



Privacy Policy

Zalgo Infotech Pvt. Ltd. ("Zalgo Infotech," "we," "our," or "us") respects the privacy of its users and is committed to protecting the personal information shared with us. This Privacy Policy explains how information is collected, used, stored, disclosed, and protected when you access or use our website <https://zalgoinfotech.com>, our services, and our digital products.

This policy applies to all visitors, clients, partners, and users of our web development services, digital solutions, SaaS platforms, CRM systems, lab management tools, AI-powered applications, and chatbot services.

1. Company Information

- **Legal Name:** Zalgo Infotech Pvt. Ltd.
 - **Registered City:** Gwalior, Madhya Pradesh, India
 - **Business Nature:** Web Development, Digital Solutions, SaaS Products, AI Tools
 - **Primary Markets:** India and United States
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2. Information We Collect

We collect information in a lawful and transparent manner to provide and improve our services.

Technical & Usage Information

Automatically collected information may include:

- IP address
- Browser type and version
- Device information
- Operating system
- Pages visited and time spent
- Login activity and access logs

Product & Service Data

Depending on the services used, we may process:

- CRM records and customer data entered by clients
- Lab management system inputs and operational data
- AI chatbot interactions and queries
- Configuration and usage data from SaaS tools

Zalgo Infotech acts as a **data processor** for client-controlled data and does not claim ownership of such data.

3. How We Use the Information

We use collected information for the following purposes:

- To deliver and manage our services
 - To create and maintain user accounts
 - To process transactions and billing
 - To provide customer and technical support
 - To improve performance, security, and functionality of our products
 - To develop and optimize AI-driven features (using non-identifiable data)
 - To comply with legal and regulatory obligations
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4. Legal Basis for Processing

We process personal information based on one or more of the following legal grounds:

- User consent
 - Performance of a contract
 - Compliance with legal obligations
 - Legitimate business interests, provided they do not override user rights
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5. Cookies and Tracking Technologies

We use cookies and similar technologies to:

- Ensure website functionality

- Understand user behavior
- Improve user experience
- Analyze website performance

Users may manage or disable cookies through their browser settings. Disabling cookies may affect certain features of the website.

6. Analytics and Monitoring

We use analytics and monitoring tools to understand traffic patterns, system performance, and user engagement. These tools collect aggregated and anonymized data and do not identify individual users directly.

7. AI Tools and Automated Processing

Some of our products include AI-powered features and chatbots. By using these services:

- User inputs may be processed to generate automated responses
- AI interactions are used to improve service quality and system accuracy
- No AI-based decision-making produces legal or significant personal effects
- AI data is not sold or used for advertising purposes

Users are advised not to share sensitive personal or confidential information through AI interfaces unless explicitly required for service delivery.

8. Data Sharing and Disclosure

We do not sell or rent personal information. Data may be shared only with:

- Trusted service providers (hosting, payment processing, analytics)
- Legal or regulatory authorities, when required by law
- Internal teams strictly on a need-to-know basis

All third parties are bound by confidentiality and data protection obligations.

9. Data Retention

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

- Fulfill the purposes outlined in this policy
- Meet legal, accounting, or regulatory requirements
- Resolve disputes or enforce agreements

Users may request deletion of their data, subject to applicable legal obligations.

10. Data Security

We implement appropriate technical and organizational safeguards, including:

- Secure servers and encrypted connections
- Access controls and authentication mechanisms
- Regular security reviews and updates

While we take reasonable measures to protect data, no system can be guaranteed to be completely secure.

11. User Rights

Depending on applicable laws, users may have the right to:

- Access their personal information
- Request correction of inaccurate data
- Request deletion of personal data
- Withdraw consent for data processing
- Opt out of non-essential communications

Requests may be submitted using the contact details below.

12. Third-Party Links

Our website or services may contain links to third-party websites. Zalgo Infotech is not responsible for the privacy practices or content of external websites. Users should review the privacy policies of those websites independently.

13. Children's Privacy

Our services are not intended for individuals under the age of 13. We do not knowingly collect personal information from minors.

14. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. Updates will be posted on this page with a revised effective date.

15. Contact Us

For questions, concerns, or requests related to this Privacy Policy, please contact:

Zalgo Infotech Pvt. Ltd.

Gwalior, Madhya Pradesh, India

Email: sales@zalgoinfotech.com

Contact: +91 9244213326

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