

Effective Date: 1<sup>st</sup> January 2023

**Introduction:**

This Privacy Policy describes how Emerald Group (ETel) ("we," "us," or "our") collects, uses, and protects the personal information of our users, customers, prospective customers, employees, vendors and job applicants ("you" or "your"). We are committed to ensuring the privacy and security of your personal information and complying with applicable data protection laws and regulations. By accessing our website, using our services, or applying for a job, you consent to the practices described in this Privacy Policy.

**Data Collection and Usage:****2.1 Personal Information**

We may collect personal information that you provide to us voluntarily, including but not limited to, your name, contact details, email address, date of birth, employment history, educational background, and other relevant information necessary for recruitment or providing our services or hiring your services. We collect this information in various ways, such as through our website, forms, registration process interviews, or correspondence.

Like many other websites, we may use cookies and similar technologies (e.g., web beacons, pixels) to enhance your browsing experience and collect information about your usage of our website. Cookies are small text files stored on your device that help us recognize you and improve our services. You can manage your cookie preferences through your browser settings.

**2.2 Purpose of Data Collection**

We collect and use your personal information for the following purposes:

- Providing and improving our services to you
- Processing and evaluating your job application
- Communicating with you regarding our services or employment opportunities
- Complying with legal obligations
- Protecting our rights and interests

We use the information we collect to provide and enhance our website's functionality and services. This includes responding to your inquiries, delivering personalized content, and improving our website's performance and user experience.

With your consent, we may use your email address to send you promotional materials, newsletters, updates, or other marketing communications. You can opt-out of receiving these communications at any time by writing to us at [support@etelinfra.com](mailto:support@etelinfra.com).

## 2.3 Data Retention

We will retain your personal information for as long as necessary to fulfill the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by the local law. When we no longer need your personal information, we will securely dispose of it.

### **Data Protection:**

#### 3.1 Data Security

We implement appropriate technical and organizational measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction. These measures include encryption, access controls, secure storage, regular security assessments, and staff training.

However, please note that no method of transmission over the internet or electronic storage is entirely secure, and we cannot guarantee the absolute security of your data.

#### 3.2 Third-Party Processors

We may engage third-party service providers to assist in delivering our services or processing your personal information. These third-party processors will be bound by contractual obligations to protect the confidentiality and security of your personal information and to use it solely for the purposes for which we disclose it.

### **Information Protection:**

#### 4.1 Data Sharing

We do not sell, rent, or disclose your personal information to third parties for their marketing purposes without your explicit consent. However, we may share your personal information in the following circumstances:

- With trusted third-party service providers as necessary to provide our services
- With our affiliated companies or subsidiaries for internal administrative purposes
- When required by local law or legal process, or to protect our rights, safety, or property

We may disclose your personal information when required by law, court order, or governmental authority, or when we believe it is necessary to protect our rights, safety, or property.

## 4.2 International Transfers

In some cases, your personal information may be transferred to and processed in countries outside of your own. We will ensure that appropriate safeguards are in place to protect your personal information in accordance with applicable data protection laws.

## **Recruitment Protection**

### 5.1 Application Process

When you apply for a job with us, we collect and process your personal information for the purpose of evaluating your suitability for employment. We may share your information with relevant departments or individuals involved in the recruitment process. We will only retain your information for as long as necessary for recruitment purposes.

### 5.2 Equal Opportunity

We are an equal opportunity employer and do not discriminate based on caste, race, color, religion, sex, national origin, disability, age, or any other protected characteristic under applicable local as well as international laws.

## **Employee Data Protection**

### 6.1 Employee Privacy

As an employee, your personal information will be collected and processed for employment-related purposes, such as payroll, benefits administration, performance evaluation, and compliance with legal obligations. We will only share your personal information with third parties as necessary for these purposes or as required by law.

### 6.2 Data Access and Rights

You have the right to access, correct, or update your personal information held by us. If you have concerns or requests regarding your personal information, please contact our designated privacy representative or the country manager.

## **Your Choices and Rights**

### 7.1 Access and Update

You have the right to access and update the personal information we hold about you. If you wish to do so, please contact us at [support@etelinfra.com](mailto:support@etelinfra.com)

## 7.2 Opt-Out

You may choose not to receive marketing communications from. If you wish to do so, please contact us at [support@etelinfra.com](mailto:support@etelinfra.com)

## 7.3 Cookies and Tracking Technologies

Most web browsers allow you to control cookies and tracking technologies through their settings. You can choose to accept or reject cookies or be notified when a cookie is being sent. However, disabling cookies may impact certain features and functionality of our website.

### **Children's Privacy**

Our services are not intended for individuals under the age of 18. We do not knowingly collect or solicit personal information from minors. If we become aware that we have inadvertently collected personal information from a minor, we will take reasonable steps to delete the information as soon as possible.

### **Changes to this Privacy Policy**

We may update this Privacy Policy from time to time to reflect changes in our practices or applicable laws. We encourage you to review this policy periodically. We will notify you of significant changes by posting a prominent notice on our website or by other means.

### **Contact Us**

If you have any questions, concerns, or requests regarding this Privacy Policy or our data protection practices, please contact at [support@etelinfra.com](mailto:support@etelinfra.com).

### **Legal Compliance**

We are committed to complying with applicable data protection laws and other relevant privacy laws and regulations.