

PRIVACY POLICY

****Last updated:**** [01/10/2025]

1. GENERAL INFORMATION

****GOVISAN Solutions**** ("we", "our", "our company", "us") with headquarters located in:

****Bengaluru, India****
Manyata Tech Park Road
Manyata Mahogany F2,
Bengaluru KA 560045
Email: info@govisan.com

We are committed to protecting the privacy and personal data of all users who visit our website ****www.govisan.com**** and use our luxury hospitality and real estate telecommunications services.

This Privacy Policy describes how we collect, use, store and protect your personal information in accordance with:

- India's Digital Personal Data Protection Act (DPDP Act, 2023)
- European Union General Data Protection Regulation (GDPR)
- Other applicable data protection laws

2. INFORMATION WE COLLECT

2.1 Information provided directly by you:

- ****Contact details****: Full name, surnames
- ****Contact information****: Email address
- ****Business information****: Company or hotel name
- ****Communications****: Messages sent through our contact form
- ****Technical information****: Data from telecommunications project inquiries

2.2 Automatically collected information:

- IP address and approximate location data
- Browser type and device used
- Pages visited and time spent
- Cookies and similar technologies (see our Cookie Policy)

3. LEGAL BASIS FOR PROCESSING

We process your personal data based on:

3.1 Explicit consent

When you voluntarily submit information through our contact form

3.2 Legitimate interest

To improve our services, website security and performance analysis

3.3 Compliance with legal obligations

When required by applicable legislation in India or international jurisdictions

4. HOW WE USE YOUR INFORMATION

4.1 Primary purposes:

- ****Inquiry response****: Process and respond to your information requests
- ****Business communication****: Provide information about our telecommunications services
- ****Project development****: Evaluate and propose personalized technology solutions
- ****Technical support****: Provide assistance related to our services

4.2 Secondary purposes:

- Improve user experience on the website
- Statistical and performance analysis
- Compliance with legal and regulatory obligations
- Fraud prevention and malicious activities

5. SHARING INFORMATION WITH THIRD PARTIES

5.1 We do not sell your personal data to third parties

5.2 We share limited information with:

- ****Technology service providers****: For web hosting, analytics and communications
- ****Business partners****: Only when necessary to develop specific projects and with your explicit consent
- ****Legal authorities****: When required by law or to protect our legal rights

5.3 International transfers:

Some of our providers may be located outside India. We ensure these transfers comply with:

- Standard Contractual Clauses (SCC) for GDPR transfers
- Adequate security measures according to DPDP Act
- Data Processing Agreements (DPA) where applicable

6. DATA SECURITY

6.1 Technical measures implemented:

- SSL/TLS encryption for all data transmissions
- Firewalls and intrusion detection systems
- Restricted access based on need-to-know
- Regular backups and disaster recovery

6.2 Organizational measures:

- Regular staff training on data protection
- Internal information handling policies
- Periodic security audits
- Incident response procedures

7. DATA RETENTION

7.1 Retention periods:

- ****Contact inquiries****: 3 years from last contact
- ****Active project data****: During project duration + 5 years
- ****Marketing data****: Until you withdraw consent
- ****Website technical data****: 12 months

7.2 Secure deletion:

All data is securely deleted at the end of the retention period through certified erasure processes.

8. YOUR RIGHTS

Under GDPR and DPDP Act, you have the right to:

8.1 Right of access

Request a copy of all personal data we hold about you

8.2 Right of rectification

Request correction of inaccurate or incomplete data

8.3 Right to erasure ("right to be forgotten")

Request deletion of your personal data under certain circumstances

8.4 Right to data portability

Receive your data in a structured, machine-readable format

8.5 Right to object

Object to the processing of your data for certain purposes

8.6 Right to restrict processing

Request limitation of processing under certain circumstances

8.7 Withdrawal of consent

Withdraw your consent at any time (this will not affect the lawfulness of prior processing)

****To exercise these rights, contact us at****: privacy@govisan.com

9. COOKIES AND TRACKING TECHNOLOGIES

We use cookies and similar technologies to improve your experience. For detailed information, see our [Cookie Policy].

10. PROTECTION OF MINORS

Our services are aimed at professionals and businesses. We do not intentionally collect data from minors under 18 years of age. If we identify data from minors, we will delete it immediately.

11. DATA BREACH NOTIFICATION

In the event of a data breach that may affect your rights:

- We will notify competent authorities within 72 hours (GDPR) or according to deadlines established by DPDP Act
- We will inform you directly if there is a high risk to your rights

and freedoms

- We will take immediate measures to mitigate effects

12. CHANGES TO THIS POLICY

We will update this policy as necessary. Significant changes will be notified:

- By email to registered users
- Through prominent notice on our website
- The "last updated" date will be modified

13. CONTACT AND COMPLAINTS

13.1 Primary contact:

****Data Protection Officer****

Email: privacy@govisan.com

Phone: +91 [specific number for privacy]

13.2 European office (for GDPR matters):

****EU Representative****

[Address of designated EU representative]

Email: eu-privacy@govisan.com

13.3 Supervisory authorities:

If you are not satisfied with our response, you may file a complaint with:

- ****India****: Data Protection Board of India (when established)
- ****EU****: Your local data protection authority or lead supervisory authority

14. ADDITIONAL INFORMATION FOR EU RESIDENTS

14.1 Specific legal basis for processing:

- Article 6(1)(a) GDPR: Consent
- Article 6(1)(b) GDPR: Contract performance
- Article 6(1)(f) GDPR: Legitimate interest

14.2 Transfers outside the EU:

We use Standard Contractual Clauses approved by the European Commission for transfers to third countries.

15. ADDITIONAL INFORMATION FOR INDIA RESIDENTS

15.1 DPDP Act compliance:

- We process data under explicit consent according to Section 5 of DPDP Act
- We maintain processing records according to Act requirements
- We implement appropriate security measures according to Section 8

15.2 Specific rights under DPDP:

- Right to confirm and access (Section 11)
- Right to correction and erasure (Section 12)
- Right to data portability (Section 13)
- Right to file complaints (Section 17)

****Effective date**:** [Date]

****Version**:** 1.0

This Privacy Policy is available in English and Spanish. In case of discrepancies, the English version shall prevail.