

PRM Soft Solutions Private Limited

ZPFMS Privacy Statement

Objective:

This Privacy Statement explains the privacy and data use and protection principles followed by PRM Soft Solution Private Limited (hereinafter referred to as “**PRM**” or “**we**” or “**our**” or “**us**”) with regards to the personal information of its customers, partners, employees (current or former employees, trainees), applicants, contractors, prospects and vendors, current or former members of the Board of Directors, current and former visitors to our Application software , whose personal information are collected and processed by us. By visiting and/or using our Application software, you agree to this Privacy Statement.

This Privacy Statement clearly states the use and protection of personal information collected by us. It applies to any personal information you provide to us and subject to local law and any personal information we collect from other sources.

Scope of this Privacy Statement

We recognize the importance of maintaining your data privacy. We value your privacy and appreciate your trust in us. This privacy statement highlights how we treat user information we collect and process through our Application software <http://www.prmgroup.in> and also for that personal information that you provide us while registration in the Application software, participating in our official presentations, campaigns depending on your association with us, raising the query to the helpdesk, telephonic conversation with our support executives and nature of processing activity in compliance to applicable data privacy regulations.

PRM Soft Solution Private Limited is an Indian company incorporated under the Companies Act, 1956 (No.1 of 1956) having its registered office at A-102 & B-103, Teerth Technospace, Mumbai-Bangalore Highway, Baner, Pune - 411045, Maharashtra, India.

Personal Information we collect and process and how we use it

This Privacy Statement covers our information practices, including how we collect, process, use, share and protect your financial, professional and personal information as provided to us, through our software Applications and other channels of communication.

Personal Information that we process

For the purposes of this privacy statement, Personal Information is any data which relates to an individual who may be identified from that data, or from a combination of a set of data, and other information which is in possession of us.

We collect the following categories of Personal Information:

Information that you provide via our Application software, including information you provide when you register on our Application software e.g. your name, email address, designation, country, organization name, job title, , and telephone / mobile number; Information about your computer devices, mobile devices and about your visits to and use of this Site, such as your Internet Protocol (IP) address, demographics, your computers' operating system and browser type and information collected via cookies. We might look at what site you came from, duration of time spent on Application software s / Applications, pages accessed or what site you visit.

We collect the following categories of Official / Business Information:

Information that you provide via our Application software, including information you provide when you register on our Application software e.g. official designation, organization name, job title, official telephone number, official mobile number, official email id, official documents related to usage of the Application software and its scope. This information could be in-form of Data as submitted by you, Images, PDF format as shared and uploaded by you time to time

We collect information in different ways:

We collect information directly from you when you register for an access to Application software, request for forgot password, request for forgot username. We also collect information if you post information to Application software or ask us any question through phone calls, ticket system or email. We collect information from you passively by using tracking tools like Google Analytics, Google Webmaster, browser cookies and web beacons for collecting information about your usage of our Application software.

Use of your Personal, Official / Business Information:

We use your Personal Information for the following purposes:

To contact you for confirmation of your registration on our Application software
To send you emails or SMS about your account or a transactional details To

provide subscription related services and information
To provide better usability, troubleshooting and site maintenance;

To save, track and maintain the data log which may be retrieved by you in future.
To process service and support related requests;
To contact you and respond to your questions;
To understand which parts of the Application software are visited and how frequently;
To look at site trends and customer interests;
To assess Application software performance and usage analysis
To conduct data analysis.
To create reports, dashboard and MIS.
To create, update, modify your user ID;
To identify you once you register on our Application software;
To provide access to desirable data, menu based on your access rights applicability;
To send you information about important updates, Support Responses, System Maintenance, etc.;
To know your preferences regarding betterment of our service quality & experience; and
To conduct Audit, Survey, Usage Interest and processing necessary to fulfil other contractual obligations for the individual

The legal basis may differ depending on applicable local laws, but generally we consider that our legitimate interests justify the processing; we find such interests to be justified considering that the data is limited to browsing activities related to what is considered business or professional related (our Application software does not offer any content directed to individual consumers as well as any content which might be used for any inferences about your private life habits or interests). The data that we may receive directly from you is completely with your consent and there is no obligations to it.

Sharing of information with third-parties:

We may share personal, official / Business information with affiliated entities, our branch offices and banking entities for legitimate business purposes.

We may share personal, official / Business information with trusted entities who work on behalf of or with us under strict confidentiality agreements.

We may share personal, official / Business information with our communication service providers who help us manage SMS, Email Communication, Mobile App Notifications and Helpdesk System for Tracking and communication purpose.

We may share personal, official / Business information with statutory authorities, government institutions, law enforcement agencies or other bodies where required for compliance with legal requirements.

We may use personal, official / Business information to respond to subpoenas, court orders, or legal process, or to establish or exercise our legal rights or defend against legal claims.

We may share personal, official / Business information where we believe it is necessary in order to investigate, prevent, or take action against any illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, or as otherwise required by law.

We may share personal, official / Business information where we believe it is necessary

in order to protect or enforce our rights, usage terms, intellectual or physical property or for our safety or safety of our associated parties.

We may share personal, official / Business information with any successor in case all or part of our business is acquired by or merged with another company. For example, if

part of our business is sold, we may have to provide our customer list as part of that transaction.

Right to Opt-Out:

We do not send any promotional or marketing emails. We will be sending you your official transactional messages through email and SMS. By sharing the email id and Mobile Number; you authorize, grant permission, give us consent to send you official communication over email, SMS and Mobile App Notifications.

Legal basis of the processing

We process your personal, official / Business Information when it is necessary for the performance of a contract to which you are the party or in order to take steps at your request prior to entering into a contract. This applies in any case where we provide services to you pursuant to a contract, such as when you use our Application software or process your registration on the Application software.

We process your personal, official / Business Information when it is necessary for the purpose of a legitimate interest pursued by us or a third party (when these interests are not overridden by your data protection rights). This applies in the following circumstances:

to provide better usability, troubleshooting and site maintenance;

To create your user ID.

to identify you once you register on our Application software;

to contact you and respond to your questions or requests;

to understand which parts of the Application software are visited and how

frequently; to provide access to desirable content based on your preferences.

We process your Personal Information with your consent and where we process Personal Data based on consent, your consent is revocable at any time./p>

Consequences of not providing Personal Information

If you choose not to provide your Personal Information that is mandatory to process your request, we may not be able to provide the access to the Application software.

Your Rights:

Subject to the laws of land and Indian Information Technology Act 2000, You have the right to access, modify, or transfer your Personal, Official / Business Information that we hold, including your profile.

Data security

We adopts reasonable, adequate and appropriate security practices and procedures including administrative, physical security, and technical controls in order to safeguard your Personal Information and data privacy. For e.g. We limit access to the information to authorized employees, contractors, vendors who need to know that information in order to operate, develop and improve our Application software and web Application

software services, subject to strict confidentiality agreements for information and data protection.

Data retention

Personal, Official / Business Information will not be retained for a period more than necessary to fulfill the purposes outlined in this privacy statement, unless a longer retention period is required by government law or for directly related legitimate business purposes.

Disclosure of information:

We may share your personal information for compliance of a legal obligation or where required by government agencies mandated under law to procure such disclosure. It shall also take steps to ensure that the information transferred to a third party is not further disclosed by it except where permissible under law

Anti-Spam policy:

We recognize the receipt, transmission or distribution of spam emails (i.e. unsolicited bulk emails) as a major concern and has taken reasonable measures to minimize the transmission and effect of spam emails in our computing environment. All emails received by us are subject to spam check. Any email identified as spam will be rejected with sufficient information to the sender for taking necessary action. With this measure, along with other technical spam reduction measures, we hope to minimize the effect of spam emails. We reserve the right to reject and / or report any suspicious spam emails, to the authorities concerned, for necessary action.

Third party sites

We may provide links to third-party Application software s for your convenience and information. If you access those links through Application software, you will leave Application software and taken to your selected third-party Application software s that are not under our control. This privacy policy does not apply to those third-party sites as they have their independent privacy policies. Read the privacy policy of those third-party links carefully before accessing. We are not responsible for these third-party sites.

Your Consent:

By accessing and using our Application software s, associated micro sites, web applications, web portals, you are consenting to our processing of your information as set forth in this Privacy Policy now and as amended by us.

Children's Privacy

Our Application softwares are not directed at children. No one who has not reached the age of 18 may use the Application softwares unless authorized by the governing authorities. By accessing this Application software, you represent and warrant that you are 18 years of age or older. We will not be liable for any unsolicited information provided by you. You consent to us using such information as per our Privacy Statement.

Email:

You can contact us at the e-mail or postal address listed in the "Grievance Redressal" section in this Privacy Statement. Please provide your present contact information, exact information you are interested in accessing and your requests with regard to the same if any. We will try to respond to your request, subject to reasonable limitations provided by law, unless it infringes on the privacy of other individuals. If we are unable to entertain your request, we will provide you with the reason for refusal and inform you of any exceptions relied upon.

Governing Law and Jurisdiction:

This Privacy Policy shall be governed by the laws of India; and the Courts/ Tribunals of Pune (Maharashtra) shall have the exclusive jurisdiction to try any dispute arising thereof.

Grievance Redressal:

Any question, queries and grievance regarding this Privacy Statement and processing of personal information, should be sent to us in writing to following contact email ID. Grievance shall be redressed as expeditiously as possible.

The contact information of the Grievance Officer is as follows:

Grievance Officer Name: Mr. Vivek Lad

Correspondence Address:

PRM Soft Solution Private Limited

A-102 & B-103, Teerth Technospace,
Mumbai-Bangalore Highway, Baner,
Pune - 411045, Maharashtra, India.

Contact No. : **7030925304**

Email : publication@prmgroup.in

Effective Date:

This Privacy Statement is effective from **01-APR-2023** and it supersedes all existing policies on the subject matter.

Updates to this privacy statement

We may change and update our data privacy policies and update this privacy statement as and when required to align the same with the best possible privacy practices standards and statutory requirements to protect the privacy of our users.

This Privacy Statement was last updated on **01-APR-2023** with document number **1.1.0**