receive.

We will send you announcements related to the Service(s) on occasions when it is necessary to do so. For instance, if our Service is temporarily suspended for maintenance, we might send you an email. Generally, you may not opt-out of communications which are not promotional in nature. If you do not wish to receive them, you may delete your Account.

Information Security

Once we receive your personal information, we will use strict procedures and security features to try to prevent unauthorised access. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our



Websites or via the Service(s) and any transmission is at your own risk. We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Site.

- Our website is scanned on a regular basis for security holes and known vulnerabilities in order to make your visit to our site as safe as possible.
- Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential.
- All payment transactions are processed through secure gateway providers and are not stored or processed on our servers

Testimonials

We post customer testimonials/comments/reviews on our Websites which may contain personal information. Our terms of engagement allow us to post their name and testimonials on our website, however, we may or may not obtain the customer's consent to post their name along with their testimonial. If you want your testimonial removed, please reach out to us at hr@cloudcounselage.com

Children's Personal Information

Cloud Counselage does not knowingly collect any personal information from children under the age of 14. If you are under the age of 14, please do not submit any personal information through our Websites or Service(s). We encourage parents and legal guardians to monitor their children's Internet usage and to help enforce this Policy by instructing their children never to provide personal information through our Service(s) or Websites without their permission. If you have reason to believe that a child under the age of 14 has provided personal information to us through our Websites or Service(s), please contact us and we will endeavor to delete that information and terminate the child's account from our databases.

Amendments

Cloud Counselage has the discretion to update this privacy policy at any time. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications. Your continued use of this Websites or the Service(s) following the posting of any amendment, modification, or change to this Policy shall constitute your





acceptance of the amendments to this Policy. You can choose to discontinue use of the Websites or Service(s), if you do not accept the terms of this Policy, or any modified version of this Policy.

Contacting Cloud Counselage

If you have any questions about this privacy policy or your dealings with the Cloud Counselage, you can reach out to us using the Cloud Counselage [Contact Us Page](#)

You can also reach out to us through Email at welcome@cloudcounselage.com or postal mail at:

Cloud Counselage Private Limited
91 Springboard, Godrej & Boyce Industry Estate,
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