

PRIVACY POLICY

H4 Tech Solutions Private Limited

Version 1.0

Effective Date: 1st January, 2025

1. Introduction

H4 Tech Solutions Private Limited ("Company", "we", "us", or "our") is a software services company incorporated under the laws of India, with its registered office at X163, Sarayu Complex, Near Park Residency Hotel, Kakkanad, Ernakulam 682 030 India.

This Privacy Policy describes how we collect, use, disclose, and protect information in connection with our business-to-business ("B2B") software development and related services. This policy applies to all our clients and business partners globally.

We are committed to protecting the privacy and security of information entrusted to us and to complying with applicable data protection laws in the jurisdictions where we operate and where our clients are located.

2. Scope of Services

This Privacy Policy applies to information we collect and process in connection with the following services:

- Requirements gathering and analysis
- Software design and specification
- Custom software development
- Software testing and quality assurance
- Deployment and implementation on client infrastructure
- Software maintenance and support
- Server and cloud setup, configuration, and management

3. Information We Collect

3.1 Business Contact Information

We collect business contact information from our clients and their authorized representatives, including:

- Names and job titles of client personnel
- Business email addresses and phone numbers
- Company name, address, and corporate details
- Billing and payment information

3.2 Project-Related Information

In the course of providing our services, we may collect and process:

- Software requirements and functional specifications
- Technical documentation and design specifications

- Business process information relevant to software development
- Test data provided by the client
- System logs and error reports during maintenance
- Communications related to project management and support

3.3 Client Data

During software development, testing, implementation, and maintenance, we may have access to data stored in or processed by the software systems we develop or maintain ("Client Data"). We process Client Data solely on behalf of and under the instructions of our clients. The client remains the owner and controller of all Client Data at all times.

3.4 Access Credentials

Clients may provide us with access credentials to their servers, cloud environments, or other systems for deployment and maintenance purposes. We handle all credentials with strict security measures and use them only for authorized service delivery purposes.

4. How We Use Information

We use the information we collect solely for the following legitimate business purposes:

- To gather, analyze, and document software requirements
- To create design specifications and technical documentation
- To develop, test, and deliver software solutions
- To deploy and implement software on client infrastructure
- To provide maintenance, updates, and support services
- To configure and manage server and cloud environments
- To communicate with clients regarding project matters
- To process invoices and manage billing
- To comply with legal and contractual obligations

5. What We Do Not Do

We are committed to ethical data practices. We do not:

- Sell, rent, or trade any personal data or client information
- Use Client Data for any purpose other than providing contracted services
- Share client information with third parties for marketing purposes
- Use client information for targeted advertising or profiling
- Retain Client Data beyond the period necessary for service delivery
- Access client systems or data without proper authorization

6. Information Sharing and Disclosure

We may share information only in the following limited circumstances:

6.1 Service Providers

We may engage trusted third-party service providers to assist in delivering our services (such as cloud hosting, development tools, or project management platforms). All service providers are contractually bound to maintain confidentiality and security and may only process data as instructed for service delivery purposes.

6.2 Legal Requirements

We may disclose information if required by law, regulation, legal process, or governmental request. Where legally permitted, we will notify the affected client before making such disclosure.

6.3 Business Transfers

In the event of a merger, acquisition, or sale of assets, information may be transferred as part of that transaction. We will provide notice of any such transfer and ensure the receiving entity is bound by equivalent privacy obligations.

7. Data Security

We implement comprehensive technical and organizational measures to protect information, including:

- Encryption of data in transit (TLS/SSL) and at rest
- Secure access controls and multi-factor authentication
- Role-based access to client data and systems
- Secure storage and handling of access credentials
- Regular security assessments and vulnerability testing
- Secure software development practices
- Employee background checks and confidentiality agreements
- Regular employee training on data protection and security
- Incident response and breach notification procedures
- Physical security controls at our facilities

8. Data Retention

We retain information only as long as necessary for legitimate business purposes:

- Project documentation: Duration of the engagement plus a reasonable period for warranty and support purposes, as agreed in the service contract
- Business contact information: Duration of the business relationship plus a reasonable period for legal and accounting purposes
- Financial records: As required by applicable tax and accounting laws
- Client Data: Returned or securely deleted upon project completion or termination, as specified in the service agreement

9. Client Rights

We respect our clients' rights regarding their data. Depending on applicable law and contractual agreements, clients may have the right to:

- Access information we hold about them or their organization
- Correct inaccurate information
- Request deletion of information (subject to legal retention requirements)
- Receive a copy of their data in a portable format
- Object to certain processing activities
- Request return or deletion of all Client Data upon project completion

To exercise these rights, please contact us using the information provided in Section 12. We will respond to requests within a reasonable timeframe in accordance with applicable law.

10. International Data Transfers

As a company based in India providing services to clients globally, information may be transferred to and processed in India. We implement appropriate safeguards for international transfers, including contractual data protection obligations and technical security measures. Where required by applicable law, we will enter into appropriate data transfer agreements with our clients.

11. Regulatory Compliance

We are committed to complying with applicable data protection laws and regulations in the jurisdictions where we operate and where our clients are located. This includes, but is not limited to, the Information Technology Act, 2000 (India), and relevant data protection regulations in client jurisdictions. We will work with clients to meet their specific compliance requirements as needed.

12. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact us at:

H4 Tech Solutions Private Limited

Address: X163, Sarayu Complex, Near Park Residency Hotel, Kakkanad, Ernakulam 682 030 India.

Email: info@h4tech.com

Phone: +91-9496460691

Attention: Somanath Balakrishnan, Founder and Director

13. Grievance Officer

In accordance with the Information Technology Act, 2000 (India), the name and contact details of our Grievance Officer are:

Name: Somanath Bakakrishnan

Email: som@h4tech.com

Address: X163, Sarayu Complex, Near Park Residency Hotel, Kakkanad, Ernakulam 682 030 India.

14. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or applicable laws. Material changes will be communicated through appropriate channels. The current version will always be available upon request.

15. Document Control

Document Information:

Version: 1.0

Effective Date: 1st Jan, 2025

Last Reviewed: 29th Oct, 2025

Next Review Date: 1st Jan, 2026

Approved By: Somanath Balakrishnan, Founder and Director