

## **PRIVACY POLICY**

### **24by7Engineering**

**Effective Date:** October 2022

24by7Engineering (“we”, “our”, or “us”) respects your privacy and is committed to protecting the personal information you provide when using our website.

This Privacy Policy explains how we collect, use, store, and protect information when you visit our website or contact us through our enquiry forms.

#### **1. Information We Collect**

When you submit an enquiry through our website, we may collect information such as:

- First Name
- Last Name
- Email Address
- Phone Number
- Company Name
- Product or Requirement Details
- Message or other information you voluntarily provide

We may also collect limited technical information automatically when you visit our website, such as browser type, device information, IP address, pages visited, and general website usage information.

#### **2. How We Use Your Information**

We may use the information collected to:

- Respond to your enquiries and requests.
- Understand your industrial, engineering, product, or technical requirements.
- Provide relevant information about our products and solutions.
- Communicate with you regarding your enquiry.
- Improve our website, services, and user experience.
- Maintain website security and prevent misuse.
- Comply with applicable legal and regulatory requirements.

We do not use the information submitted through our enquiry forms for unrelated purposes without appropriate justification or consent where required.

### **3. Enquiry Form Information**

When you submit an enquiry, the information provided may be received by our team through our website's enquiry system and/or business email.

By submitting an enquiry, you acknowledge that the information you provide may be used by 24by7Engineering to contact you regarding your enquiry and related requirements.

### **4. Sharing of Information**

We do not sell or rent your personal information.

We may share information where reasonably necessary with:

- Service providers supporting our website or business operations.
- Technical service providers responsible for website hosting, security, email delivery, or form processing.
- Professional advisers where reasonably required.
- Government authorities or other parties where disclosure is required by applicable law.

Any such sharing will be limited to what is reasonably necessary for the relevant purpose.

### **5. Data Security**

We take reasonable technical and organizational measures to protect information submitted through our website against unauthorized access, misuse, alteration, disclosure, or loss.

However, no method of transmission or electronic storage can be guaranteed to be completely secure. Therefore, we cannot guarantee absolute security of information transmitted over the internet.

### **6. Data Retention**

We retain personal information for as long as reasonably necessary to:

- Respond to and manage enquiries.
- Maintain relevant business records.
- Fulfil legitimate business purposes.
- Comply with applicable legal, accounting, or regulatory requirements.

When information is no longer reasonably required, it may be deleted or securely disposed of, subject to applicable legal requirements.

## **7. Cookies and Similar Technologies**

Our website may use cookies or similar technologies to provide essential website functionality, improve performance, understand website usage, and enhance the user experience.

You may be able to control or disable cookies through your browser settings. Disabling certain cookies may affect some website functionality.

## **8. Third-Party Services**

Our website may use third-party services or technologies for purposes such as website hosting, security, analytics, communication, forms, or other website functionality.

These third parties may process information in accordance with their own privacy policies and applicable laws.

We recommend reviewing the privacy policies of relevant third-party services where appropriate.

## **9. External Links**

Our website may contain links to external websites, manufacturers, suppliers, or other third-party resources.

We are not responsible for the privacy practices, content, or security of external websites. You should review the privacy policy of any external website you visit.

## **10. Your Privacy Rights**

Depending on applicable law, you may have rights relating to your personal information, including the right to request access to, correction of, or deletion of certain information.

If you wish to make a privacy-related request, you may contact us using the contact information provided on our website.

We may need to verify your identity before processing certain requests.

## **11. Children's Privacy**

Our website is intended for business and general audiences and is not specifically directed toward children.

We do not knowingly collect personal information from children for purposes unrelated to providing the website or its services.

## **12. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time to reflect changes in our website, business practices, technology, or applicable legal requirements.

Any updated version will be published on this page or made available through our website with the revised effective date.

### **13. Contact Us**

If you have questions, concerns, or requests regarding this Privacy Policy or the handling of your personal information, please contact 24by7Engineering through the contact details provided on our website.

#### **24by7Engineering**

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