

Forext Green Energy Pvt. Ltd. – Privacy Policy

Last Updated: 01/11/2025

1. Introduction

Forext Green Energy Pvt. Ltd. (“we”, “us”, “our”, or “the Company”) is committed to safeguarding your personal data.

This Privacy Policy explains how we collect, use, disclose, and protect your information when you visit our website, communicate with us, or purchase our products/services.

This policy complies with:

- **The Digital Personal Data Protection Act, 2023 (India)**
- **Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011**
- **GDPR principles (for international interactions)**

2. Information We Collect

We may collect the following data:

(a) Personal Information:

- Name, mobile number, email address, postal address
- Energy consumption data and location details shared for solar quotation

(b) Technical Data:

- IP address, browser type, device information, and cookies

(c) Transaction Data:

- Billing details, payment references, and communication records

(d) Project Data:

- Site survey photos, DISCOM details, load information, and subsidy documents (if applicable)

We do **not** collect or store any financial card details directly. All payments are handled via secure third-party payment gateways.

3. How We Use Your Information

Your information is used only for legitimate business purposes, including:

- Preparing quotations and proposals
- Processing your service requests and executing projects
- Managing communication and customer support
- Assisting in **MNRE or DISCOM subsidy filing** (if you authorize)
- Sending system performance reports, service alerts, and follow-ups
- Complying with statutory and legal obligations

We never sell or rent your information to third parties.

4. How We Share Information

Information may be shared with:

- **OEM manufacturers** (for warranty registration or technical claims)
- **Financial partners** (for EMI or loan facilitation, if requested)
- **Government/utility agencies** (for subsidy or net-metering applications)
- **Authorized vendors** (for installation, delivery, or service purposes)

All third parties are bound by confidentiality and data protection agreements.

5. Data Retention

Your data is retained only for as long as necessary for project, legal, or compliance requirements. Once the purpose is fulfilled, data is **securely deleted or anonymized**.

6. Data Protection & Security

We employ multiple layers of protection including:

- SSL-encrypted communication
- Firewalled servers and access control
- Internal audit trails for all data access
- Restricted employee access on a need-to-know basis

7. Your Rights

You may:

- Request a copy of your stored data
- Correct any inaccurate information
- Withdraw consent or request deletion (subject to project completion)

All requests can be sent to **[Insert Official Email ID]** and will be addressed within **30 business days**.

8. Cookies Policy

We use cookies and analytics tools to improve user experience. You can disable cookies via your browser settings, though some site functions may be affected.

9. Policy Updates

This Privacy Policy may be updated periodically. Any changes will be posted here with the “Last Updated” date