**Privacy Policy**
**Effective Date:** 14.01.2025
**Company Name:** Mr. Solar & Co.
**Office Address:** 105, 2nd Floor, Chandrika Tower, Napier Town, Jabalpur, Madhya Pradesh, PIN 482001
**Contact Details:** +91-6267100743, | info@mrsolarindia.com | mrsolarandco@gmail.com

**1. Introduction**

At Mr. Solar & Co., your privacy is paramount. We are committed to protecting the personal data of everyone who interacts with us. This Privacy Policy details our practices concerning the collection, usage, and protection of your data when you access our services or use our website.

This document complies with the provisions of the Information Technology Act, 2000 and associated rules under the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011.

By visiting our site or availing our services, you consent to the terms outlined in this Privacy Policy.

**2. Collection of Personal Information**

We may collect various categories of data through different means:

**2.1 Personally Identifiable Information (PII):**
This includes full name, gender, date of birth, contact number, residential address, identification number (like Aadhaar or PAN), and email ID.

**2.2 Technical and Device Data:**
Includes IP address, browser type, language preference, device type, time zone setting, operating system, and usage logs.

**2.3 Financial and Transactional Information:**
Details regarding payment method, bank account numbers, UPI IDs, transaction history, and invoices generated through our platforms.

**2.4 Usage and Behavioral Data:**
Information on how you use our site and services, pages visited, duration of sessions, and interactions with our digital content.

**2.5 Optional and Voluntary Data:**
Any information you submit voluntarily, such as feedback, support queries, survey responses, and uploaded documents.

**3. How We Collect Your Information**

We obtain data via the following channels:

* **Direct Engagement:** Through online forms, customer service interactions, field service visits, and telephonic conversations.
* **Automated Collection:** Using cookies, analytics tools, log files, and tracking pixels embedded in emails or websites.
* **Third-Party Integrations:** If you use your social media accounts or third-party platforms to engage with us.
* **Public and Government Sources:** From publicly available data sources or regulatory filings.

All collected data is stored and processed lawfully and fairly.

**4. Purpose of Data Usage**

We collect and utilize personal data for legitimate business and operational purposes:

* To provide and manage solar installation and consultation services.
* For account setup, order fulfillment, and billing.
* To verify identity, prevent fraud, and ensure safe transactions.
* For marketing, newsletters, promotions, and customer satisfaction surveys.
* To maintain internal records, contracts, and compliance documentation.
* To enhance and improve our website's functionality, user interface, and offerings.

We do not use your data for profiling or automated decision-making without explicit consent.

**5. Cookie Policy**

Our website uses cookies and similar tracking technologies to:

* Monitor website performance.
* Store session data and login preferences.
* Analyze web traffic and trends.
* Offer relevant advertising.

Users may opt to disable cookies via browser settings; however, this may limit some website features.

**6. Data Sharing and Disclosures**

We maintain strict controls over who accesses your data. Disclosure is done only:

* To internal employees and trusted partners under strict confidentiality.
* To payment processors and logistics partners for service fulfillment.
* When mandated by legal authorities, courts, or government agencies.
* During a business merger, acquisition, or reorganization, with prior notice.

We do not sell or rent user data to third parties for marketing.

**7. Data Retention Policy**

Your personal data is retained only for as long as required:

* Personal and transactional data are retained up to 8 years as per tax and regulatory norms.
* Unused or inactive account information is deleted or anonymized after 24 months.
* Backups and logs are retained securely for disaster recovery protocols.

**8. Your Rights as a Data Subject**

You are entitled to:

* **Access Your Data:** Review information stored about you.
* **Correct Inaccuracies:** Update or rectify incorrect or outdated data.
* **Request Deletion:** Ask for deletion where data is no longer needed.
* **Withdraw Consent:** Opt-out of non-essential data processing or marketing.
* **Data Portability:** Receive a copy of your information in a readable format.

To exercise these rights, email us at info@mrsolarindia.com or mrsolarandco@gmail.com.

**9. Information Security Practices**

We implement robust data protection protocols including:

* Firewalls and intrusion detection systems.
* Encrypted data transmission using SSL.
* Regular security audits and vulnerability scans.
* Staff training on data privacy and confidentiality.

Despite best practices, we encourage users to maintain caution while sharing sensitive data online.

**10. Children's Privacy**

We do not knowingly collect or process data from individuals under 18 years of age. If we become aware of such instances, the data will be deleted promptly. Parents or guardians may contact us to address concerns.

**11. Grievance Officer**

For concerns, complaints, or rights-related queries, reach our designated Grievance Officer:

**Grievance Officer:** Mr. Harshit Rawat
**Email:** mrsolarandco@gmail.com
**Phone:** +91-6267100743
**Response Time:** Acknowledgement within 24 hours and resolution within 15 working days.

**12. Modifications to This Policy**

We may update this Privacy Policy as per changes in laws or our practices. The revised policy will be published on our website with an updated "Effective Date." Continued use of our services implies consent to such revisions.

**13. Legal Framework and Jurisdiction**

This Privacy Policy adheres to:

* The Information Technology Act, 2000
* The Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011
* Consumer Protection (E-commerce) Rules, 2020

Any disputes shall be subject to the jurisdiction of competent courts located in Jabalpur, Madhya Pradesh.

**For legal notices and queries, write to:**
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