

Information Practices Of InfoTroop and its Partner Companies

At InfoTroop IT Solutions Pvt. Ltd. ("InfoTroop"), we respect the privacy of our partners, customers, and stakeholders. This statement describes the information practices of InfoTroop and its authorized partner companies, including how we collect, use, disclose, and safeguard personal and business information. It also explains your rights and choices with respect to the data shared under the InfoTroop Partner Program.

Our practices comply with applicable data protection laws, including the Information Technology Act, 2000 (India), relevant rules framed thereunder, and global best practices for information security and privacy.

1. Information We Collect:

When you engage with InfoTroop directly or through our partner ecosystem, we may collect the following categories of information:

a. Personal Information:

- Full name, job title, and professional details.
- Contact information such as email address, phone number, and office address.
- Identity details such as company ID, GST number, or registration details (for partners).

b. Business Information:

- Organization details, size, industry type, and nature of services.
- Partner enrollment forms, agreements, and certification data.
- Training and performance records under the Partner Program.

c. Technical Information:

- Log files, IP addresses, and device/browser details when interacting with InfoTroop digital platforms.
- Usage analytics related to partner portals, training modules, and support tools.

d. Transactional Information:

- Records of services availed, rewards earned, payout information, and invoices.
- Partner sales data and customer engagement statistics (shared voluntarily for program benefits).

2. Purpose of Collecting Information:

The information collected is used for the following purposes:

1. Program Administration – To manage the InfoTroop Partner Program, including registration, onboarding, benefits, and rewards.
2. Communication – To send important updates on product and service launches, partner benefits, incentives, and promotions.
3. Training & Development – To provide access to training modules, certifications, and performance tracking.
4. Support & Service Delivery – To provide customer and technical support for partners and end-users.
5. Business Analytics & Improvements – To analyze engagement patterns and improve program offerings.

3. Sharing of Information:

InfoTroop respects the confidentiality of partner and customer data. Information is shared only in the following circumstances:

1. Within InfoTroop Group – Information may be shared across different departments within InfoTroop.
2. With Authorized Partners – Limited business data may be shared with partner companies.
3. With Service Providers – Third-party vendors may be engaged to provide services on behalf of InfoTroop.
4. Legal and Regulatory Compliance – Information may be disclosed to government authorities or regulators.
5. Business Transactions – In the event of a merger, acquisition, or restructuring, partner and customer data may be transferred.

Important Note: InfoTroop and its partner companies do not sell, rent, or trade your personal information to unrelated third parties.

4. Data Protection & Security:

We take strong technical and organizational measures to ensure the confidentiality, integrity, and security of all collected information. These include:

- Secure servers and encrypted communication channels.
- Role-based access controls.
- Regular security audits and compliance checks.
- Data minimization and retention policies.

5. Retention of Information:

- Partner and customer information is retained only for as long as required.
- Certain information may be retained longer to comply with obligations.
- Once retention periods expire, data will be securely deleted or anonymized.

6. Your Rights & Choices:

InfoTroop provides you with control over how your information is used. You may:

- Access: Request a copy of the information held about you.
- Correct: Request corrections to inaccurate or outdated information.
- Delete: Request deletion of personal information.
- Restrict Processing: Limit how your data is used.
- Opt-Out: You may unsubscribe from promotional communications at any time.

7. Transparency & Updates:

InfoTroop reserves the right to update or revise this statement from time to time. Updates will be communicated to partners via email, portal notifications, or other appropriate channels.

8. Contact Us:

If you have questions or concerns about InfoTroop's information practices, or if you wish to exercise your rights under this statement, please contact:

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