

Privacy Policy

Epoch Pride

Last Updated: February 23, 2026

1. Introduction

Epoch Pride ("Company," "we," "us," or "our") is a partnership firm registered in India in 2023, providing call center services, payroll services, and manpower services to clients across India and internationally. We are committed to protecting the privacy and personal data of our employees, clients, and third parties in accordance with applicable Indian data protection laws, including the Information Technology Act 2000, IT Rules 2000, and emerging data protection regulations.

This Privacy Policy outlines how we collect, use, disclose, and protect personal data. By engaging with Epoch Pride, you acknowledge that you have read and understood this policy.

2. Scope and Applicability

This Privacy Policy applies to:

- Employees of Epoch Pride
 - Clients and partner organizations
 - Candidates applying for employment
 - Call center service users and call recipients
 - Payroll service end-users
 - Temporary and permanent manpower placements
 - Third parties whose data we process on behalf of our clients
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3. Personal Data We Collect

We collect personal data in the following categories:

3.1 Employee and Candidate Data

- Name, date of birth, and identification proof details (PAN, Aadhaar, Passport)
- Contact information (phone number, email, postal address)

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- Educational and professional qualifications
- Employment history and performance records
- Payroll information (salary, bank account, tax identification)
- Biometric data (where applicable, for attendance systems)
- Health and emergency contact information

3.2 Client and Partner Data

- Organization name and registration details
- Contact person details (name, email, phone)
- Business relationship history
- Service usage and transaction records
- Payment and billing information
- Bank account and financial data (for payroll processing)

3.3 Call Center Service Data

- Caller and call recipient identity information
- Call recordings (where authorized by applicable law and local regulations)
- Call duration, date, time, and call outcome
- Customer service interaction logs
- Audio and voice data

3.4 Manpower Service Data

- Worker identification and background verification information
- Skill assessments and certifications
- Work history and assignment details
- Performance evaluations and attendance records
- Payment and compensation records

3.5 Third-Party Data

When clients use our services and provide third-party personal data (e.g., end-customer contact information), we process it only as instructed by our clients and as permitted by law.

4. Purposes of Data Collection and Processing

We collect and process personal data for the following purposes:

- **Employment and Payroll Management:** Processing salaries, benefits, tax compliance, and employee administration
- **Service Delivery:** Providing call center, payroll processing, and manpower services
- **Recruitment:** Evaluating job applicants and managing the hiring process
- **Compliance:** Meeting statutory, regulatory, and contractual obligations
- **Quality Assurance:** Recording and monitoring calls for training, compliance, and service improvement
- **Background Verification:** Conducting security and suitability checks for employment and assignments
- **Communication:** Sending notifications, updates, and service information
- **Billing and Payments:** Processing invoices, payments, and financial settlements
- **Legal Protection:** Protecting our rights, privacy, safety, and property
- **Business Analytics:** Analyzing service performance and operational improvements (in anonymized form where possible)

5. Legal Basis for Processing

Our processing of personal data is based on:

- **Consent:** Explicit consent from data principals where required
- **Employment Contracts:** Processing necessary for executing employment agreements
- **Legal Obligations:** Compliance with tax, labor, and statutory requirements
- **Business Necessity:** Legitimate interests in conducting call center, payroll, and manpower operations
- **Client Instructions:** Processing personal data on behalf of clients as per contractual agreements

- **Regulatory Requirements:** Compliance with labor laws, GST, income tax, and telecom regulations
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6. Data Retention

We retain personal data for the following periods:

- **Employee Data:** Duration of employment plus 3–7 years (as per statutory requirements for payroll, tax, and labor compliance)
- **Call Recordings:** 30–90 days (unless longer retention is legally required or authorized by relevant parties)
- **Candidate Data:** 1 year from application date (unless candidate is hired)
- **Client and Partner Data:** Duration of business relationship plus 3 years (for audit and dispute resolution)
- **Payroll Records:** Minimum 6 years (as per GST and Income Tax Rules)
- **Background Verification Records:** 5–7 years

Data will be securely deleted or anonymized after retention periods expire, unless we are legally obligated to retain it.

7. Data Sharing and Disclosure

We share personal data with the following categories of recipients:

7.1 Internal Sharing

- Authorized Epoch Pride personnel (HR, payroll, operations, compliance teams)
- Senior management and partners (on a need-to-know basis)

7.2 External Sharing

- **Clients and End-Users:** As necessary for service delivery
- **Government and Regulatory Authorities:** Tax authorities (Income Tax Department, GST Department), labor boards, and law enforcement (when legally required)
- **Financial Institutions:** Banks and payment processors for payroll and billing
- **Background Verification Agencies:** Third-party verification services (with appropriate data processing agreements)

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- **Service Providers and Vendors:** IT, security, audit, and outsourced service providers
- **Legal Representatives:** Lawyers and consultants (for dispute resolution or compliance)
- **Emergency Services:** In cases of life-threatening emergencies

7.3 International Data Transfer

If we transfer personal data outside India (e.g., to international clients or service providers), we ensure compliance with applicable regulations and establish Data Processing Agreements as required.

We do NOT sell personal data to third parties for marketing or commercial purposes.

8. Data Security and Protection

We implement comprehensive technical, organizational, and physical safeguards to protect personal data:

8.1 Technical Measures

- Encryption of sensitive data in transit (TLS/SSL) and at rest (AES-256 or equivalent)
- Secure server infrastructure with firewalls and intrusion detection systems
- Multi-factor authentication for employee and system access
- Regular security audits and vulnerability assessments
- Secure data backup and disaster recovery procedures

8.2 Organizational Measures

- Restricted access on a need-to-know basis
- Employee data security training and awareness programs
- Data handling protocols and standard operating procedures
- Data Protection Impact Assessments (DPIA) for high-risk processing
- Designated Data Protection Officer (where applicable)

8.3 Physical Security

- Restricted access to office premises and data storage areas

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- Surveillance systems and security monitoring
 - Secure destruction of physical documents containing personal data
 - Secure end-of-life disposal of IT equipment
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9. Data Breach Notification

In the event of a personal data breach, we will:

- Assess the scope and impact of the breach
 - Notify affected individuals without undue delay (generally within 3 days) if the breach poses a material risk to personal data privacy
 - Notify relevant regulatory authorities as required by law
 - Implement remedial measures and strengthen security controls
 - Document the breach and maintain incident records
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10. Data Subject Rights

Individuals have the following rights regarding their personal data:

10.1 Right to Access

You have the right to request and receive a copy of personal data we hold about you.

10.2 Right to Correction

You may request correction of inaccurate, incomplete, or outdated personal data.

10.3 Right to Erasure

You may request deletion of personal data, subject to legal obligations requiring retention.

10.4 Right to Data Portability

You may request your personal data in a structured, machine-readable format for transfer to another organization.

10.5 Right to Withdraw Consent

Where processing is based on consent, you may withdraw consent at any time (though this does not affect processing already completed).

10.6 Right to Grievance Redressal

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You have the right to lodge a complaint with us or with the appropriate data protection authority.

To exercise these rights, contact our Data Protection Officer at the address provided in Section 13.

11. Cookies and Tracking Technologies

If Epoch Pride operates a website or online portal, we may use:

- **Cookies:** Small files stored on your device to remember preferences and session information
- **Web Beacons and Analytics:** Tools to analyze website traffic and user behavior
- **Local Storage:** Technologies to store user preferences

You can control cookie settings in your browser. Refusing cookies may limit certain website functionality.

12. Children's Privacy

Epoch Pride services are not directed to children under 18 years of age. We do not knowingly collect personal data from minors without verifiable parental or guardian consent. If we become aware of such collection, we will take steps to delete the data and notify relevant parties.

13. Contact Information and Grievance Redressal

For privacy inquiries, data access requests, complaints, or to exercise your rights, please contact:

Epoch Pride

Address: 39/1, 4th cross, Mathikere extn Bangalore 560054

Email: reach@epochpride.com

Phone: 9845990161

Data Protection Officer (DPO): [Insert DPO name and email, if applicable]

Grievance Redressal Officer:

Jayasimha Ramamurthy

Response Timeline: We will respond to privacy requests and complaints within 30 days of receipt.

14. Third-Party Links and Services

Epoch Pride's website or materials may contain links to third-party websites or services. We are not responsible for the privacy practices of third parties. We recommend reviewing their privacy policies independently.

15. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect:

- Changes in business practices
- Legal or regulatory updates
- Technological advancements
- Feedback from data principals

We will notify affected parties of material changes via email or by posting the updated policy on our website. Continued use of our services constitutes acceptance of the updated policy.

Current Version: February 23, 2026

16. Compliance and Jurisdiction

This Privacy Policy is governed by the laws of India, including:

- The Information Technology Act, 2000
- The Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011
- Reserve Bank of India guidelines (for payment processing)
- State and Central labor laws
- Emerging data protection regulations (including the Digital Personal Data Protection Act, 2023)

Any disputes arising from this policy will be resolved under Indian jurisdiction.

17. Acknowledgment



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By engaging with Epoch Pride for call center, payroll, or manpower services, you acknowledge that you have read, understood, and consent to the practices described in this Privacy Policy.

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For inquiries, please contact: reach@epochpride.com