

Synise Technologies - Privacy Policy

1. Introduction

As a e-procurement service provider, we are committed to protecting your privacy. Please read this privacy policy thoroughly to understand how we use and protect your personal information. This policy statement applies to Synise Technologies' e-tender and e-auction portal services. You expressly consent to our use and disclosure of your personal information in accordance with this Privacy Policy by accepting the Privacy Policy and the User Agreement during registration.

For the purposes of the relevant data protection laws in force in places including but not limited to India, China, South Korea, UAE, Hong Kong, and Japan we are data controller and/or data user which control the collection, holding, processing or use of your personal data. This Privacy Policy is incorporated into and subject to the terms of the terms and conditions and Terms of bidder agreement.

2. Collection of Information

Information you provide by filling out forms on our website, such as when you sign up for registration, make a payment, or apply for a Digital signature, among other things.

2.1. This includes:

- Name
- Address
- Phone Number or Telephone Number
- PAN Number
- GST Number
- Bank Name
- Bankers Address
- Username along with your Password
- Information regarding your transactions on the Website (including purchase history).

2.2. Details of your visits to our website and the resources that you access, including, but not limited to:

- Traffic Data
- Location Data
- Web logs and other communication data.
- IP (Internet Protocol) address of the machine accessed the application
- Domain name (for example .com, .gov, .in, .au, .uk, etc.)
- Address of your server
- Date and time of visits to the site
- Pages accessed and documents downloaded
- Type of browser and operating system you have used.

The information gathered during each visit is combined to generate reports in order to identify user's usage patterns. This will help us improve the services we provide.

Without consent, we will not disclose or publish information that can identify either individual machines or sub-groupings of addresses, in accordance with IT Act, 2000 (IT Rules 2020).

3. Use of Information

We may use your information for the following purposes in and outside of India:

- Processing applications
- Providing you with tender information/procurement information hosted by our buyer department.
- To send you SMS alerts/email messages when appropriate.
- Providing services to facilitate trade between India and other countries (or otherwise), as well as providing contact and business information to inquirers.
- Our operations, such as database incorporation, analysis, research and auditing.
- Publicizing our services or products (and those of our business partners or counterparts engaged in similar or peripheral activities, such as business matching services, sourcing and conferences).
- Adhering to laws, regulations, or codes of conduct in or outside India.
- Legal proceedings, including the collection of past-due amounts.
- Crime prevention or detection, as well as event security or safety protection
- Identity verification in events organized by us where your identity must be verified.
- Other purposes directly or indirectly related to aforementioned activities.
- To notify you of any changes to our website that may affect our services, such as improvements or service/product changes.

We may conduct direct marketing via fax, email, direct mail, telephone or through any other known means of communications at the time. You may choose not to receive promotional materials by simply informing us (see our contact information at the end of this page), and we will stop sending them you free of charge.

If applicable law requires us to obtain your explicit consent before sending you certain types of marketing communications, we will only do so after receiving your explicit consent.

4. Disclosure

Please be aware that we do not disclose information about identifiable individuals to any other stakeholders, but we may provide them with aggregate statistical data about our vendor database on occasion.

We will keep your personal information private, but we may disclose it to:

- Employees, agents, advisers, auditors, contractors, financial institutions, and service providers involved in our operations or services.
- Individuals subject to a duty of confidentiality to us.
- Individuals to whom we are required to make disclosure under applicable laws in or outside of India.
- Actual or prospective transferees or users of our services.

We may disclose your personal information in response to a summons, subpoena, or similar legal process or government request, or when we believe in good faith that disclosure is legally required or otherwise necessary to protect our rights and property, or the rights, property, or safety of others, including but not limited to advisers, law enforcement, judicial, and regulatory authorities in or outside India. We may also disclose your personal information to a third party who acquires all or a portion of our assets or shares, or who succeeds us in carrying on all or a portion of our business, whether through merger, acquisition, reorganization, or otherwise.

5. Cookies

Cookies are small, sometimes encrypted text files that are stored on computer hard drives by websites that you visit. They are used to assist you in efficiently navigating websites as well as to provide information to the website's owner. There are no software programmed in cookies. Cookies are classified into two types: session cookies and persistent cookies. Session cookies are only used during an online session and are deleted when you leave a website. Persistent cookies last longer and are retained by the website and used each time you visit it. You can delete both session and persistent cookies at any time through your browser settings, and they will not be kept for any longer than necessary.

We use cookies to learn more about how our Site is used and user preferences in order to improve our services. We may provide advertisers with aggregated traffic data solely for the purpose of tailoring advertising to you. We keep track of traffic, pages visited, and time spent. We may associate the information with you in order to provide you with information that is more relevant to your interests.

Web browsers frequently allow you to delete existing cookies from your hard drive, block cookie use, and/or be notified when cookies are detected. If you choose to block cookies, please keep in mind that you may not be able to fully utilize the Site's features and functions. Cookies are required for some website features to function properly, such as maintaining continuity during a browser session.

6. Security

We take every precaution to keep your information secure. When users submit sensitive information via the website, it is safeguarded both online and offline. When users enter sensitive information into our Vendor registration / Bidding forms, that information is encrypted and protected by robust encryption software.

Credit card numbers and bank account information are captured by approved e-Payment gateway providers and thus secured for maximum security. This sensitive data will not be stored by Synise Technologies Limited in any of our applications. While SSL encryption is used to protect sensitive information online, we also do everything possible to protect user information offline. Our offices restrict all of our user information, not just the sensitive information mentioned in this policy.

Personal data is only accessible to authorized employees. These employees have received training on our privacy policies.

7. Hyperlinks

You will not find any links to third party websites on our website. Our website allows only the interface to approved e-payment gateways. However, because we have no control over their policies, we accept no responsibility or liability for them.

8. Data Transfer

In general, we will store your data on our servers in India. We may, however, transfer it to one of our overseas offices anywhere in the world for processing into our database, or to any of the people listed in the "Disclosure" section above who may be located elsewhere. Such transfers will be made only in accordance with applicable laws, including where necessary to meet our contractual obligations to you. We will take all reasonable steps to ensure that any personal data collected is handled securely and in accordance with this Statement.

It is your responsibility to keep your password and Digital Signature Certificate private and secure. Do not disclose this information to anyone.

Data provided to us is stored on our secure servers, which are sometimes encrypted. Details about any transactions made on our site will be encrypted to ensure their security.

We allow you to view or edit your company's/personal information, and this information is not accessible to others. To verify your authenticity, you will be required to sign in with your credentials in the manner specified on the website.

By using this site, you agree to the collection and use of information as described above. If we decide to change our privacy policies, we will post the changes on this page so that you are always aware of what information we collect, how we use it, and when we disclose it.

9. Information Retention

We only keep personal data for as long as it is required to fulfil the purpose (including any directly related purpose or legal purpose) for which the data is or will be used.

10. Your Rights as a Customer

By using our service, submitting an application, or visiting our Site, you agree that we may collect and use your personal information as described in this policy. Please do not use this Site if you do not agree with the use of your personal data as described in this Statement or the Terms of Use.

You are entitled to the following rights:

- To determine whether we hold personal data about you and to gain access to such data;
- To require us to correct inaccurate data.
- To learn about our personal data policies and practises, as well as the types of personal data we hold;
- To Delete your information/Cancel your account – You may refuse to provide or allow Synise Technologies to collect your Personal Information, or you may later withdraw your consent with respect to such Personal Information as provided herein by sending an email to the grievance officer. You can also opt to delete your information from our records if:
 - Our processing of personal information violates laws and regulations.
 - We collect and use your personal information without your explicit consent.
 - Our processing of personal information violates our agreement with you severely.
 - You no longer want to use our products or services, or you cancel your account voluntarily.
 - We no longer offer you products or services.
- We will be unable to respond to your request if:
 - It is related to national security and national defence security.
 - It is related to public safety, public health, and major public interests.
 - It is related to criminal investigation, prosecution, trial, and execution of judgments; or
 - There is sufficient evidence to show that the entity of personal information has subjective malice or violates rights.
 - Responding to your request will cause serious harm to your or other individuals' or organisations' legitimate rights and interests; and
 - Business secrets are involved.

When we respond to your deletion request, we will also notify as many entities as possible that have obtained your personal information from us, and we will instruct them to delete such information as soon as possible (unless otherwise stipulated by laws and regulations, or such entities have independently obtained your authorization).

To ensure security, you may be required to submit a written request or prove your identity in other ways. Before we can process your request, we may ask you to verify your identity.

In most cases, we will respond to you within 10 business days. If you are dissatisfied, you can file a complaint with online customer service personnel, by "Submitting a Complaint" on the website, or by calling us. We may refuse your requests if they involve information that is not directly related to your identity or information that is duplicated for no reason, or if they require excessive technical means (for example, developing a new system or fundamentally changing existing practices), or if they endanger the legitimate rights and interests of others, or if they are unrealistic.

11. Processing of Minor's Information

We do not intentionally collect personal information from minors (the age of minors is determined by laws in particular countries and cultural practises in each country and region).

**** If you want to exercise any of the aforementioned rights, stop receiving marketing communications, or have any questions or complaints, please contact us at:**

Contact Number:8308810309

E-mail: contact@synise.com

We may charge a reasonable fee for processing a data access request where permitted by law.**