

Privacy Policy

Effective Date: 13 July 2026

Welcome to **answerIT** ("Company", "we", "our", or "us"). This Privacy Policy explains how we collect, use, disclose, store, and protect your personal information when you visit or use our website **<https://answerIT.in>** ("Website") and any software, applications, or SaaS services provided through the Website.

This Privacy Policy is intended to comply with applicable Indian laws, including the Digital Personal Data Protection Act, 2023 (DPDP Act), the Information Technology Act, 2000, and other applicable regulations.

1. Who We Are

Business Name: answerIT

Website: <https://answerIT.in>

Support Email: contact@answerit.in

Legal & Privacy Email: legal@answerit.in

2. Scope

This Privacy Policy applies to:

- Visitors of our website
- Customers using our software products
- Prospective customers
- Individuals contacting us for enquiries or support

3. Information We Collect

Depending on how you interact with us, we may collect:

Personal Information

- Name
- Email address
- Mobile number
- Company or clinic name
- Job title
- City/State
- Account credentials
- Communication preferences

Technical Information

- IP address
- Browser type
- Device information
- Date and time of visit
- Referring website
- Cookies and similar technologies

Customer Data

For customers using our SaaS products, we may process information required to provide the service, including account configuration and operational data.

Where a customer uses our software to manage appointments or customer interactions, they remain responsible for ensuring they have appropriate legal authority to process such data.

4. Information We Do Not Collect

Unless specifically enabled by a customer:

- We do not intentionally collect financial information.
- We do not process online card payments through our website.
- We do not intentionally collect sensitive personal information unless required for providing a specific service and with appropriate consent.

5. Purpose of Processing

We use your information to:

- Provide our products and services
- Create and manage user accounts
- Respond to enquiries
- Provide technical support
- Improve website functionality
- Maintain security
- Prevent fraud
- Comply with legal obligations
- Communicate product updates
- Send service notifications

Where required by law, we process personal data only with valid consent or another lawful basis.

6. Cookies

Our website may use cookies to:

- Maintain user sessions
- Remember preferences
- Improve website performance
- Analyse website usage

Users may disable cookies through their browser settings; however, certain features may not function properly.

7. Analytics

We may use website analytics tools to understand visitor behavior and improve our services.

Analytics information is generally collected in aggregated or pseudonymized form wherever reasonably possible.

8. How We Share Information

We do not sell personal information.

We may share information with:

- Cloud hosting providers
- Technology service providers
- Email service providers
- Legal authorities where required by law
- Professional advisers

All third parties are expected to protect personal information appropriately.

9. International Transfers

Where services involve processing outside India, appropriate contractual and security safeguards will be implemented in accordance with applicable law.

10. Data Retention

We retain personal information only for as long as necessary to:

- Provide services
- Meet contractual obligations
- Resolve disputes
- Comply with legal requirements

When no longer required, information is securely deleted or anonymized.

11. Security

We implement reasonable technical and organizational measures including:

- HTTPS encryption
- Secure authentication
- Role-based access controls
- Firewall protection
- Regular software updates
- Backup procedures
- Access logging

While we strive to protect information, no method of transmission over the Internet is completely secure.

12. Your Rights

Subject to applicable law, you may have the right to:

- Request access to your personal data
- Correct inaccurate information
- Update your information
- Withdraw consent where applicable
- Request deletion of personal data
- Request grievance redressal
- Contact us regarding privacy concerns

Requests may be sent to:

Email: legal@answerit.in

13. Children's Privacy

Our services are not intended for children unless specifically provided through an authorised organisation with all legally required permissions.

Where processing of children's personal data is required under applicable law, appropriate consent mechanisms will be implemented.

14. Third-Party Websites

Our Website may contain links to third-party websites.

We are not responsible for the privacy practices or content of external websites.

15. Marketing Communications

Where permitted by law, we may send:

- Product updates
- Service announcements

- Newsletters
- Promotional communications

Users may opt out at any time using the unsubscribe link or by contacting us.

16. Grievance Officer

For privacy-related concerns, complaints, or requests, please contact:

Grievance Officer

answerIT

Email: legal@answerit.in

We aim to acknowledge and respond to privacy-related requests within a reasonable period in accordance with applicable law.

17. Changes to this Policy

We may update this Privacy Policy from time to time.

The revised version will be published on this page together with the updated Effective Date.

Continued use of our Website after changes become effective constitutes acceptance of the revised Privacy Policy.

18. Contact Us

If you have any questions regarding this Privacy Policy, please contact:

answerIT

Website: <https://answerit.in>

Support: contact@answerit.in

Legal & Privacy: legal@answerit.in