

Privacy Policy drafted in accordance with the Information Technology Act, 2000 (India) and the Digital Personal Data Protection Act, 2023 (DPDP Act).

This Privacy Policy describes how **Veiva Scientific India Private Limited**, having its registered office at **No. 9/5, Aedifice The Venue, 15th Cross, 100 Feet Road, 4th Phase, J P Nagar, Bangalore - 560078**, ("Company", "we", "our", or "us"), collects, uses, stores, processes, and protects personal data in accordance with:

- The Information Technology Act, 2000 and
- The Digital Personal Data Protection Act, 2023 (DPDP Act)
- Applicable rules framed thereunder, including the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011.

1. Applicability

This Privacy Policy applies to all users, customers, visitors, partners, and stakeholders ("Data Principals") who access or use our website, mobile application, products, or services.

2. Definitions

- **Personal Data:** Any data about an individual who is identifiable by or in relation to such data.
- **Sensitive Personal Data (under IT Rules):** Includes passwords, financial information, health data, biometric data, etc.
- **Data Principal:** The individual to whom the personal data relates.
- **Data Fiduciary:** The entity determining the purpose and means of processing personal data (i.e., the Company).

3. Collection of Personal Data

We may collect the following categories of personal data:

- **Identity Information:** Name, age, gender, photograph
- **Contact Information:** Address, email ID, phone number
- **Professional Information:** Organization, designation
- **Technical Data:** IP address, device information, browser type
- **Financial Information (if applicable):** Bank details, payment information
- **Health or Sensitive Data (if applicable and only with explicit consent):**

4. Purpose of Processing

Personal data is collected and processed for the following lawful purposes:

- Providing products and services
- Communication and customer support

- Compliance with legal and regulatory obligations
- Business operations, analytics, and service improvement
- Marketing and informational communications (with consent)

Processing is limited to what is necessary, lawful, and purpose-specific, as mandated under the DPDP Act.

5. Consent

- Personal data is processed only with free, specific, informed, unconditional, and unambiguous consent, unless exempted by law.
- Consent may be withdrawn at any time by contacting us at [email address].
- Withdrawal of consent may affect the availability of certain services.

6. Disclosure and Data Sharing

We do not sell personal data. Data may be shared only:

- With authorized service providers or processors under contractual safeguards
- With government or statutory authorities when legally required
- For enforcement of legal rights or prevention of fraud

All third parties are required to comply with applicable data protection laws.

7. Data Storage and Retention

- Personal data is retained only for as long as necessary to fulfill the stated purpose or as required by law.
- Upon completion of purpose or withdrawal of consent, data is securely deleted or anonymized.

8. Reasonable Security Practices

In compliance with the IT Act and DPDP Act, we implement reasonable security practices including:

- Access controls and authentication
- Encryption and secure storage
- Regular security audits and reviews
- Confidentiality obligations for employees and contractors

9. Rights of Data Principals (DPDP Act)

Data Principals have the right to:

- Access information about their personal data
- Request correction or erasure of personal data
- Withdraw consent
- Nominate another person to exercise rights in the event of death or incapacity
- Grievance redressal

Requests may be made by contacting our Grievance Officer.

10. Grievance Redressal

In accordance with the DPDP Act and IT Act:

Grievance Officer
Name: Hema Mahesh
Email: hema.mahesh@veiva.in

Address:
Veiva Scientific India Private Limited

1st floor, No. 9/5, Aedifice The Venue, 15th Cross, 100 Feet Road, 4th Phase, J P Nagar, Bangalore - 560078,

We shall address grievances within the prescribed statutory timelines.

11. Children's Data

Personal data of children (below 18 years) is collected only with verifiable parental consent, wherever applicable, and is processed in strict compliance with the DPDP Act.

12. Cross-Border Data Transfer

Personal data may be transferred outside India only in compliance with applicable laws and government-notified restrictions under the DPDP Act.

13. Amendments

We reserve the right to update this Privacy Policy from time to time. Changes will be effective upon posting on our website.

14. Governing Law

This Privacy Policy shall be governed by and construed in accordance with the laws of India. Courts in **Bangalore, Karnataka** shall have exclusive jurisdiction.

For all Computer related Emergencies, please contact the head of the response team:

Shankar A – shankar.a@veiva.in
+91 97424 11555

Approved By: Virud Nair

Signature: 

Designation: Director- Marketing & IT

Effective Date: 01-04-2025