

Privacy Policy

Introduction

Welcome to Pemlix Technology Solutions Pvt Ltd (“Company”, “we”, “our”, “us”). We are committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our contact centre solution, whether as a visitor, client, or end-user. By using our services, you agree to the collection and use of information in accordance with this policy.

1. Information We Collect

1.1 Personal Data

We may collect personally identifiable information (“Personal Data”) such as:

- Name
- Email address
- Telephone number
- Company name
- Job title
- Other identifying information that you may provide

1.2 Usage Data

We may collect information about how the service is accessed and used (“Usage Data”) which may include:

- Internet Protocol (IP) address
- Browser type and version
- Pages visited
- Time and date of visit
- Time spent on those pages
- Other diagnostic data

1.3 Communication Data

If you contact us, we may keep a record of that correspondence, including call recordings, chat logs, and email exchanges.

2. How We Use Your Information

We use the collected data for various purposes:

- To provide, operate, and maintain our services
- To notify you about changes to our services
- To allow you to participate in interactive features of our service
- To provide customer support
- To gather analysis or valuable information to improve our services
- To monitor the usage of our services
- To detect, prevent, and address technical issues

3. Legal Basis for Processing Personal Data

Our legal basis for collecting and using Personal Data depends on the Personal Data we collect and the specific context in which we collect it. We may process your Personal Data because:

- We need to perform a contract with you
- You have given us permission to do so
- The processing is in our legitimate interests, and it's not overridden by your rights
- For payment processing purposes
- To comply with the law

4. Data Retention

We will retain your Personal Data only for as long as is necessary for the purposes set out in this Privacy Policy. We will retain and use your Personal Data to the extent necessary to comply with our legal obligations, resolve disputes, and enforce our policies.

5. Data Transfer

Your information, including Personal Data, may be transferred to and maintained on computers located outside of your state, province, country, or other governmental jurisdiction where the data protection laws may differ from those in your jurisdiction.

6. Data Security

We use administrative, technical, and physical security measures to protect your Personal Data. While we have taken reasonable steps to secure the Personal Data you provide to us, please be aware that despite our efforts, no security measures are perfect or impenetrable, and no method of data transmission can be guaranteed against any interception or other types of misuse.

7. Disclosure of Data

We may disclose your Personal Data in the good faith belief that such action is necessary to:

- Comply with a legal obligation
- Protect and defend the rights or property of Pemlix Technology Solutions Pvt Ltd
- Prevent or investigate possible wrongdoing in connection with the service
- Protect the personal safety of users of the service or the public
- Protect against legal liability

8. Your Data Protection Rights

Depending on your location, you may have the following rights regarding your Personal Data:

- The right to access – You have the right to request copies of your Personal Data.
- The right to rectification – You have the right to request that we correct any information you believe is inaccurate.
- The right to erasure – You have the right to request that we erase your Personal Data, under certain conditions.
- The right to restrict processing – You have the right to request that we restrict the processing of your Personal Data, under certain conditions.
- The right to object to processing – You have the right to object to our processing of your Personal Data, under certain conditions.
- The right to data portability – You have the right to request that we transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our provided contact information.

9. Third-Party Service Providers

We may employ third-party companies and individuals to facilitate our service (“Service Providers”), to provide the service on our behalf, to perform service-related services, or to assist us in analysing how our service is used. These third parties have access to your Personal Data only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

10. Links to Other Sites

Our service may contain links to other sites that are not operated by us. If you click on a third-party link, you will be directed to that third party’s site. We strongly advise you to review the Privacy Policy of every site you visit. We have no control over and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services.

11. Children's Privacy

Our service does not address anyone under the age of 18 (“Children”). We do not knowingly collect personally identifiable information from anyone under the age of 18. If you are a parent or guardian and you are aware that your child has provided.

12. Pemlix Binding Corporate Rules: Controller Policy

The standards described in the Pemlix Binding Corporate Rules (Controller) Policy are worldwide standards that apply to all group members¹ when processing any personal data for purposes of carrying out Pemlix’s business activities, employment administration, and supply chain management. Below is a summary of basic data protection principles and practical commitments that Pemlix must observe when it processes personal data as a data controller. They are described in detail in the policy.

Basic principles

Principle 1 – Lawfulness of processing

Pemlix shall ensure that all Processing is carried out in accordance with applicable laws.

Principle 2 – Fairness and transparency

Pemlix shall inform and explain to individuals, at the time when their Personal Data is collected, how their Personal Data will be Processed.

Principle 3 – Purpose limitation

Pemlix shall only obtain and Process Personal Data for those purposes which are known to the individual or which are within their expectations and are relevant to Pemlix.

Pemlix shall only Process Personal Data for specified, explicit and legitimate purposes and not further Process that information in a manner that is incompatible with those purposes, unless such further Processing is consistent with the applicable law of the country in which the Personal Data was collected.

Principle 4 – Data minimization and accuracy

Pemlix shall keep Personal Data accurate and up to date.

Pemlix shall only Process Personal Data that is adequate, relevant and limited to what is necessary in relation to the purposes for which it is Processed.

Principle 5 – Limited retention of personal data

Pemlix shall only keep Personal Data for as long as is necessary for the purposes for which it is collected and further Processed.

Principle 6 – Security, integrity and confidentiality

Pemlix shall implement appropriate technical and organizational measures to ensure a level of security of Personal Data that is appropriate to the risk to the rights and freedoms of individuals.

Pemlix shall ensure that providers of services to Pemlix also adopt appropriate and equivalent security measures.

Pemlix shall comply with data security breach notification requirements as required under applicable law.

Principle 7 – Rights of individuals

Pemlix shall adhere to the Data Subject rights procedure and will respond to any requests from individuals to access their Personal Data in accordance with applicable law.

Pemlix shall deal with requests to rectify or erase Personal Data, to exercise the right to data portability, to restrict or to object to the Processing Personal Data in accordance with the Data Subject rights procedure.

Principle 8 – Ensuring adequate protection for trans-border transfers

Pemlix shall not transfer Personal Data to third parties outside Europe without ensuring adequate protection.

Principle 9 – Safeguarding the use of sensitive personal data

Pemlix will only Process sensitive Personal Data where the individual's explicit consent has been obtained unless Pemlix has an alternative legitimate basis for doing so consistent with the applicable law of the country in which the Personal Data was collected.

Principle 10 – Legitimizing direct marketing

Pemlix shall allow customers to opt-out of receiving marketing information. If any subscriber is using Pemlix' s Platform for direct marketing calls to individual where cu

Principle 11 – Automated individual decisions including profiling

Pemlix shall ensure it has the appropriate controls in place to adhere to applicable legislation and policies on individual's right not to be subject to a decision based solely on automated Processing, including profiling, unless such automated Processing is authorized by law.

Principle 12 –Accountability

Pemlix shall carry out a data protection impact assessment when the Processing is likely to result in a high risk for the individuals concerned.

Pemlix shall maintain records of data Processing activities under its responsibility.

Pemlix shall implement Privacy by Design and Privacy by Default for new systems and applications.

Pemlix can terminate any subscriber on its platform misusing Pemlix' s platform for Fraud or scam related activities if Pemlix receives such complaint. If any subscriber of Pemlix caught using other than what to be contract signed on, Pemlix can terminate the service right away for directly violating its terms and conditions.