

Privacy Policy of Deepak Cybit

1. Introduction

Deepak Cybit Pvt Ltd (“we”, “our”, “us”) is committed to protecting the privacy and security of personal and business data entrusted to us. As a technology company offering solutions such as Laboratory Information Management Systems (LIMS), Environment, Health & Safety (EHS) systems, Document Management Systems (DMS), and custom software development services, we process data in accordance with applicable Indian laws, including the **Information Technology Act, 2000** and the **Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011 (SPDI Rules)**.

2. Scope of Policy

This Privacy Policy applies to:

- All software products and platforms developed and managed by Deepak Cybit
- Cloud-based and on-premise deployments
- Custom-built applications and integrations
- Websites, applications, and support services

3. Information We Collect

3.1 Personal Information

As defined under the IT Act and SPDI Rules, we may collect:

- Name, designation, organization details
- Contact information (email, phone number)
- Login credentials and user identifiers like employee code

3.2 Sensitive Personal Data or Information (SPDI)

Where applicable and as provided by clients, we may process:

- Passwords and authentication data
- Financial information (if part of system workflows)
- Health or safety-related data (in EHS systems)

Such data is processed strictly as per client instructions and applicable law.

3.3 Business and Operational Data

- Laboratory sample data, test results, and reports (LIMS)

- Safety incidents, audits, and compliance records (EHS)
- Documents and records (DMS)
- Workflow, audit trails, and system logs

3.4 Technical Data

- IP address, browser type, device information
- System access logs and usage data
- Cookies and session data (for web platforms)

4. Purpose of Data Processing

In compliance with lawful purposes under Indian regulations, data is processed for:

- Delivering and maintaining software functionality
- Managing workflows, approvals, and audit trails
- Generating reports, analytics, and insights
- Ensuring regulatory compliance (e.g., NABL, ISO)
- Providing customer support and issue resolution
- Enhancing system performance and security

5. Consent

- Personal and sensitive data is collected and processed with consent obtained by the client (data controller), as required under the SPDI Rules.
- By using our systems, users consent to the collection and processing of information for lawful purposes.
- Users may withdraw consent by notifying the relevant client organization, subject to contractual and legal limitations.

6. Data Ownership and Role

- All data processed within Deepak Cybit systems remains the property of the client.
- Deepak Cybit acts as a **data processor** and processes data only as per client instructions.
- We do not use client data for any unauthorized purposes.

7. Reasonable Security Practices

In accordance with Section 43A of the IT Act and SPDI Rules, we implement **reasonable security practices and procedures**, including:

- Role-Based Access Control (RBAC)
- Encryption of data in transit and, where applicable, at rest
- Secure authentication and password policies
- Audit trails and system logging
- Regular data backups and monitoring
- Protection against unauthorized access, alteration, or disclosure

Where applicable, we align with recognized standards such as **ISO/IEC 27001**.

8. Data Sharing and Disclosure

We do not disclose personal or sensitive data except:

- With authorized personnel of the client organization
- With third-party service providers (e.g., cloud hosting) under confidentiality obligations
- When required under law, court order, or government authority
- To protect legal rights, prevent fraud, or ensure system security

9. Data Retention

- Data is retained as per contractual obligations with clients.
- Retention periods are defined by the client organization.
- Upon termination, data is returned or securely deleted, unless retention is required by law.

10. User Rights (Under Indian Law)

As per applicable provisions of the IT Act and SPDI Rules, individuals may:

- Review the information they have provided
- Request corrections or updates
- Withdraw consent (subject to contractual/legal constraints)

Requests should be directed to the client organization or via contact details below.

11. Cookies and Tracking

Our platforms may use cookies to:

- Maintain sessions and authentication
- Improve usability and performance
- Analyze usage trends

Users can manage cookie preferences through browser settings.

12. Third-Party Integrations

Our solutions may integrate with third-party systems (e.g., ERP systems like SAP, laboratory instruments, or external platforms). Data exchange is secured through APIs and governed by client-approved configurations.

13. Grievance Officer

In accordance with the IT Act and SPDI Rules, the contact details of the Grievance Officer are provided below:

Grievance Officer

Deepak Cybit

Email: jwalant@cybit.in

Address: 4th Floor, Building 1965 Alembic City, Alembic Road, Gorwa, Vadodara, Gujarat 390003

All grievances will be acknowledged within **36 hours** and resolved within **1 month**, as required under applicable law.

14. Updates to This Policy

This Privacy Policy may be updated periodically to reflect changes in legal, regulatory, or operational requirements. Updates will be published with a revised effective date.

15. Acceptance

By using our products and services, you acknowledge that you have read, understood, and agree to this Privacy Policy and consent to the processing of information in accordance with Indian law.