

Privacy Policy

Thank you for using TCN! Your privacy is important to us. Please read the following statement to learn about our information gathering and dissemination practices

Scope:

This portal (hereinafter referred to as “Portal”, “we”, “our”, “us”) is committed to protecting and respecting your privacy.

This policy (“Privacy Policy”), together with the terms and conditions of the Portal and all other policies listed on the Portal, outlines the Portal’s privacy practices regarding the collection, use and safeguard of your information through the Portal and the services offered thereupon.

Changes to the Privacy Policy:

We will treat your information in accordance with applicable laws, and regulations.

This Privacy Policy is subject to modification based on business, legal or regulatory requirements and will be updated online. We will make all efforts to communicate any significant changes to this Privacy Policy to you. You are encouraged to periodically visit this page to review the Privacy Policy and any changes to it. Your continued use of the Portal after any modification(s) to this Privacy Policy will be deemed as your acceptance to such modification(s).

Third Party Services:

Please note that your mobile service provider, mobile operating system provider, third party applications (including the applications pre-loaded on your smart phones powered by Android/iOS platform or customized Android ROM (“Device”), social media platforms and websites that you access may also collect, use and share information about you and your usage. We cannot control how these third parties collect, use, share or secure this information. For information about third-party privacy practices, please consult their respective privacy policies

Personal Information we collect:

Personal information is defined as information that can be used to identify you and may include details such as your name, age, gender, contact information and your interests as personally identified in products and services. Insofar as sensitive personal information is concerned, it will carry the meaning as may be defined by applicable laws from time to time.

The following is the manner in which we collect, use, share and retain personal information:

Collection:

We may collect personal information, whenever relevant, to help providing you with information and to complete any transaction or provide any product/service you have requested or authorized. You also consent to the collection of certain personal information in the course of your applying for the products and/or services. We may also collect your bank details and payment method, including credit and debit card information when you register for our services or make a payment on the Portal. Credit and debit card details information will be obtained and processed by our online payment partners.

Usage:

The Portal seeks this information either to (i) validate and process your request for the services of the Portal or information, including contacting you for confirmation of a payment on our Portal or for renewal of services;(ii) assist our partners to handle and fulfill your orders; (iii) to improve the quality of the Portal; (iv) to assist you to determine which services/products best meet your needs; or (v) to facilitate our internal business operations, including the fulfilment of any legal and regulatory requirements; or (vi) to provide you with recommendation about services/products you may be interested in, based on your use of the Portal; or (vii) to provide you with marketing communications and advertising that we believe may be of interest of you; or(viii) respond to your queries, resolve disputes or troubleshoot problems(ix) detect and protect us against error, fraud and other criminal activity; enforce our terms and conditions; and as otherwise described to you at the time of collection.

Sharing:

We may disclose personal information to our affiliates when necessary to perform services on our behalf or on your behalf, to provide display advertising and promotional services, providing search results and links (including paid listings and links), providing customer service etc. These entities and affiliates may market to you as a result of such sharing unless you explicitly opt-out.

We may disclose personal information to third parties. This disclosure may be required for us to provide you access to our services, for fulfillment of your orders, for enhancing your experience, or to comply with our legal obligations,

We may also share personal information with external organizations or individuals if we believe that access, use, preservation or disclosure of the information is reasonably necessary to:

(a) meet any applicable law, regulation, legal process or enforceable governmental request;

(b) detect, prevent or otherwise address fraud, security or technical issues;

(c) protect against harm to the rights, property or safety of our customers or the public, as required or permitted by law.

Retention:

The information so collected shall be retained only for a limited duration necessary to fulfil the purposes outlined herein unless a longer retention period is required or permitted by law and only for the purposes defined herein or at the time of collection of information. Once the purposes are achieved, all personal information is deleted in a safe and secure mode

Non-Personal Information:

Non-personal information is defined as any data that does not personally identify you and may include unique system or hardware identifiers, system or application software, and peripherals.

Any non-personal information, when clubbed with personal information shall be treated as personal information.

The following is the manner in which we collect, use, share and retain non-personal information.

Collection:

You agree that the Portal may collect diagnostic, technical, usage related information, for the usage purposes described below, or communicated to you at the time of collection. This information, once collected, is anonymized in a manner that does not personally identify you

Usage:

The above mentioned information is gathered periodically to provide and improve the Portal and services therein, facilitate the provision of software updates, product support and other services to you (if any) and to verify compliance with the terms of this Policy.

Sharing:

To enable the Portal partners and third party developers to improve their software, hardware and services designed for use with the Portal, we may also provide any such partner or third party developer with a subset of diagnostic information that is relevant to that partner's or developer's software, hardware and/or services, as long as the diagnostic information is in a form that does not personally identify you.

Retention:

The information so collected shall be retained only for a limited duration necessary to fulfill the purposes outlined herein unless a longer retention period is required or permitted by law and only for the purposes defined above. Once the purposes are achieved, all information is deleted in a safe and secure mode.

Location Services:

The Portal, its licensees and agents, may access, collect and analyse your usage of the Portal and other information related to your location on a regular basis through Bluetooth and Wi-Fi signals and other technologies and data for the performance of the services provided by the Portal and to help improve the design, functionality, performance, and content of the Portal. In order to collect geo-location information, the location settings must be enabled on your Device. Therefore, in some cases, the Portal may request that you enable the location settings.

Except in cases where any specific services requested by you require or involve personal identification, the Portal collects location data anonymously and in a form that does not personally identify you. By using the Portal, you agree and consent to transmission, collection, maintenance, processing and use of your location data and queries to provide and improve such services of the Portal.

Cookies:

We place both permanent and temporary cookies in your Device's hard drive. Information collected by cookies and other technologies are treated as non-personal information. However, to the extent that IP addresses or similar identifiers are considered personal information by local law, we treat any information linked to such identifiers as personal information. Similarly, to the extent that non-personal information is combined with personal information, we will treat the combined information as personal information.

Other Information the Portal Collects:

The Portal also may collect other information about you in ways that the Portal describe to you or otherwise with your consent. You can choose not to provide us with certain types of information, but doing so may affect your ability to avail and/or use some services.

At the time of installation of the Portal, the Portal will require your permission to enable it to find the location of your Device, modify or delete SD card contents, read phone statistics and identity, mount and un-mount file systems, etc. You acknowledge that you are agree to providing such information to the Portal.

Third Party Applications, Websites & Services:

The Portal may include links to other websites/Applications or may display advertisements from third parties and other content that links to third party websites. Such websites/Applications are governed by their respective privacy policies, which are out of our control. Once you leave our servers, use of any information you provide is governed by the privacy policy of the operator of the website / Application you are visiting. That policy may differ from that of the Portal. If you can't find the privacy policy of any of such websites /Application via a link from the website's homepage, you should contact the relevant website /Application directly for more information. We are not responsible for the privacy practices or the content such third party websites.

We may use third-party advertising companies to serve ads when you visit the Portal.

Access, Correction and Deletion:

The Portal strives hard to keep its records updated and accurate with your latest information. You shall be responsible to ensure that the information or

data you provide from time to time is and shall be correct, current and updated and you have all the rights, permissions and consents to provide such information or data.

You may note that deletion of certain information or withdrawal of consent may lead to cancellation of your access to the Portal or your access to certain features and services of the Portal. Additionally, we may not be able to process your request of correction, updating or deletion, in case the same is not supported by valid documents or data retention is required by the applicable law or law enforcement requests or under any judicial proceedings or it is extremely difficult to implement (such as requests related to backup copies or if a new system is required to process the request or change of technical design) or risks the privacy of other users.

Queries and Complaints:

We are committed to protect your personal information collected and processed by us and look forward to your continued support for the same. In case of any feedback or concern regarding protection of your personal information, or any privacy-related feedback or concerns you may contact ask.tcndigital@gmail.com

Email Opt-Out:

You can opt out of receiving our marketing and promotional emails. To stop receiving our marketing and promotional emails, please email ask.tcndigital@gmail.com. It may take about 5 days to process your request. Even if you opt out of getting marketing and promotional messages, we will still be sending you transactional messages through email and SMS about your payments for our services

