

# PRIVACY POLICY OF ZECO AIRCON LIMITED

Effective from: 03 October, 2024

At **Zeco Aircon Limited** (“us”, “we”, or “our”, “Company” or “Zeco”), we prioritize the privacy of our visitors and are committed to taking reasonable precautions to protect their personal information and Sensitive Personal Data or Information (SPDI) in compliance with all legal, regulatory, and contractual obligations related to privacy. Zeco adheres to the principles of “Privacy by Default,” ensuring that data privacy is prioritized from the outset.

## 1. SCOPE

This policy applies to all visitors of the Zeco website.

## 2. INFORMATION COVERED BY THIS POLICY

This policy applies to information collected and processed by Zeco, including:

- a. **Personal Information:** Information related to a visitor, or a combination of pieces of information that could reasonably allow identification. Personal information may include full name, personal contact numbers, residential address, email address, gender, or date of birth;
- b. **Sensitive Personal Data or Information (“SPDI”):** Personal information collected, received, stored, transmitted, or processed by Zeco, consisting of:
  - Passwords
  - Financial information (such as bank account, credit card, or debit card details)
  - Sexual orientation
  - Biometric information
  - Any detail relating to the above personal information categories as provided to Zeco for service provision
  - Any information received under the above personal information categories by Zeco for processing, storage, or processing under lawful contract or otherwise.

Please note that any information freely available or accessible in the public domain or furnished under applicable laws, such as the Right to Information Act, 2005, shall not be regarded as sensitive personal information.

### **3. PURPOSE**

Zeco collects and uses information for legitimate business purposes, including but not limited to:

- Allowing visitors to download product information, order products, and utilize features of the Zeco website.
- Providing information or interactive services through the website.
- Seeking visitor feedback or contacting visitors in relation to services offered.
- Processing orders or applications submitted by visitors.
- Administering agreements with visitors.
- Anticipating and resolving problems with goods or services.
- Creating products or services to meet visitors' needs.
- Processing and responding to requests, improving operations, and communicating with visitors about Zeco products, services, and businesses.
- Allowing visitors to subscribe to Zeco news alerts.

### **4. COLLECTION OF INFORMATION**

Zeco collects only the minimum information necessary to fulfill the purposes outlined in this policy. Neither Zeco nor its representatives are responsible for the authenticity of information provided by visitors. Information may be collected through cookies and other session data for secure online authentication, interaction, and transactions.

### **5. ACCESS, CORRECTION OF INFORMATION, AND WITHDRAWAL OF CONSENT**

Visitors can modify/correct information on the website. If unable to do so due to website functionality or to withdraw consent to provide SPDI, visitors may contact the Grievance Officer (details provided in clause 9).

### **6. RETENTION, PROCESSING, AND STORAGE OF INFORMATION**

- a. Zeco retains information only as long as necessary to meet legal/regulatory requirements or legitimate business purposes;
- b. Zeco implements security practices and standards, periodically reviewed to align with business, technology, and regulatory changes.

### **7. DISCLOSURE OF INFORMATION**

- a. Zeco does not use or disclose information for purposes other than those outlined in this policy, except with visitor consent or as required by law;

- b. Zeco may disclose information to business partners or third parties during normal business for purposes mentioned in this policy, ensuring legitimate processing and equivalent security measures.

## **8. USE OF INFORMATION**

Personal Information provided by visitors may be used for various business purposes, including but not limited to processing orders/applications, customer services, notifying visitors of offers or services, internal reviews, improving services, and protecting application integrity.

## **9. FEEDBACK OR CONCERN**

For feedback or concerns, visitors may contact the Grievance Officer:

**Attention to Grievance Officer**

**Contact No:** 1800 911 0070

**Email Id:** [info@zecoaircon.com](mailto:info@zecoaircon.com)

## **10. GOVERNING LAW AND JURISDICTION**

This Privacy Policy is governed by Indian laws, with the Courts of Delhi having exclusive jurisdiction over any disputes.