

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

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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](mailto:shankar.a@veiva.in)  
+91 97424 11555

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Approved By: Vinod Nair

Signature:

Designation: Director- Marketing & IT

Effective Date: 01-04-2025