Scalex
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Privacy Policy

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Our commitment: Scalex respects the privacy of individuals and the confidentiality of customer business information. This policy explains how Scalex collects, uses, protects, retains, and discloses information when you visit scalex.net.in or engage with Scalex. It is written to reflect a transparent, responsible and customer-focused approach to information handling.

1. Scope and Information We Collect

Scalex may collect information you provide directly, such as your name, email address, telephone number, company details, enquiry details, consultation requirements, project information and other information you voluntarily provide. We may also receive limited technical information associated with website use, such as browser, device, pages visited, approximate usage and security-related information.

2. Purpose and Responsible Use

Information is used only for legitimate and relevant business purposes, including responding to enquiries, understanding requirements, delivering services, managing customer relationships, operating and securing the website, improving services, and meeting applicable legal or contractual obligations. Scalex seeks to limit collection and use to what is reasonably necessary for the relevant purpose.

3. Customer and Business Data Confidentiality

Scalex treats customer information, business data, documents, credentials, processes, reports, project information and other materials provided during an engagement as confidential where they are confidential by nature, contract or reasonable expectation. Such information will be used for the agreed business purpose and relevant engagement. Scalex will not intentionally sell, disclose to unrelated parties, or use a customer's confidential business information for the benefit of another customer without appropriate authorization, except where disclosure is required by law or necessary for an authorized service provider supporting the engagement.

4. Separation of Customer Information

Scalex will maintain reasonable organizational and technical practices intended to keep customer information and project materials appropriately separated. Information received for one customer will not intentionally be used as a resource for another customer's project. Access should be limited to personnel or authorized service providers who reasonably need the information for the relevant business purpose.

5. Sharing and Third-Party Service Providers

Scalex does not sell customer personal information or confidential customer business data as a business practice. We may use trusted technology and service providers for hosting, email, forms, analytics, security, communications, storage, automation and other business functions. Where a provider processes information for Scalex, we seek appropriate confidentiality, security and data-protection safeguards consistent with the nature of the service and applicable requirements.

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6. Security and Access Controls

Scalex applies reasonable technical, organizational and administrative safeguards appropriate to the information and business context. These may include access restrictions, account protections, secure configuration, controlled storage and business-need-based access. No internet transmission or electronic storage system can be guaranteed to be completely secure.

7. Personal Data Breach Response

If Scalex becomes aware of a personal data breach affecting information under its responsibility, it will assess the incident and take reasonable steps to contain, investigate and remediate it, and make notifications where required by applicable law or relevant contractual obligations.

8. Retention and Deletion

Information is retained only for as long as reasonably necessary for the purpose for which it was collected, legitimate business needs, contractual requirements, dispute resolution, security, accounting or applicable legal obligations. When information is no longer reasonably required and there is no legal or legitimate reason to retain it, Scalex may delete or securely dispose of it in accordance with applicable practices.

9. Cookies and Website Technologies

The website may use cookies or similar technologies for essential functionality, security, analytics and user experience. Visitors may manage or restrict cookies through browser settings. Disabling some cookies may affect website functionality.

10. Marketing and Communications

Scalex may communicate with people who have contacted us about enquiries, services or business relationships. We will not intentionally use confidential customer information to market services to another customer or unrelated third party. Where applicable, recipients may request that non-essential marketing communications stop.

11. Customer Rights and Requests

Depending on applicable law and the nature of the processing, individuals may have rights relating to access, correction, deletion, withdrawal of consent or other handling of personal information. Requests or concerns can be submitted using the contact details in this policy.

12. External Websites and Platforms

The Scalex website may contain links to third-party websites, platforms or services. Scalex does not control those services and is not responsible for their independent privacy practices, security, content or terms. Users should review the applicable third-party policies before submitting information.

13. Children's Privacy

Scalex provides business-focused services and does not knowingly seek to collect personal information from children through the website.

14. Changes to This Policy

Scalex may update this Privacy Policy when its services, technology, business practices or applicable requirements change. The Last Updated date will be revised when material changes are published.

15. Contact Us

Contact Person: Nilamadhab Mishra
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Customer Trust Commitment
Scalex does not intentionally use one customer's confidential data, documents, business processes or project information as a resource for another customer's project. Customer information is handled for the agreed engagement and legitimate supporting purposes only, subject to applicable law and authorized service providers.

Government of India reference materials

These official Government of India resources are provided for customer reference. They are reference materials and do not by themselves constitute a certification of Scalex compliance. Scalex's actual practices should be aligned with the laws and requirements applicable to its business and data-processing activities.

- Digital Personal Data Protection Act, 2023 — Official MeitY PDF
- Digital Personal Data Protection Rules, 2025 — Official Gazette / MeitY PDF
- CERT-In — Cyber security directions and information-security resources — Official CERT-In page

Legal review note: This document is a customer-facing business policy drafted from Scalex's stated practices and reviewed against publicly available privacy principles used by major Indian enterprises and official Indian government materials. It should be reviewed against Scalex's actual technology providers, data flows, contracts and operational controls before publication as a final legal document.

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