

PRIVACY NOTICE

MINDVERSE CONSULTING SERVICES is a SME IT Consulting Company focusing on CLOUD COMPUTING and DATA SCIENCE CONSULTING space across EUROPE & INDIA as CLOUD SOLUTION PROVIDER of MICROSOFT. We also provide additional support to our customers by deploying IT consultants on contract for their project requirements across EUROPE, we call this service as SKILL-PARTNERSHIP.

This privacy notice provides information about how MINDVERSE CONSULTING SERVICES PRIVATE LIMITED and MINDVERSE CONSULTING SERVICES LIMITED uses the personal data we collect when you interact with us during prospecting or sales cycle as well as during and after the delivery of any contractual services.

1. DATA PROTECTION LAW

The EU General Data Protection Regulation 2016/679 (GDPR) and the Data Protection Act 2018 (which supplements the GDPR) came into force on 25th May 2018. We refer to these as "Data Protection Law". Once in force, data protection law will regulate the processing of "personal data" relating to individuals by organizations (known as "data collectors").

2. KEY DEFINITIONS

On this page, and the pages which it links to, we have used some words and phrases, and these are explained below.

"Personal data" means any information which relates to a living, identifiable person. It can include names, addresses, telephone numbers, email addresses etc. but it is wider than that and includes any other information relating to that person or a combination of information which, if put together, means that the person can be identified.

"Special category data" means personal data about a person's race, ethnic origin, politics, religion, trade union membership, genetics, biometrics (where used for ID purposes), health, sex life or sexual orientation.

"Processing" covers all activities relating to the use of personal data by an organization, from its collection through to its storage and disposal and everything in between.

"Data subject" means the person whose personal data is being processed.

"Data controller" means the organization which is responsible for processing data and ensuring that personal data is processed in accordance with data protection law.

3. PRIVACY NOTICE

Personal data must be processed in accordance with specific principles set out in Data Protection Law. These include the principle that personal data should be processed 'lawfully, fairly and in a transparent manner'. To comply with this principle, we will advise you on how we will process your information at the time we collect it. This information is normally set out in a "privacy notice" which we publish on our website.

4. DATA COLLECTOR

MINDVERSE CONSULTING SERVICES PRIVATE LIMITED and MINDVERSE CONSULTING SERVICES PRIVATE LIMITED is the data controller for any personal data that we process in relation to you.

Occasionally, MINDVERSE CONSULTING SERVICES PRIVATE LIMITED and MINDVERSE CONSULTING SERVICES LIMITED may be a joint data controller with other organizations, or we may be processing data about you on behalf of another organization, but when this is the case, we will make you aware of this when the information is collected.

5. WHAT PERSONAL DATA WILL BE PROCESSED?

Any personal details provided to us at the time initial business enquiry or any other form of business interaction with us are stored in our database, along with any subsequent relevant data provided to us at a later stage during the reservation process or during the live span of any engagement with you/your organization.

Information is gathered through our web-based enquiry forms, during telephone or face to face communications with us, and by email or post.

Personal data collected includes: your name, home address, business address, a contact telephone number (landline and mobile where possible), email address, or any other personal information that you disclose to us at the point of your enquiry, during sales activities or during the life span of the engagement.

In addition to this, we may need to process some data about you that is classed as 'special category' or sensitive personal data. We will usually ask you for consent to do this. This includes any relevant health and disability information you provide us. We will make sure that access to, and the sharing of, your special category personal data is controlled very carefully.

Cookies are collected on the website to improve your experience. For more information, please refer to our cookie policy.

6. WHAT IS THE PURPOSE OF THE PROCESSING?

We will process your personal data for a range of purposes. These include the following:

- To deliver services and facilities to you.
- To administer any billing information.
- To provide technical support for your business.
- To communicate with you by post, phone, email, or other electronic media, in order to provide you with relevant information and updates relating to your engagement with us.
- To enable us to contact others in the event of an emergency, particularly, when we bring special expert to address any specific critical issue of your business or IT landscape.
- To fulfil and monitor our responsibilities under equalities, immigration and public safety legislation.
- With your consent, to communicate with you for marketing and promotional purposes.
- To compile statistics for reporting purposes.
- To manage and develop our business.

7. WHAT IS THE LEGAL BASIS OF THE PROCESSING?

If we require your consent for any use of your specific data, we will collect it at the appropriate time, explaining why we are collecting the data and how we will use it, and you can withdraw this consent at any time. In other cases, we consider the processing of your personal data for these purposes to be necessary for:

- The performance of our contractual obligations with you.
- Compliance with legal obligations.
- The pursuit of legitimate interests of our business.

We usually process your special category data with your explicit consent. In other cases, we do so because we consider it necessary.

- Very occasionally, for the establishment, exercise or defence of legal claims.
- For statistical purposes (but not to take decision about you)

8. WHO WILL MY PERSONAL DATA BE SHARED WITH?

Your personal data may be shared, on a considered and confidential basis, with a range of external organizations as is necessary for the purposes set out above and as permitted or required by law, including the following:

- Occasionally and when necessary, the police and other law enforcement agencies, for the prevention or detection of crime.
- Occasionally and when necessary, internal and external auditors and regulators.
- Our employees from both the countries with prior permission from their supervisor and absolutely "NEED TO KNOW BASIS".

Except as we have explained above, we will not normally publish or disclose any personal data about you to other external enquirers or organizations unless you have asked us to do or have consented to it, or unless it is in your vital interests to do so (e.g., in an emergency situation).

8.1 Data Storage and Transfer

We store your personal data on secure servers located within the European Economic Area (EEA). We have implemented appropriate technical and organisational measures to protect your data from unauthorised access, use, disclosure, alteration, and destruction.

The Company may transfer only the information you provide to us to countries outside the European Economic Area ('EEA') for the purposes of providing you with our services as per the agreement signed off between our customers and ourselves.

In certain circumstances, we may need to transfer your personal data outside the EEA. When this is necessary, we ensure that the data is transferred in compliance with data protection laws and regulations. We use approved data transfer mechanisms, such as Standard Contractual Clauses, to protect your data during these transfers.

8.2 Compliance

Our company is committed to protecting your privacy and ensuring the security of your personal data. We comply with all applicable data protection laws and regulations, including the General Data Protection Regulation (GDPR).

9. HOW LONG IS MY PERSONAL DATA KEPT?

Personal data relating to business engagement with us will be kept on our systems for seven years after the engagement is completed or the event is held.

Personal data collected as part of a customer enquiry which did not result in a sale will be stored on our systems for a shorter period, as permitted by law.

We do this to ensure we can respond to any queries you or any third parties raise regarding current, future or past events or engagement you had with us.

10. HOW WE PROTECT YOUR PERSONAL DATA

We handle a substantial amount of information about individuals. It is important that they have trust and confidence that we will protect their privacy, and we take great care to ensure that personal data is handled, stored, and disposed of confidentially and securely. Our staff receive regular data protection training, and we have put in place organizational and technical measures to ensure that personal data is processed in accordance with the 6 data protection principles set out in Data Protection Law.

We have an Information Security Management System with a range of controls covering the protection of personal information and in line with "CYBER ESSENTIAL" certification principals and mechanisms.

Your personal data is collected, stored and transmitted securely in a variety of paper and electronic formats. Only relevant staff that require access to your personal data for the purpose for delivering our services will be able to access this data. Our use of your data will be strictly limited to the purpose and legal basis outlined below.

For any access of data from outside of UK, is restricted within the employee of our group company outside of UK and that is also "NEED TO KNOW BASIS" and prior permission of his/her superior.

10.1 Data Deletion

- We provide you with the ability to delete your personal data through the normal functionality of our service. When you delete your data, it is removed from our active systems and any backups.
- Upon termination of your contract with us, we will delete all your personal data from our systems within a reasonable timeframe. This deletion may be achieved through either logical or physical means.

- We understand the importance of your privacy and are committed to being transparent about our data practices. If you have any questions about our privacy practices, please contact our Data Protection Officer.

11. YOUR RIGHTS AS A DATA SUBJECT

As a data subject, you have the following rights in relation to your personal data which is processed by us.

- To access the personal information, we hold about you. This is known as a Subject Access Request. More information about making Subject Access Requests and exercising your rights is available below.
- To correct inaccuracies or, where appropriate and considering the purpose for which we process your data, the right to have incomplete data completed.
- To have your personal data erased. This is a limited right which applies, among other circumstances, when the data is no longer required, or the processing has no legal justification. There are also exceptions to this right, such as when the processing is required by law or in the public interest.
- To object to the processing of your personal data for marketing purposes. If you ask us to delete your personal data, we will continue to maintain a core set of personal data comprising very brief information to ensure that we do not inadvertently contact you in future. We may also need to retain some financial records for statutory purposes.
- To object to the processing of your personal data when that processing is based on specific criteria such as the public interest or other legitimate interests, unless we have compelling lawful grounds to continue.
- To restrict the processing of your personal data. This is a limited right which will apply in specific circumstances and for a limited period.
- To ask for the transfer of your data electronically to a third party.
- Where the legal basis for us processing your personal data with your consent, you may withdraw that consent at any time.

12. EXERCISING YOUR RIGHTS, QUERIES AND COMPLAINTS

If:

- You would like more information on your rights.
- You would like to exercise your right.
- You have any questions relating to your personal data or
- You wish to complain.

Please contact.

The Data Protection Officer

Mindverse Consulting Services Limited
71-75 Shelton Street, Covent Garden,
WC2H 9JQ, London, United Kingdom
Email: info.uk@mindverseconsulting.com

You also have a right to complain to the Information Commissioner's Office (ICO) about the way in which we process your personal data. You can make a complaint using the ICO's website.

13. ARE CHANGES MADE TO THIS WEBPAGE?

This webpage is effective from 24th November 2023. It is reviewed when necessary and at least annually. Any changes made in our Data Protection Policy, will be published here.

14. COOKIES

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. Please refer to our "Cookie Policy" as published on our website, to learn more about the process and mechanisms we use to handle cookies.