

Sekel Tech GDPR Information

We are committed to honoring our users' rights to data privacy and protection. Even if our users might not be based in the EU, their information may be, so it is important that sekel tech is GDPR compliant to ensure all our clients are covered.

We are committed to honoring our users' rights to data privacy and protection. Even if our users might not be based in the EU, their Consumer may be, so it is important that sekel tech is GDPR compliant to ensure all our clients are covered. Being GDPR-ready has been one of the highest priority this year (2021), and we have implemented technical and organizational measures to be fully compliant with GDPR.

If you are looking for specific questions under GDPR, read our GDPR FAQs document [here](#).

Data Processing and Ownership

During the course of Software used for consumers, our clients need to collect PII (Personally Identifiable Information) from consumers to build a profile and perform activity using our platform. Because we process Consumer on behalf of our customers, according to GDPR, we are considered a "Data Processor" and our customers are regarded as "Data Controllers".

When a Consumer makes a registration or is contacted by a sekel tech client in course of Hyperlocal marketing Process, we store the following information of the Consumer on behalf of our client:

1. Name
2. Email address
3. First and last name
4. Phone number
5. Location
6. Pin Code

This data comes under the purview of GDPR. According to Article 5 and 6 of the regulation, personal data can be “collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes (‘lawfulness, fairness and transparency’)”. Given that the processing should be fair, sekel tech ensures that we either obtain consent from Consumer or Consumer has provided consent in past, when they are processed as Consumer for a job with sekel tech client. Our updated privacy policy clearly states how we process information in a fair and transparent manner. In the capacity of a Data Processor, all the Consumer information we receive or collect is handled securely with adequate data protection. To the extent that we act as a data processor on your behalf in connection with the performance of our Services, we will enter into a separate ” Data Processing Addendum” with you. Our standard Data Processing Addendum (DPA) is available for your review. You can find out more information on this Data Processing Addendum by emailing us at support@sekel.tech. sekel tech does not store any financial or biometric information on Consumer.

Data Subject Rights

Under GDPR, individuals have the right to ask the organizations they apply to for the right to portability, rectification and to be forgotten. sekel tech collects Consumer' data on behalf of our clients, any requests regarding accessing/ editing/ deleting of Consumer' data will be forwarded to our clients. We give our clients the mechanisms to access their Consumer' data and also comply with requests from their Consumer. This way, our customers are always in control of their Consumer data.

While GDPR requires that a data subject can revoke their consent at any time, pursuant to the above stipulations in Article 6, it also allows this request to be declined if the processing of this information is required for legitimate interests pursued by the data controller. In other words, our client (the data controller) can determine if the Consumer's (data subject's) request is valid and can be fulfilled. We will take action based on the direction provided by our client on how to proceed with any such request.

As a processor, sekel tech gives flexibility to our clients to determine their data policies, which offer rights to their consumers. This includes the ability to access / edit/ delete information regarding a Consumer. We also give the ability to set a routine data deletion process at a cadence determined by the client.

Data Management

Data within sekel tech is secured using industry-standard encryption. Under Article 46 of the regulation, data can be transferred outside EU borders if the processor has appropriate security measures in place and if our client (the data controller) and sekel tech (data processor) have entered into a contract that includes contractual clauses specified by EU. sekel tech has a standard EU-specific data transfer and processing agreement to ensure compliance with GDPR. Article 49 provides an additional basis for such a transfer. Transfer of data is allowed where "necessary for the performance of a contract between the data subject and the data controller".

GDPR also stipulates that personally identifiable data should not be stored indefinitely. sekel tech's data retention policy provides flexibility to our client (the data controller) to define how long their Consumer' PII should be stored and when it should be deleted. Data is stored for the duration of the contracted period with our client, and a grace period thereafter.

According to Article 30 of GDPR, our clients need to maintain a record of all activities pertaining to the personal information of a data subject. sekel tech maintains a detailed audit log of all the activities. As part of compliance, sekel tech will add any additional activities that our clients need to be recorded. These logs are viewable in our dashboard or can be requested for export/ deletion by contacting us at support@sekel.tech

Data Breach And Mitigation Process

Article 33 states that for any potential data breach, the supervisory authority (our client) must be notified within 72 hours of occurrence. We have sufficient data monitoring mechanisms in place to become aware of any such breach. In case a personal data breach occurs, we will send breach notifications in accordance with our internal incident response policy (within 72 hours of us discovering the breach). The communication will be sent as per the guideline mentioned in Article 33. This will give sufficient time for our clients to convey the breach to the respective authorities. Additionally, we will notify users through our blogs and social media for general incidents. We will notify the concerned party through email (using the primary email address) for incidents specific to an individual user or an organization.

Quick Summary

- sekel tech tech deployment AWS (India) & Google Cloud. This is permitted under GDPR thanks to the AWS Data Processing Agreement

Any data requests from Consumer will be routed through our clients who need to process the data requests. sekel tech provides functionality to comply with any such requests.

the duration of data storage would be customized on a client-to-client basis as per the contract. We will store the data for the stipulated time in the contract and a grace period thereafter.

Data backups are kept safe, and strongly encrypted. We have provisions to anonymize data, when requested.

We provide product features to anonymize/ delete data. We also delete data by request to support@sekel.tech

For any queries, please contact us at support@sekel.tech

GDPR FAQ

What data do we collect?

When a Consumer makes a registration or is contacted by a sekel tech client in course of Microsite used by the client, social media and Online data publishing sites Process, we store the following information of the Consumer on behalf of our client:

- Email address
- First and last name
- Phone number

- Name
- Consumer location
- Pin Code

We also collect usage data, and geographic position through third-party tools like Google Analytics and Google MAPS. This data may also be mapped to a specific individual but is analyzed only as a whole.

sekel tech does not store any financial or biometric information on consumers. However, sekel tech don't access any financial or biometric information if any such information is contained in the resume or other documents uploaded by the Consumer or where a Consumer elects to save his / her financial data (credit /debit card number, CVV, etc.) on sekel tech.

What is our privacy policy?

You can read more about our privacy policy [here](#).

Who is responsible for Consumer data?

Any sekel tech client that undertakes the process of using the SaaS product of sekel tech, owns the data of all consumers who respond to or have responded through call or the forms. The responsibility of updating and deleting all Consumer data when requested by a Consumer lies with the client. sekel tech provides our clients with necessary support (customer support/ product features) to carry out any such requests however and whenever the client wants to.

For how long is the Consumer data stored?

It depends on the contract with our client. By default, we store data until it's explicitly removed. But we provide provisions to set up a periodic data removal process for our clients on a contract-to-contract basis. However, we always support data deletion through requests sent to support@sekel.tech for all of our clients. We delete data at the specified/ requested time by our clients with an additional grace period.

Who has access to Consumer data?

Clients that perform Hyperlocal marketing processes on sekel tech.

- Consumer through requests to Client.

- sekel tech internal team only when a support request is raised by the Client and data access is necessary to support such request.

Which roles/ permissions are required for employees of the client to have access to Consumer data?

All users of a client account with roles - Representatives, Exhibitors, Attendees and organiser have access to Consumer reports as per role definition and permissions defined by Client Administrator.

How do clients request Consumer data to be deleted?

For enterprise users with specific contracts, they can delete the Consumer entry using the 'delete' action in Consumer' view.

Furthermore, you can email us at support@sekel tech with the list of Consumer' data to be deleted. You can also contact your sekel tech Customer Success Manager for such requests.

How to access audit logs?

Sekel tech maintains logs of all actions that are state changing as well as un-permissioned actions for troubleshooting and security. Super Admins of a client account can view the audit logs from their dashboard. Any further processing requests of audit logs should be routed through support@sekel tech or your sekel tech Customer Success Manager.

Can the deleted data be reinstated?

No.

Can we edit a Consumer's data?

Client users and admins with specific contracts, can delete the Consumer entry using the 'delete' action in Consumer' view.

For any specific request, please contact us at support@sekel tech.co with details about the request.

Consumer who took part in Hyperlocal marketing process for a client

Can I delete/ edit/ view/ access my candidature or personal information?

sekel tech is a Software as Service provider and your data provided to the client, is owned by our client who manages their Consumer . Please contact the client user who managed your Consumer, directly to request the deletion of your data.

If you require any help in making such requests, please feel free to contact us at [support@sekel tech](mailto:support@sekeltech) with specifics of Client and Consumer too.