

PRIVACY POLICY

NCS SoftSolutions Pvt. Ltd.

Effective Date: April 29, 2026

Website: www.ncssoft.in

1. Introduction

NCS SoftSolutions Pvt. Ltd. ("NCS", "we", "us", or "our") is committed to protecting the privacy and personal data of every individual who visits our website www.ncssoft.in or submits information through any of our web forms. This Privacy Policy explains how we collect, use, store, share, and protect your personal data in accordance with the Digital Personal Data Protection Act, 2023 (DPDP Act) and other applicable Indian laws.

By visiting our website or submitting your information, you acknowledge that you have read and understood this Privacy Policy.

2. Personal Data We Collect

When you interact with our website — including through contact forms, demo request forms, newsletter sign-ups, or enquiry forms — we collect the following personal data:

- Full Name
- Email Address
- Phone Number (including WhatsApp-enabled numbers)
- Company / Organization Name
- Job Title / Designation
- City / Location (if provided)
- Any message or query you choose to submit

We may also collect non-personal technical data such as IP address, browser type, device information, and pages visited through cookies and analytics tools. This data is used solely for website improvement and does not identify you personally.

3. Purpose of Data Collection

We collect and process your personal data for the following purposes:

- To respond to your product enquiries, demo requests, or support queries
- To communicate with you via email, phone, SMS, or WhatsApp regarding our products and services
- To send you marketing communications, updates, newsletters, and event invitations
- To qualify and follow up on leads generated through our website
- To improve our website, products, and user experience
- To comply with applicable legal obligations

4. Legal Basis for Processing

Under the Digital Personal Data Protection Act, 2023, we process your personal data based on:

- Consent — You explicitly provide consent by submitting our web forms. You may withdraw your consent at any time by writing to us at privacy@ncsoft.in.
- Legitimate Interest — To maintain business communications and product outreach with prospective enterprise clients.
- Legal Obligation — Where processing is necessary to comply with applicable laws and regulations.

5. Communication Channels

By submitting your information on our website, you consent to being contacted through one or more of the following channels:

- Email — For product information, newsletters, and follow-ups
- Phone / SMS — For sales discussions and enquiry follow-ups
- WhatsApp — For prompt responses, product updates, and engagement

You may opt out of marketing communications at any time by replying STOP to SMS/WhatsApp messages or clicking the unsubscribe link in emails. Transactional or service-related communications are unaffected by opt-outs.

6. Sharing of Personal Data

NCS SoftSolutions does not sell or rent your personal data to any third party. We may share your data only in the following limited circumstances:

- With trusted service providers (e.g., CRM platforms, email marketing tools, SMS/WhatsApp gateways) who assist us in business operations under strict data processing agreements
- With our authorized sales or implementation partners, only when necessary to address your enquiry and only with your implicit knowledge
- With government or regulatory authorities, when required by law or legal process

All third-party service providers are contractually bound to maintain the confidentiality and security of your data and are prohibited from using it for any other purpose.

7. Data Retention

We retain your personal data for as long as necessary to fulfill the purposes outlined in this Privacy Policy, or as required by law — whichever is longer. Typically:

- Lead and enquiry data: Up to 3 years from last interaction
- Marketing consent records: Until withdrawal of consent
- Legal or compliance records: As required by applicable Indian law

Upon request, we will delete or anonymize your data unless we are required to retain it for legal reasons.

8. Data Security

We implement appropriate technical and organizational security measures to protect your personal data against unauthorized access, loss, alteration, or disclosure. Our platform is ISO 27001 compliant and GDPR-aligned. However, no method of electronic transmission or storage is 100% secure, and we cannot guarantee absolute security.

9. Your Rights Under the DPDP Act, 2023

As a data principal under the Digital Personal Data Protection Act, 2023, you have the following rights:

- Right to Access — Request a summary of the personal data we hold about you
- Right to Correction — Request correction of inaccurate or incomplete data
- Right to Erasure — Request deletion of your personal data, subject to legal obligations
- Right to Withdraw Consent — Withdraw consent at any time without affecting prior processing
- Right to Grievance Redressal — Raise a complaint with our Grievance Officer

To exercise any of the above rights, please write to us at privacy@ncsoft.in with the subject line "Data Rights Request".

10. Cookies and Tracking Technologies

Our website uses cookies to improve your browsing experience and analyze website traffic. Cookies are small text files stored on your device. You may disable cookies through your browser settings; however, some features of the website may not function correctly as a result.

We use the following types of cookies:

- Essential Cookies — Required for core website functionality
- Analytics Cookies — To understand how visitors interact with our website (e.g., Google Analytics)
- Marketing Cookies — To track campaign performance and deliver relevant messaging

11. Third-Party Links

Our website may contain links to third-party websites, partner platforms, or review sites (e.g., Gartner, Capterra, Software Advice). NCS SoftSolutions is not responsible for the privacy practices of these external websites. We encourage you to review their respective privacy policies before providing any personal data.

12. Children's Privacy

Our website and services are intended exclusively for business professionals and enterprise clients. We do not knowingly collect personal data from individuals under the age of 18. If you believe we have inadvertently collected such data, please contact us immediately for deletion.

13. Grievance Officer

In accordance with the DPDP Act, 2023, we have appointed a Grievance Officer to address data-related concerns:

Grievance Officer

NCS SoftSolutions Pvt. Ltd.

Email: privacy@ncssoft.in

Website: www.ncssoft.in

We aim to acknowledge grievances within 48 business hours and resolve them within 30 days of receipt.

14. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, or legal requirements. The updated policy will be posted on this page with a revised effective date. Continued use of our website following any changes constitutes your acceptance of the updated policy.

15. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or the handling of your personal data, please contact us at:

NCS SoftSolutions Pvt. Ltd.

Website: www.ncssoft.in

Email: marketing@ncssoft.in