

Apex Solar Infrastructure Pvt. Ltd. – Privacy Policy

1. Introduction

Apex Solar Infrastructure Pvt. Ltd. (“we”, “us”, “our”, or “the Company”) is committed to safeguarding your personal data.

This Privacy Policy explains how we collect, use, disclose, and protect your information when you visit our website, communicate with us, or purchase our products/services.

This policy complies with:

- The Digital Personal Data Protection Act, 2023 (India)
- Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011
- GDPR principles (for international interactions)

2. Information We Collect

(a) Personal Information:

- Name, mobile number, email address, postal address
- Energy consumption data and location details shared for solar quotation

(b) Technical Data:

- IP address, browser type, device information, and cookies

(c) Transaction Data:

- Billing details, payment references, and communication records

(d) Project Data:

- Site survey photos, DISCOM details, load information, and subsidy documents (if applicable)

We do not collect or store any financial card details directly. All payments are handled via secure third-party payment gateways.

3. How We Use Your Information

Your information is used only for legitimate business purposes, including:

- Preparing quotations and proposals
- Processing your service requests and executing projects
- Managing communication and customer support
- Assisting in MNRE or DISCOM subsidy filing (if you authorize)
- Sending system performance reports, service alerts, and follow-ups
- Complying with statutory and legal obligations

We never sell or rent your information to third parties.

4. How We Share Information

Information may be shared with OEM manufacturers, financial partners, government/utility agencies, and authorized vendors where required.

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

5. Data Retention

Your data is retained only for as long as necessary for project, legal, or compliance requirements.

6. Data Protection & Security

We employ SSL-encrypted communication, firewalled servers, access controls, internal audit trails, and restricted employee access.

7. Your Rights

You may request a copy of your stored data, correct inaccurate information, withdraw consent, or request deletion (subject to project completion).

All requests can be sent to Sales@apexsolarinfrastructure.com.au and will be addressed within 30 business days.

8. Cookies Policy

We use cookies and analytics tools to improve user experience.

9. Policy Updates

This Privacy Policy may be updated periodically. Any changes will be posted here.