



ARKS INTEGRATED ENGINEERING CONSULTANCY LLP

YOUR VISION..!! OUR ENGINEERING..!!!

INTERNET PRIVACY POLICY

Protection of Personal Data and Online Information

Document Control

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Review and Approval

Role	Name / Designation	Signature	Date
Prepared by			
Reviewed by			
Approved by			

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1. Introduction and Purpose

- 1.1** ARKS Integrated Engineering Consultancy LLP (“ARKS IEC”, “the Company”, “we”, “us”), an LLP incorporated under the Limited Liability Partnership Act, 2008, with its office at 60A/1D-3, Nagercoil, Tamil Nadu – 629003, India, respects your privacy and is committed to protecting the personal data you share with us.
- 1.2** This Internet Privacy Policy (“Policy”) explains what personal data we collect through our website www.arksiec.com, e-mail, telephone and other online channels, why we collect it, how we use, store, share and protect it, and the rights and choices available to you.
- 1.3** By visiting our website or otherwise sharing your personal data with us, you acknowledge that you have read and understood this Policy. If you do not agree with it, please do not use our website or submit personal data to us.

2. Scope

- 2.1** This Policy applies to personal data collected online or through digital communication from:
- visitors to our website and users of our online enquiry and contact facilities;
 - clients, prospective clients and their representatives;
 - vendors, sub-consultants, contractors and other business associates;
 - job applicants and individuals who send us their résumés or portfolios; and
 - any other person who communicates with us electronically.
- 2.2** This Policy does not govern the handling of personal data of our own employees and partners, which is covered by the Company’s internal HR and IT policies, nor does it cover websites or services operated by third parties that may be linked from our website.

3. Definitions

Term	Meaning
Personal Data	Any data about an individual who is identifiable by or in relation to such data, such as name, e-mail address, telephone number or IP address.
Data Principal	The individual to whom the personal data relates. In this Policy, “you”.
Data Fiduciary	The person who determines the purpose and means of processing personal data. For this Policy, ARKS IEC.
Processing	Any operation performed on personal data, including collection, recording, storage, use, sharing, disclosure, restriction or erasure.
Cookies	Small text files placed on your device by a website to remember information about your visit or preferences.
Applicable Law	The laws of India, including the Digital Personal Data Protection Act, 2023 and the Information Technology Act, 2000, with the rules made under them.

4. Information We Collect

- 4.1** We collect only the personal data reasonably needed for the purposes described in this Policy. Depending on how you interact with us, this may include:

Category	Examples	Typically Collected When
Identity and contact details	Name, designation, organisation, e-mail address, telephone number, postal address	You fill in a contact or enquiry form, e-mail us or call us
Business and project information	Project requirements, site location, service interests, tender or proposal details	You request a quotation, proposal or consultation
Recruitment information	Résumé, qualifications, work experience, references, portfolio	You apply for a position or internship
Communication records	Content of e-mails, messages and meeting notes	You correspond with us
Technical and usage data	IP address, browser type, device type, pages visited, date and time of visit, referring page	You browse our website (collected automatically)

- 4.2** We do not intentionally collect sensitive categories of personal data (such as financial account details, government identity numbers or health information) through our website. Please do not send such information unless we have specifically requested it for a legitimate purpose.

5. How We Collect Information

- 5.1 Directly from you.** When you submit forms, send e-mails, make calls, share documents or otherwise communicate with us.
- 5.2 Automatically.** Through server logs, cookies and similar technologies when you use our website.
- 5.3 From third parties.** From your organisation, referrers, professional networking platforms or publicly available business sources, where relevant to a business relationship.

6. Purposes of Processing

- 6.1** We process personal data only for lawful purposes, namely where you have given consent, or for certain legitimate uses permitted by Applicable Law. Our purposes include:
- responding to your enquiries and providing quotations, proposals and consultancy services;
 - entering into, performing and administering contracts and project engagements;
 - communicating with you about our services, projects, invoices and schedules;
 - assessing and processing job and internship applications;

- operating, securing, maintaining and improving our website and online services;
- maintaining quality management and business records, including under our ISO 9001 certified processes;
- complying with legal, tax, accounting and regulatory obligations; and
- establishing, exercising or defending legal claims.

6.2 We do not sell your personal data. We will not use your personal data for a purpose that is materially different from those stated here without informing you and, where required, obtaining your fresh consent.

6.3 We will send promotional or marketing communications only where you have agreed to receive them, and each such message will include a way to opt out.

7. Cookies and Tracking Technologies

7.1 Our website may use cookies and similar technologies to make the site work properly, remember your preferences, understand how visitors use the site and improve its performance.

7.2 Cookies we use may fall into the following categories:

- essential cookies, which are required for the website to function;
- preference cookies, which remember choices you make; and
- analytics cookies, which help us understand website traffic and usage in aggregate form.

7.3 You can manage or disable cookies through your browser settings. Disabling certain cookies may affect how the website works. Where required, we will ask for your consent before placing non-essential cookies.

8. Sharing and Disclosure of Information

8.1 We may share personal data only to the extent necessary, with:

- our partners, employees and authorised personnel who need it to perform their duties;
- service providers who support our website, e-mail, hosting, IT, cloud storage, communication and accounting functions, under confidentiality and data protection obligations;
- sub-consultants, vendors and project associates, where required to deliver a project and with appropriate confidentiality safeguards;
- professional advisers such as auditors, legal counsel and consultants; and
- courts, government authorities, regulators or law-enforcement agencies where required by law or to protect our legal rights.

8.2 Where our service providers process personal data on our behalf, we require them to act only on our instructions and to keep the data secure.

- 8.3** If the Company undergoes a restructuring, partner change or transfer of business, personal data may be transferred to the successor, who will be bound to protect it in line with this Policy.

9. Cross-Border Transfers

- 9.1** Some of our service providers, such as e-mail, hosting or cloud platforms, may store or process data on servers located outside India. We transfer personal data outside India only as permitted by Applicable Law and take reasonable steps to ensure that it remains protected.

10. Data Retention

- 10.1** We keep personal data only for as long as needed to fulfil the purposes for which it was collected, to meet contractual, legal, tax and audit requirements, or to resolve disputes.
- 10.2** When personal data is no longer required, we will delete it or anonymise it, unless retention is required by law. Unsuccessful job applications are retained for a limited period for future consideration unless you ask us to delete them earlier.

11. Data Security

- 11.1** We adopt reasonable technical and organisational safeguards to protect personal data against unauthorised access, loss, misuse, alteration and disclosure. These include access controls, password protection, antivirus and firewall protection, secure storage, and confidentiality obligations on our people.
- 11.2** No method of transmission over the Internet or electronic storage is completely secure, and we cannot guarantee absolute security. You should avoid sending confidential information through unsecured channels and should protect your own devices and accounts.

12. Client Project Data and Confidentiality

- 12.1** Technical drawings, designs, calculations, specifications and other information shared by clients for engineering projects are treated as confidential. They are used only for the agreed engagement, shared only with authorised project personnel and handled in accordance with the applicable contract or non-disclosure agreement, in addition to this Policy.

13. Your Rights

- 13.1** Subject to Applicable Law, you have the right to:
- obtain a summary of the personal data we process about you and the processing activities involved, and the identities of those with whom it has been shared;
 - request correction of inaccurate or misleading data, completion of incomplete data, and updating of your data;

- request erasure of your personal data when it is no longer necessary for the purpose for which it was collected, unless retention is required by law;
- withdraw your consent at any time, as easily as it was given, without affecting the lawfulness of processing done before withdrawal;
- have your grievances addressed through our grievance redressal mechanism; and
- nominate another individual to exercise your rights in the event of your death or incapacity.

13.2 To exercise any of these rights, please write to us using the contact details in Section 17. We may ask you to verify your identity before acting on a request, and we will respond within the time required by Applicable Law.

13.3 You also have a duty to provide accurate information and not to file false or frivolous complaints.

14. Children's Privacy

14.1 Our website and services are directed at businesses and professionals, not at children. We do not knowingly collect personal data of anyone under 18 years of age without verifiable consent of the parent or lawful guardian, as required by law.

14.2 If you believe a child has provided personal data to us, please contact us and we will take steps to delete it.

15. Third-Party Links and Services

15.1 Our website may contain links to third-party websites, social media platforms or services. We do not control and are not responsible for their content or privacy practices. We encourage you to read their privacy policies before sharing any personal data.

16. Consent and Data Breach Notification

16.1 Where we rely on your consent, it will be free, specific, informed and unconditional, and given through a clear affirmative action, such as submitting a form after reading this Policy.

16.2 In the event of a personal data breach, we will take prompt steps to contain and investigate it and will notify the Data Protection Board of India and the affected individuals as required by Applicable Law.

17. Grievance Redressal and Contact

17.1 If you have any question, request or complaint about this Policy or about how we handle your personal data, please contact us:

Particulars	Details
Organisation	ARKS Integrated Engineering Consultancy LLP

Particulars	Details
Data Protection Contact	
Address	Office # 60A/1D-3, Nagercoil, P.C # 629003, Tamil Nadu, India
E-mail	Info@arksiec.com
Telephone	+91 99525 79147 +91 87542 28580
Website	www.arksiec.com

- 17.2** We will acknowledge and endeavour to resolve your concern within a reasonable period and in line with Applicable Law. If you are not satisfied with our response, you may approach the Data Protection Board of India, as provided by Applicable Law.

18. Changes to this Policy

- 18.1** We may update this Policy from time to time to reflect changes in law, technology or our practices. The updated version will be published on our website with a revised issue date and version number. Continued use of our website after changes take effect indicates that you accept the revised Policy.

19. Governing Law and Jurisdiction

- 19.1** This Policy is governed by the laws of India. Subject to Applicable Law, the courts at Nagercoil, Tamil Nadu shall have jurisdiction over any dispute arising out of or in connection with this Policy.



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ARKS INTEGRATED ENGINEERING CONSULTANCY LLP

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