

SMOTO Data Security & Privacy Policy

Ver: 001- DS&P -5-26- 2026-27

Workplace Fitment & Career Intelligence Platform

Last Updated: [May 2026]

SMOTO, powered by SmoveConsulting, respects the privacy, confidentiality, and security of every user who engages with our workplace-fitment advisory services. This policy explains how we collect, use, protect, retain, and manage personal information shared by users, subscribers, candidates, employers, and website visitors.

This policy is aligned with India's evolving digital personal data protection framework, including principles of consent, purpose limitation, grievance redressal, correction, and erasure rights.

1. Information We Collect

SMOTO may collect the following information depending on the nature of interaction:

- Name, contact number, email ID, and location
- Professional background, role, career stage, and work history
- Workplace decision context, such as offer evaluation, multiple offers, or current workplace review
- Candidate profiling inputs, BCI responses, preferences, expectations, and behavioural indicators
- Company / workplace details relevant to the fitment evaluation
- Payment confirmation details
- Communication records through email, WhatsApp, phone, or website forms
- Feedback, testimonials, support requests, and service-related interactions

We collect only the information required to deliver SMOTO's workplace-fitment advisory and related services.

2. Purpose of Data Use

User information may be used for:

- workplace-fitment analysis
- candidate profiling and interpretation
- report preparation
- advisory sessions

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- subscription activation and service delivery
- user support and communication
- quality review and service improvement
- subscription engagement such as insights, sessions, nudges, or updates
- legal, compliance, audit, and record-keeping purposes

SMOTO does not sell user data to third parties.

3. Consent

By submitting the BCI form, confirming policy acceptance by email, making payment, or using SMOTO services, the user consents to the collection and use of data for the purposes stated in this policy.

Users may withdraw consent or request deletion of their personal information, subject to service completion, legal requirements, dispute handling, audit needs, or legitimate record retention.

4. Data Security Measures

SMOTO follows reasonable technical and organizational safeguards to protect user information.

Our security practices may include:

- restricted access to authorized team members only
- role-based access control
- password-protected systems and controlled document access
- secure cloud storage
- limited internal sharing on a need-to-know basis
- confidentiality obligations for team members
- periodic review of access and stored documents
- secure handling of reports and profiling records

No system can guarantee absolute security, but SMOTO takes reasonable care to protect data from unauthorized access, misuse, loss, alteration, or disclosure.

5. Confidentiality

All candidate profiling inputs, BCI responses, workplace decision context, reports, and advisory interactions are treated as confidential.

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SMOTO does not publicly disclose user-specific information without consent, except where required by law, regulatory obligation, dispute resolution, or lawful authority.

6. Use of Data for Service Improvement

SMOTO may use anonymized or aggregated insights for internal research, quality improvement, framework refinement, trend analysis, and service development.

Such use will not identify individual users personally.

7. Sharing of Information

SMOTO may share user information only where necessary with:

- authorized internal team members
- fitment associates or advisors involved in service delivery
- payment or communication service providers
- legal, compliance, or professional advisors where required
- government or lawful authorities if legally mandated

Any such sharing will be limited to the purpose for which it is required.

8. Data Retention

SMOTO retains user information only for as long as necessary for:

- service delivery
- subscription engagement
- quality review
- refund or dispute handling
- audit and compliance
- legal or operational record-keeping

After the applicable retention period, data may be securely deleted, archived, or anonymized.

9. User Rights

Users may request:

- access to their personal information
- correction of inaccurate information

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- deletion of personal information, where legally and operationally permissible
- withdrawal of consent

- clarification on how their data is used
- grievance redressal

The DPDP framework recognizes data principal rights including correction, erasure, and grievance redressal.

10. Website and Communication Data

When users visit the SMOTO / SmoveConsulting website or communicate through digital channels, basic technical or communication information may be collected for enquiry handling, security, analytics, and service improvement.

If cookies, analytics tools, or tracking technologies are used, they will be handled in line with applicable website practices and user consent requirements.

11. Third-Party Platforms

SMOTO may use third-party tools such as email, WhatsApp, payment gateways, cloud storage, webinar platforms, or communication tools.

SMOTO is not responsible for the independent privacy practices of such third-party platforms. Users are encouraged to review their respective policies.

12. Children's Data

SMOTO services are primarily intended for professionals, students, job seekers, working individuals, organizations, and adult users.

Where services are provided to students below legal adult age, appropriate consent from parent, guardian, or institution may be required before collecting or processing personal information.

13. Data Breach and Incident Response

If SMOTO becomes aware of a material data security incident affecting user information, reasonable steps will be taken to assess, contain, investigate, and respond to the incident.

Affected users or authorities may be informed where required under applicable law.

14. Grievance Redressal

Users may contact SMOTO for privacy, data, correction, deletion, consent, or grievance-related concerns.

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Grievance / Privacy Contact:

SmoveConsulting / SMOTO Support

Email: support@smoveconsulting.com

SMOTO will make reasonable efforts to respond within a defined and practical timeline as required by applicable law and internal process.

15. Policy Updates

SMOTO may update this Data Security & Privacy Policy from time to time to reflect changes in law, technology, services, or internal practices.

The updated version will be published or shared with the effective date.

End of Data Security & Privacy Policy