

Zenergize – Privacy Policy

(In compliance with the Digital Personal Data Protection Act, 2023)

Zenergize is committed to protecting your privacy and handling your personal data in a transparent, lawful, and secure manner. This Privacy Policy explains how Zenergize, acting as a Data Fiduciary under the Digital Personal Data Protection Act, 2023 (“DPDP Act”), collects, uses, stores, and safeguards your personal data when you access or use the Platform.

During onboarding and use of the Platform, Zenergize may collect personal data such as your name, phone number, email address, as well as professional details including company name, experience, certifications, and service areas. In addition, certain technical information such as IP address, device details, and usage logs may be collected automatically to ensure platform security and performance.

Your personal data is collected strictly for specified, lawful, and clear purposes. These purposes include onboarding and verification, enabling operational coordination, providing platform-related communication, improving services through analytics, conducting marketing and promotional activities, and ensuring compliance with applicable legal and regulatory requirements. Zenergize does not process personal data beyond these stated purposes.

Consent for data processing is obtained explicitly at the time of onboarding. You have the right to withdraw your consent, particularly for marketing or promotional communication, at any time. Withdrawal of consent will not affect any processing already carried out for lawful or contractual purposes prior to such withdrawal.

Zenergize implements industry-standard security measures to protect personal data against unauthorized access, alteration, disclosure, or destruction. Personal data is stored securely and retained only for as long as it is necessary to fulfill business, legal, or compliance requirements.

Your data may be shared only with authorized internal teams, trusted service partners strictly for operational purposes, or government and regulatory authorities where disclosure is required by law. Zenergize does not sell personal data to unauthorized third parties.

In accordance with the DPDP Act, 2023, you have the right to access your personal data, request correction or updating, request deletion where applicable, withdraw consent, and raise grievances related to data processing. Zenergize respects these rights and provides mechanisms to exercise them.

For any concerns, complaints, or requests relating to your personal data, you may contact the designated Grievance Officer at Zenergize. All grievances will be addressed within the timelines prescribed under applicable law.

Zenergize may update this Privacy Policy from time to time to reflect changes in legal requirements or business practices. Continued use of the Platform after such updates constitutes acceptance of the revised Privacy Policy.