

# Equinox Software and Services Pvt. Ltd. (EQNX)

## Privacy Policy

Doc. No. EQNX/HR/35.0

### Overview

At EQNX, we protect and respect the privacy of your personal information. EQNX will only collect your personal data in order to maintain and improve our relationship with you as a customer (existing or potential), business partner or job applicant. We value your trust on sharing of data, opportunity to serve you and are dedicated to keep your personal information safe and secure.

### Information Collection

Personal information may be collected at several instances including

- While providing EQNX solution and services,
- Interacting with our website, dealing with government departments and when required by law. We collect the following types of information/data:
  - Personal and contact information in order to contact you such as name, address and email address, phone number etc.
  - Financial information in order to carry out our financial transactions and obligations (e.g. bank and payment details).
  - Connective information to secure and improve our websites and digital services (web cookies, host information, pages visited etc.)
  - Data resulting from calls, webinars, tests, inputs from references provided and public domain information.

### How we use the information?

We use your data to deliver and improve our services/solutions and meet financial obligations and as required by law. Additional instances where the personal data would be utilized include-

- Communicate regarding-
  - New applications/ solution launch
  - Upgrades or improvements to our solutions and services
  - Events such webinars, conferences being conducted or presented at by EQNX
- Understand website interactions and improve the experience
- Assessing job applicants

We will not share, sell, transfer or otherwise disseminate your personal data to third parties, unless required by law, or with your express consent to do so.

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### How is the personal data kept secured?

As an ISO 27001 Certified company, we have processes and system in-place which are continually updated to ensure your personal data is protected from misuse and loss and from unauthorised access, modification or disclosure, and other risks to which it may be exposed. We adopt physical, technical, and organisational measures to ensure the security of personal data. We may hold your data in either electronic or hard copy form.

Some of the steps to protect your personal data include:

- Prevent unauthorised persons from gaining access to data processing systems in which personal data are processed
- Prevent persons entitled to use data processing systems from accessing personal data beyond their needs and authorisations
- All hard copies are kept in locked cabinets with access to authorised personnel only
- The personal data is protected against undesired access, destruction or loss
- Ensure that personal data is not kept longer than necessary

### Communication/ grievances

You may use any of the following methods to exercise your rights or register any grievance / complaint related to our processing of your personal data or related to our processing in accordance with our applicable data protection principles, our policies and procedures:

Email- [privacy@equinoxsoftwareservices.com](mailto:privacy@equinoxsoftwareservices.com)

### Changes to this Notice:

We reserve the right to update this notice at any time, and we may provide you with a new Notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal data.