

# Privacy Policy – CivitBuild Mobile App

**Effective Date: 20-06-2025**

This Privacy Policy outlines the privacy norms followed by **SoftTech Engineers Ltd.** (hereinafter “We”, “Us”, or “Our”) in connection with the collection, use, disclosure, transfer, storage, and protection of personal and sensitive data obtained through the **CivitBUILD mobile application** (“App”) and associated services (“Services”).

This policy is published in accordance with Rule 4 of the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011, and Rule 3(1) of the Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021. This document forms an integral part of the Terms of Use, and the meanings of terms used here shall be the same unless otherwise specified.

## 1. Information We Collect

We may collect and process the following types of personal data:

- Full name
- Email address
- Phone number
- Location data
- Device information (including IP address, OS version, mobile network)
- Usage data and in-app behavior
- Files or documents you upload (e.g., photos, PDFs)

## 2. How We Collect Your Information

We collect data in the following ways:

- When you create an account or fill out forms on the App
- When you use features that require permissions (e.g., camera, GPS)
- Automatically through analytics tools like One Signal.
- When you contact us for support

### **3. Purpose of Data Collection**

Your personal data may be used for:

- Account registration and user authentication
- Providing and improving app functionality and user experience
- Customer support and feedback
- Sending push notifications and alerts
- Compliance with legal obligations

### **4. Data Sharing and Disclosure**

We may share your data with:

- Azure/ AWS/ GCC for data storage
- Third-party analytics providers
- Government or law enforcement, if legally required
- Other users (only with your explicit consent or where functionality requires)

We do **not** sell or rent your personal data.

### **5. Use of Cookies and Tracking Technologies**

We and our third-party partners may use cookies or similar technologies to:

- Track user behavior
- Provide analytics
- Remember your preferences

### **6. Data Retention**

We retain personal data for as long as necessary to:

- Provide the App and related services
- Comply with legal obligations
- Resolve disputes
- Enforce our agreements

Retention periods vary depending on data type and purpose.

## 7. Your Rights

Depending on applicable law, you may have the right to:

- Access your data
- Request corrections or updates
- Withdraw consent
- Request deletion of your account and data
- Object to or restrict certain types of processing

To exercise your rights, please contact us at - [civitbuildsupport@softtech-engr.com](mailto:civitbuildsupport@softtech-engr.com)

## 8. Security Measures

We implement appropriate technical and organizational measures to safeguard your data, including:

- Data encryption
- Secure server access
- Limited internal access based on need-to-know basis

However, no system is 100% secure. We encourage users to protect their login credentials.

## 9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted here with a new effective date. You are encouraged to review this policy periodically.

## 10. Contact Us

For any questions or requests regarding this Privacy Policy, please contact:

### **SoftTech Engineers Ltd.**

SoftTech Towers,  
S NO 1/1A/7 8 15 16 17 Plot No. BCD 1-Baner,  
Opp. Royal Enfield Showroom, Baner Road,  
Pune, Maharashtra, India, 411045

**Email:** [drishti.gupta@softtech-engr.com](mailto:drishti.gupta@softtech-engr.com)

**Phone:** 91-206718 3711