



Privacy Policy

Effective Date: 20 November, 2022

Last Updated: 28 May,2025

CPD Technologies ("Company", "we", "our", or "us") respects your privacy and is committed to protecting the personal information you share with us when using our SaaS-based software solution ("Service"). This Privacy Policy explains how we collect, use, disclose, and safeguard your information.

1. Information We Collect

We may collect the following types of information from our customers and users:

- **Account Information:** Name, email address, contact number, and other identifiers used for account registration.
 - **Usage Data:** Information about how the Service is accessed and used
 - **Transactional Data:** Information related to your interactions with the platform, including system activity and user actions.
 - **Support Communications:** Any communication sent to our customer support or technical teams.
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2. How We Use Your Information

We use the collected data to:

- Provide, maintain, and improve the Service.
 - Authenticate users and ensure account security.
 - Send administrative and technical notifications.
 - Offer customer support.
 - Enforce our Terms of Service and policies.
 - Comply with legal obligations and resolve disputes.
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3. Legal Basis for Processing

In accordance with Indian privacy regulations and global best practices, we process your personal data based on:

- Your consent;
 - Contractual necessity;
 - Legal obligations;
 - Legitimate interests in improving and securing our services.
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4. Data Sharing & Disclosure

We do **not sell or rent** your personal data. We may share data with:

- **Service Providers:** For hosting, analytics, security, and support purposes under strict confidentiality agreements.
- **Authorities:** If required by law or in response to valid legal processes.
- **Business Transfers:** In the case of a merger, acquisition, or sale of assets.

5. Data Retention

We retain your personal data only as long as necessary to fulfill the purposes for which it was collected, including legal, regulatory, tax, or accounting requirements. Upon request or termination of services, data is **securely deleted** from all locations, with no residual trail left.

6. Data Security

We implement rigorous technical and organizational measures to protect your data:

- **Encryption:** Data at rest is encrypted using **AES-256**; data in transit is encrypted using **TLS 1.3**.
- **Access Controls:** Multi-factor authentication (MFA) and **Role-Based Access Control (RBAC)** are enforced for all user roles.
- **Application Security:** The system undergoes regular testing, including **OWASP Top 10** assessments. Critical vulnerabilities are resolved promptly.
- **Data Classification:** All data is categorized by sensitivity level (Public, Internal, Confidential, Highly Sensitive).



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- **API Security:** APIs are protected through strict authentication, mutual TLS, rate limiting, and certificate pinning.
 - **Network Protection:** Firewalls, IDS/IPS, and Web Application Firewalls (WAF) are deployed and managed per server policies.
 - **Incident Response:** Our security team maintains a tested response plan, with **MTTD and MTTR under 30 minutes** for detected threats.

Disclaimer: While we employ best-in-class practices, no security system is impenetrable. We always advised our customers to encourage best practices related to data protection at their end.

7. Your Rights

Depending on applicable laws, you may have the right to:

- Access your personal information.
- Request correction or deletion.
- Object to or restrict processing.
- Withdraw consent where applicable.

To exercise these rights, please contact us at: info@cpdtechnologies.in

8. Cookies & Tracking

Our platform may use cookies and similar technologies to enhance functionality and user experience. You may adjust your browser settings to refuse cookies, though this may impact some service features.



9. Third-Party Links

Our Service may contain links to external websites or tools. We are not responsible for the privacy practices of these third parties.

10. Changes to This Policy

We may update this Privacy Policy periodically. All changes will be posted on this page with a revised “Last Updated” date.

11. Contact Us

For questions or concerns regarding this Privacy Policy or your personal data, contact:

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