

Privacy Policy – MRM Escoms - Vishvin

Effective Date: 10-10-2024

Last Updated: 19-09-2025

1. Introduction

This Privacy Policy describes how MRM Escoms -vishvin App ("we," "our," or "us") collects, uses, and protects your personal information when you use our mobile application (the "App"). This App is designed for authorized field executives to perform assigned replacement and installation activity services.

2. Information We Collect

No personal data will be collected. Only assigned work related data will be collected as per the work order from client.

2.1 Personal Information

- **Authentication Data:** Phone numbers and Email address login
- **Profile Information:** Name, employee designation, Mobile number & work location

2.2 Technical Information

- **Device Information:** Device model, operating system version, unique device identifiers
- **Location Data:** GPS coordinates for installation locations to review
- **Usage Data:** App usage patterns, feature interactions, and performance metrics
- **Network Information:** IP address, network connection type, and connectivity status

2.3 Work-Related Data

- **Customer Information:** Client Shared information, service addresses, and meter installation details
 - **Meter Data:** Serial numbers, meter readings, installation photos, and technical specifications
 - **Installation Records:** Date, time, location, and status of meter installations
 - **Photo Data:** Images of old meters, new meters, and installation sites
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3. How We Collect Information

3.1 Direct Collection

- Information you provide during app registration and login
- Data entered during meter installation workflows
- Pictures/Images captured using the device camera
- Location data when GPS services are enabled

3.2 Automatic Collection

- Device and usage information through app analytics
 - Location data for meter installation verification
 - Network connectivity status for offline/online mode switching
 - Error logs and crash reports for app improvement
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4. How We Use Your Information

4.1 Primary Purposes

- **Service Delivery:** Facilitate meter installation and replacement processes
- **Authentication:** Verify user identity and maintain secure access
- **Data Synchronization:** Sync installation data between device and servers
- **Location Services:** Record accurate installation locations for utility records

4.2 Secondary Purposes

- **App Improvement:** Analyze usage of functionalities & patterns to enhance application features and functionalities.
 - **Technical Support:** Support Team is available for office working hours. Support, assistance and resolve technical issues. Records for any development related bugs to Development team for further enhancements.
 - **Compliance:** By law of the land complied and International Standards Organization ISO also compliance followed with CMMI Level 3 Dev & Ser also included.
 - **Quality Assurance:** Quality in coding and security parameters are complied with ISO and CMMI level standards.
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5. Data Storage and Security

5.1 Local Storage

- Data is stored locally on your device using encrypted SQLite databases
- Local storage enables offline functionality when internet is unavailable
- Cached data is automatically synchronized when connection is restored

5.2 Server Storage

- Installation data is securely transmitted to servers
- All data transmission uses industry-standard encryption protocols
- Server infrastructure employs multiple layers of security protection

5.3 Security Measures

- End-to-end encryption for data transmission
 - Secure authentication protocols
 - Regular security audits and updates
 - Access controls limiting data access to authorized personnel only
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6. Data Sharing and Disclosure

As per the NDA with client work related data will be handed over to client.

6.1 Internal Sharing

- Data is shared with departments for utility service management
- Installation records are integrated with customer billing and service systems
- Technical data may be shared with IT support teams for app maintenance

6.2 Third-Party Sharing

- We do not sell, rent, or trade user personal information to third parties
- Data may be shared with clients as per the NDA agreement and Service agreements.
- Government authorities may access data when legally required

6.3 Legal Disclosure

- We may disclose information when required by law or legal process
- Data may be shared to protect our rights, property, or safety

- Emergency situations may require immediate data sharing with relevant authorities
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7. Data Retention

- **Active Data:** Installation records are retained as per Client record-keeping policies
 - **Personal Data:** User authentication data is retained while employment is active
 - **Technical Data:** Usage logs and analytics data are retained for 2 years and used for review purposes for better quality and other compliances.
 - **Photo Data:** Installation photos are retained for regulatory compliance periods
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8. Your Rights and Choices

8.1 Access Rights

- Request access to your personal information stored in our systems
- Obtain copies of your installation records and associated data
- Review how your information is being used and processed

8.2 Correction Rights

- Request correction of inaccurate or incomplete personal information
- Update your profile information through the app settings
- Report data discrepancies for immediate correction

8.3 Data Portability

- Request export of your personal data in a structured format
 - Transfer your data to other authorized systems when legally permissible.
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9. Children's Privacy

This App is designed for professional use by authorized employees only. We do not collect any personal information from individuals under 18 years of age. Only authorized and on boarded employees or on boarded contractors will have access to it.

10. International Data Transfers

Available/Collected information may be transferred to and processed in countries other than your country of residence. We ensure that such transfers comply with applicable data protection laws and implement appropriate safeguards to protect Available/Collected information.

11. Changes to This Privacy Policy

We may update this Privacy Policy periodically to reflect changes in our practices or legal requirements. We will notify users of significant changes through:

- In-app notifications
 - Updated version notifications during app updates
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12. Contact Information

For questions, concerns, or requests regarding this Privacy Policy or your personal information, please contact us @ support@vishvin.com / it@visvhin.com

Vishvin Technology Privacy Officer

Email: it@vishvin.com

Phone: +91-80-26729971

Address: 2nd Floor, 3359, Hosakerehalli Cross Rd, above More Super Market, 2nd Phase, 4th Phase Girinagar, Banashankari 3rd Stage, Banashankari, Bengaluru, Karnataka 560085, India

13. Compliance and Governance

This Privacy Policy complies with:

- Information Technology Act, 2000 (India)
 - Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011
 - Karnataka State Data Protection Guidelines
 - Relevant utility service regulations
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14. Consent

By using the MRM Escoms - Vishvin App, you acknowledge that you have read, understood, and agree to the collection, use, and disclosure of your information as described in this Privacy Policy.

Document Version: 1.0

Approval Authority: Vishvin Technology Data Governance Committee

Next Review Date: 21-01-2026