

# PRIVACY POLICY

*Relocentric*

*Effective Date: 12 DEC 2023 | Last Updated: 10 JAN 2026*

Relocentric (“Relocentric,” “we,” “us,” or “our”) respects your privacy and is committed to protecting the personal information shared with us through our website, business communications, and service interactions.

This Privacy Policy explains how we collect, use, store, process, disclose, and protect your information when you visit our website, submit an inquiry, engage us for services, communicate with our team, or otherwise interact with us.

By using our website, you acknowledge that you have read and understood this Privacy Policy.

## 1. Who We Are

Company Name: Relocentric (representing Dezione Pvt. Ltd.)

Registered Office: 427, Buxi Khurd, Kachchi Sarak, Daraganj, Prayagraj.

Corporate Office: Ground floor, Plot 62, Lane 2, Westend Marg, Saidulajab, Delhi- 110030

Email: [info@relocentric.com](mailto:info@relocentric.com)

Phone: 7428310427

Website: [www.relocentric.com](http://www.relocentric.com)

Relocentric provides business services including, but not limited to, corporate office relocation, logistics management, office planning and design coordination, furniture and fixture support, office CAPEX support, IT infrastructure support, import/export coordination, IT asset disposition support, buyback coordination, and related business services.

## 2. Scope of This Policy

This Privacy Policy applies to personal information collected through:

- our website and contact forms;
- email, phone, WhatsApp, or other business communications;

- sales inquiries, RFQs, service requests, and support requests;
- vendor, partner, and client onboarding processes;
- newsletter or marketing opt-ins, if applicable;
- any other lawful interaction with Relocentric connected to our business operations.

This Privacy Policy does not apply to third-party websites, platforms, or services that may be linked from our website.

### **3. Information We Collect**

Depending on how you interact with us, we may collect the following categories of information:

#### **a) Information you provide directly**

- Name
- Company name
- Job title or designation
- Email address
- Phone number
- Office address or project location
- Inquiry details, service requirements, quotations, and project-related information
- Any documents, attachments, or messages you choose to share with us

#### **b) Business and transactional information**

- Client and vendor contact details
- Billing and invoicing information
- Contractual records
- Project execution details
- Shipment, site, asset, or service-related business information shared for operational purposes

#### **c) Website usage information**

When you use our website, we may automatically collect limited technical information such as:

- IP address
- Browser type
- Device type
- Operating system
- Referral source
- Pages viewed
- Date and time of access
- Basic website interaction data

#### **d) Cookies and similar technologies**

We may use cookies or similar technologies to improve website functionality, analyze traffic, remember preferences, and enhance user experience.

### **4. How We Use Your Information**

We may use your information for the following purposes:

- to respond to inquiries, quotation requests, and business communications;
- to assess service requirements and prepare proposals;
- to deliver, manage, and support our services;
- to coordinate logistics, relocation, ITAD-related, or project execution activities;
- to manage contracts, documentation, invoicing, and payments;
- to onboard clients, vendors, subcontractors, and partners;
- to improve our website, services, and customer experience;
- to send relevant business updates, service information, or marketing communications, where permitted;
- to maintain security, prevent misuse, and protect our business operations;
- to comply with legal, regulatory, contractual, and compliance obligations.

### **5. Basis of Processing**

We process personal information only for lawful business purposes, including where:

- you have voluntarily provided the information to us;
- processing is necessary to respond to your request or perform a contract;
- processing is necessary for legitimate business and operational purposes;
- processing is required for legal, regulatory, audit, tax, or compliance obligations;
- consent is obtained where required under applicable law.

### **6. How We Share Information**

We do not sell personal data.

We may share information only where reasonably necessary for business purposes, including with:

- our employees and authorized internal teams;
- service providers, consultants, and technology vendors;
- logistics partners, project execution partners, and subcontractors;
- professional advisors such as legal, financial, insurance, or compliance advisors;
- payment, invoicing, or banking-related service providers;
- government, regulatory, law enforcement, or judicial authorities where required by law;

- prospective buyers, investors, or restructuring parties in connection with a business transfer, merger, acquisition, or reorganization, subject to appropriate confidentiality safeguards.

Any sharing is limited to the extent reasonably required for the applicable purpose.

## 7. Cross-Border Data Transfers

Relocentric may work with clients, partners, service providers, or project locations across multiple cities, states, and countries. As a result, your information may be processed, accessed, or stored outside your state or country of residence, subject to appropriate business, contractual, and security safeguards.

Where cross-border data handling is involved, we take reasonable steps to ensure that such information is handled in a secure manner and in accordance with applicable legal requirements.

## 8. Data Retention

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

- the purpose for which it was collected;
- ongoing client, vendor, or project relationships;
- legal, accounting, tax, audit, or compliance requirements;
- dispute resolution, recordkeeping, and enforcement of agreements.

When information is no longer required, we may delete, anonymize, archive, or securely dispose of it in accordance with our internal practices and applicable obligations.

## 9. Cookies and Tracking Technologies

Our website may use cookies or similar technologies to:

- enable website functionality;
- improve performance and usability;
- understand website traffic and visitor behavior;
- remember user preferences;
- support analytics and marketing tools, where enabled.

You may control or disable cookies through your browser settings. However, doing so may affect certain website functions.

If Relocentric uses a dedicated cookie banner or cookie policy, that policy should be read together with this Privacy Policy.

## 10. Data Security

We take reasonable technical, administrative, and organizational measures to protect personal information against unauthorized access, disclosure, alteration, misuse, loss, or destruction.

These measures may include, where appropriate:

- controlled access to data;
- password protection and system safeguards;
- contractual confidentiality obligations;
- secure storage practices;
- restricted internal sharing on a need-to-know basis;
- vendor and partner controls where commercially appropriate.

However, no website, transmission method, or storage system can be guaranteed to be completely secure. Users should therefore exercise appropriate caution when transmitting information online.

## **11. Your Rights and Choices**

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

- request access to the personal information we hold about you;
- request correction or updating of inaccurate or incomplete information;
- request deletion of information, where legally permissible;
- withdraw consent where processing is based on consent;
- object to or restrict certain processing in appropriate cases;
- opt out of marketing communications at any time.

To exercise any of these rights, you may contact us using the details provided below. We may request reasonable information to verify your identity before processing your request. In some cases, we may retain certain information where required for legal, contractual, audit, or legitimate business purposes.

## **12. Marketing Communications**

If you receive promotional or marketing emails from us, you may unsubscribe at any time by:

- clicking the unsubscribe link, if available;
- replying to the email with an opt-out request; or
- contacting us directly.

Even if you opt out of marketing communications, we may still send essential service, transactional, contractual, or relationship-related communications where necessary.

## **13. Third-Party Links**

Our website may contain links to third-party websites or external platforms for convenience or reference. We do not control and are not responsible for the privacy practices, content, or security of such third-party websites.

You are encouraged to review their privacy policies separately before sharing any information.

## **14. Children's Privacy**

Our website and services are intended for business and professional use and are not directed to children. We do not knowingly collect personal information from children through our website for business purposes.

If you believe that information relating to a child has been provided to us inadvertently, please contact us so that we can take appropriate action.

## **15. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time to reflect changes in our business, website practices, service offerings, legal obligations, or operational requirements.

Any revised version will be posted on this page with an updated "Last Updated" date. Continued use of our website after such updates will constitute acknowledgment of the revised Privacy Policy.