



Invimatic Technologies Pvt. Ltd.

Privacy Policy

Version – 1.3

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Document Release History

Sr. No	Version No.	Date	Reasons for New Release
1.	1.0	22 nd March 2024	New Policy Creation
2.	1.1	18 th June 2024	Update in Document Naming
3	1.2	31 st July 2025	Dedicated privacy email ID
4	1.3	9 th June 2026	Annual Review



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PRIVACY POLICY

THIS DOCUMENT IS AN ELECTRONIC RECORD AS DEFINED UNDER SECTION 2(T) OF THE INFORMATION TECHNOLOGY ACT, 2000 AND RULES THEREUNDER AS APPLICABLE AND THE PROVISIONS PERTAINING TO ELECTRONIC RECORDS IN VARIOUS STATUTES AS AMENDED BY THE INFORMATION TECHNOLOGY ACT, 2000. THIS ELECTRONIC RECORD IS GENERATED BY A COMPUTER SYSTEM AND DOES NOT REQUIRE ANY PHYSICAL OR DIGITAL SIGNATURES.

In this Privacy Policy (hereinafter referred as "Privacy Policy"), the terms (i) "we", "us", "our" or "company" refer to Invimatic Technologies Private Limited, its subsidiaries, and affiliates, and (ii) "you" and "your" refer to each customer or service user or site visitor or user. This Privacy Policy governs the use of the website and services provided by the Company under the brand name "Invimatic", and website "<https://www.invimatic.com/>" (hereinafter collectively referred to as the "Website").

This Privacy Policy is our commitment with respect to online privacy and we recognise and fulfill appropriate protection & management of Personal Information as shared by you with us.

At Invimatic Technologies Private Limited, we take your privacy seriously. This document explains what kind of information we collect and store, including Personally Identifiable Information (data that can be reasonably linked to a specific individual or entity).

You, by using the Services on the website, you read and understood and signifies electronically the acceptance to all policies, documents, notifications and notices contained or referenced herein and to comply in accordance with the present Policy. In case, you do not agree to be bound by this Policy and other policies, you shall not use the website and/or the services in any way.

We use best-in-class data security tools to keep your data safe and protect your information from unauthorized access. By using this service, you agree to allow us to collect and process information as described below.



INFORMATION THAT MAY BE COLLECTED FROM YOU

We collect the details provided by you together with information we learn about you from your use of our service and your visits to our website and other websites accessible from them.

We may collect information in connection with your participation in any promotions or contests offered by us and the information you provide when giving us feedback or completing profile forms. We also monitor customer traffic patterns and website use, which enables us to improve the service we provide. We will collect only such information as is necessary and relevant to us to provide you with the services available on the website.

While you use our website, we may have automatic access to (receive and collect) certain anonymous information in standard usage logs through our web server, obtained from cookies sent to your browser from web server cookies stored on your hard drive.

While you register on our website personally identifiable information collected about you may include:

- First and last name
- Email addresses
- Contact details including phone numbers;
- PIN/ZIP code. - Demographic profile (like your age, gender, occupation, education, address and durables owned); and
- Your opinion on services, products, features on our websites

We may also collect the following information about:

- The pages you visit/access;
- The links you click on our website;
- The number of times you access the page;



HOW DOES WE USE THE INFORMATION IT COLLECTS?

We use this information to provide and improve our Services. We may use your email address to send you this information, or to ask you to participate in surveys about our services. We use industry standard methods to keep this information safe and secure while transmitted over your home network and through the Internet to our cloud servers.

We may use your Personal Information for the following purposes:

To provide better usability, troubleshooting and site maintenance

To understand which parts of the website are visited and how frequently

To facilitate communication with you, including contacting you and responding to your queries or requests

To offer curated content tailored to your preferences

To enable marketing and sales related communications and related purposes

To publish testimonials and case studies

To generate and maintain leads as part of our Customer Relationship Management database

To perform data analytics for providing a better user experience, enhance website performance and achieve business objectives

To enhance and optimize our business operations, applications, systems, and processes, including operation and management of our communication assets and systems, ensuring and strengthening information security, maintenance of audit trail and associated records,

To comply with applicable laws and other legal requirements, such as regulatory filings, record-keeping and reporting obligations, cooperating with government authorized inspections or requests, protecting our legal rights, and seeking remedies, including defending against any claims or engaging in legal proceedings, responding to subpoenas or court orders and managing documentation for related purposes

To enhance our website experience and other associated purposes by deploying cookies or similar technologies. These may serve different purposes. For example, some of the cookies may be necessary for the operation of the website, while others are used to ensure its seamless performance. They may also enhance the functionalities provided on our website, help us understand how our online services are used, or to determine the interests of our website visitors.



WITH WHOM WE SHARE YOUR INFORMATION?

Under no circumstance we share Personally Identifiable Information for any commercial or marketing purpose unrelated to the delivery of our service. Our service technicians and other employees have supervised access to your information. We will disclose information to law enforcement, or to comply with other legal requests, only if provided with sufficient and appropriate legal process.

CONSENT-HOW WE OBTAIN IT AND HOW YOU CAN WITHDRAW

Where we rely on your consent to process personal data, we will obtain it through a clear, affirmative action such as ticking a checkbox or clicking an accept button before processing begins. We will not treat continued use of the Website as consent.

Each consent request will clearly describe:

1. What personal data will be collected
2. The specific purpose for which it will be used
3. Whether it will be shared with third parties and with whom

You have the right to request for deletion, restrict/object any processing, including right to request for a copy of type of Personal Data concerning you which you have provided to us directly. These rights may be exercised, by you sending an email at privacy@invimatic.com in writing. We will process your request within 30 days and confirm the withdrawal .

DATA RETENTION

We may retain any data you provide to us in an email inquiry, for the purpose of tracking the types of questions we receive. We may retain personal information for the duration necessary to fulfil the purposes outlined in this privacy policy, unless a longer retention period is required or permitted by law.

INFORMATION FROM PROMOTIONS

We collect information you give us when you participate in a promotion. Specifically, you will typically be asked to provide your name and email address, and possibly other information such as your mailing address and telephone number.

CHANGES TO THIS POLICY

We may from time to time update this privacy policy. In the event that we merge with, or is acquired by another company, a change to this privacy policy may result. Whenever a change to this policy is significant, we will place a prominent notice on this website.



AMENDMENT

You agree that the company reserves the right and has the sole discretion to amend any clauses by way of amendment, addition, variation or repeal or revise this Privacy Policy and other policy at any time. Your continued use of the website or the Services following the posting of any changes to the Privacy Policy of any other policy constitutes your acceptance of those changes.

Regardless of any changes we make to our Privacy Policy, we will always use your personal information in accordance with the version of the policy in place at the time you provide your information, unless you give your express consent for us to do otherwise.

OTHER WEBSITES

For your convenience, this website contains links to other websites, including some websites administered by the company or administered by other companies on behalf of us, as well as to websites unrelated to us. this privacy policy does not apply to these linked websites. Each website should be checked for its own privacy policy.



UPDATING ACCOUNT INFORMATION

We do not collect sensitive personal data like; financial information such as Bank Account details or Credit Card or Debit Card or other payment related details; physical and mental or other health conditions or medical records and history; Biometric information such as fingerprints, voice & facial patterns and DNA any other sensitive information which is confidential or sensitive by its nature. However, we cannot guarantee encryption or the privacy of your personal or sensitive details.

DISCLOSURE OF YOUR PERSONAL INFORMATION

You agree and confirm that we do not rent, sell, or share Personal Information about you with other people (save with your consent) or non-affiliated companies except to provide our Services or under the following circumstances;

4. To provide Personal Information to trusted partners who work on behalf of or with us under confidentiality agreements. These entities may use your Personal Information to help us communicate with you about offers from us and our marketing partners;
5. To respond to summons, court orders, or legal process, or to establish or exercise our legal rights or defend against legal claims to share Personal Information in order to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, violations of Policies, or as otherwise required by law;
6. To transfer Personal Information about you if we are acquired by or merged with another company. In this event, we will notify you before information about you is transferred and becomes subject to a different privacy policy.
7. To share Personal Information with trusted third-party service providers or technology partners who assist us in operating our website, conducting our business, or serving our users, subject to confidentiality obligations. Such partners may use cookies or similar technologies in connection with the services they provide to us.
8. Please remember that if you post any of your Personal Information in public areas of the Website such as in online forums or chat rooms, or in the Website's searchable resume database, such information may be collected and used by others over whom we have no control. We are not responsible for the use made by third parties of information you post or otherwise make available in public areas of the Website.

WHAT SECURITY PROCEDURES ARE IN PLACE TO PROTECT INFORMATION FROM LOSS, MISUSE OR ALTERATION

Although we will endeavour to safeguard the confidentiality of your personally identifiable information, transmissions made by means of the Internet cannot be made absolutely secure. By using this website, you agree that we will have no liability for disclosure of your information due to errors in transmission or unauthorized acts of third parties.

We follow generally accepted industry standards to protect the personal information and email addresses submitted to us, both during transmission and once we receive it. No method of transmission over the Internet, or method of electronic storage, is 100% secure, however. Therefore, while we strive to use commercially acceptable means to protect your personal information and email address, we cannot guarantee its absolute security.

All information gathered on the site is securely stored within our controlled database. The database is stored on servers secured behind a firewall; access to the servers is password-protected and is strictly limited. However, as effective as our security measures are, no security system is impenetrable. We cannot guarantee the security of our database, nor can we guarantee that the information you supply will not be intercepted while being transmitted to us over the Internet and, of course, any information you include in a posting to the discussion areas is available to anyone with internet access.

DISCLAIMER- The Company shall not be responsible or liable for any loss or damage due to any disclosure whatsoever of Personal Information. The Company shall not be liable for any loss or damage sustained by reason of any disclosure (inadvertent or otherwise) of any Personal Information concerning for any error, omission or inaccuracy with respect to any information so disclosed and used.

ASSIGNABILITY- The Company may assign any of its responsibilities/obligations to any other person without notice to the User, at its sole discretion. However, you shall not assign, sublicense or otherwise transfer any of your rights under this Privacy Policy to any other party, unless a written consent is taken from the Company

GRIEVANCE

If you have any concerns, questions, or grievances regarding the processing of your personal data, you may contact us at:

Contact Detail	Information
Email	privacy@invimatic.com
Subject line	"Privacy Grievance — [Brief Description]"
Response time	We will acknowledge your grievance within 3 business days and resolve it within 30 days of receipt

CONTACT US

If you have any questions, concerns, requests, feedback, or grievances regarding this Privacy Policy, our services, or the processing of your personal data, you may contact us at:

Purpose	Contact
Privacy queries & rights requests	privacy@invimatic.com
Security incidents / abuse reports	security@invimatic.com
General enquiries	contact@invimatic.com

POLICY REVIEW

This policy (including all sub-policies and provisions) shall be reviewed at the time of any major change(s) in the existing business environment affecting policies and procedures or at least once every year, whichever earlier. This document shall be reviewed by the CISO and approved by the CTO/CDO.

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