

# Waza Resolve Website Privacy Policy

**Effective Date: July 22, 2025 Last Updated: July 22, 2025**

At Waza Resolve (brand operated under BILC Analysis LLP), we are deeply committed to protecting your privacy and the personal information you share with us. This Privacy Policy clearly explains how we collect, use, store, and safeguard your data when you visit our informational website. As the "Data Fiduciary" under Indian law, Waza Resolve is responsible for determining the purposes and means of processing your personal data.

## 1. Information We Collect

We collect various types of information to provide and improve our website services. This collection falls into two main categories:

- **Information You Provide Directly:** This is personal data you voluntarily submit to us through our website. This may include:
  - Your name, email address, and phone number when you use our contact forms.
  - Any messages or specific inquiries you choose to provide.
  - Your details if you opt-in to receive newsletters or updates from us.
- **Information Collected Automatically:** As you navigate and interact with our website, certain non-personal data is gathered automatically. This typically includes:
  - Your IP address (a unique number identifying your device on the internet).
  - Device information (e.g., the type of device you are using, its operating system).
  - Your browser type.
  - Website usage patterns (e.g., which pages you visit, how long you spend on them, the website you came from). This data is generally collected using cookies and similar tracking technologies, which are explained in more detail below.

**Sensitive Personal Data or Information (SPDI):** Our informational website is not designed to solicit or collect Sensitive Personal Data or Information (SPDI) as defined under Indian law (e.g., financial information, health data, biometric data). However, if you inadvertently provide such data (for example, within a free-text inquiry field), we commit to handling it with the utmost care and in full compliance with applicable Indian data protection rules, which require explicit consent for its collection and disclosure.

**Important Note on Client Data:** This Privacy Policy specifically governs data collected through your interactions with our *informational website*. Waza Resolve is a professional

services firm, and if you progress from a website visitor to an actual client, any further data collected during our professional service engagements (which may include more extensive and sensitive client information) will be governed by separate, specific client agreements, engagement letters, and heightened privacy measures. These will be distinct from this general website policy to ensure comprehensive data protection tailored to the nature of our professional services.

## 2. How We Use Your Information

We use the personal data we collect for specific, legitimate, and transparent purposes, always aligning with the "purpose limitation" principle of the Digital Personal Data Protection Act, 2023:

- **To Respond to Your Inquiries:** To address your questions, comments, or requests submitted through our contact forms or other communication channels.
- **To Provide Information You Request:** To send you requested information, such as newsletters or updates, but *only where you have provided clear, explicit consent* for us to do so.
- **To Improve Our Website:** To analyze website usage patterns, troubleshoot technical issues, and continuously enhance the functionality, content, and overall user experience of our website.
- **For Security and Compliance:** To ensure the security and integrity of our website and to comply with our legal obligations, including responding to lawful requests from public authorities.
- **For Internal Analytics:** For internal research and analytical purposes to better understand user demographics and interests, helping us refine our services and content offerings.

For any data processing activities that are not strictly necessary for the basic function of the website (e.g., sending marketing communications, using certain analytics cookies), we will always seek your clear, "free, specific, informed, unconditional, and unambiguous" consent, as mandated by Indian data protection law.

## 3. How We Share Your Information

Waza Resolve is committed to the principle of limited sharing and **does not sell, rent, or trade your personal information to third parties** for their marketing purposes. Information may be shared only under the following limited circumstances:

- **Third-Party Service Providers:** We may engage trusted third-party service providers to assist us in operating our website or conducting our business operations (e.g., website hosting, analytics providers, email service providers). These providers are contractually bound by strict confidentiality and data protection agreements, ensuring they process data only on Waza Resolve's behalf

and in accordance with our instructions. We conduct due diligence to ensure these providers meet our data security and privacy standards.

- **Legal Requirements:** We may disclose personal data if required by law, court order, governmental requests, or when we believe it is necessary to protect the rights, property, or safety of Waza Resolve, our users, or the public.
- **Business Transfers:** In the event of a merger, acquisition, or sale of assets involving Waza Resolve, your personal data may be transferred as part of that transaction. We will ensure that the acquiring entity adheres to the principles outlined in this Privacy Policy.
- **Cross-Border Transfers:** If Waza Resolve utilizes cloud services or tools hosted outside India, your personal data may be transferred internationally. Such transfers will adhere to the provisions of the Digital Personal Data Protection Act, 2023, which permits cross-border transfers unless restricted by the government. We ensure that adequate safeguards, such as robust security measures, are in place for any international data transfers.

#### 4. Cookies and Tracking Technologies

Our website utilizes "cookies," which are small text files stored on your device by your web browser. Cookies serve various purposes, primarily to enhance website functionality and user experience.

- **Types of Cookies Used:** Waza Resolve's website employs different types of cookies, including:
  - **Essential/Strictly Necessary Cookies:** These are vital for the basic functioning of the website, enabling core features like navigation and access to secure areas. These cookies do not require your consent.
  - **Analytics Cookies:** These cookies collect anonymous information about how users interact with our website, such as pages visited and time spent, to help Waza Resolve understand website traffic and improve content.
  - **Functional Cookies:** These remember user preferences, such as language settings, to provide a more personalized experience.
- **Purpose of Cookies:** We use these technologies to ensure website operation, analyze user behavior to improve content, and personalize the user experience.
- **Your Control:** You have control over your cookie preferences. You can manage or disable cookies through your browser settings. For non-essential cookies (like analytics or functional cookies), our website provides a dedicated cookie consent management tool (e.g., a cookie banner or pop-up) that allows you to explicitly opt-in or opt-out before these cookies are placed on your device. This ensures your consent is "free, specific, informed, unconditional, and unambiguous" as required by law.

#### 5. Your Data Protection Rights

As a "Data Principal" (the user), you have specific rights regarding your personal data processed by Waza Resolve, as mandated by the Digital Personal Data Protection Act, 2023, and aligned with international best practices:

- **Right to Access:** You have the right to obtain confirmation from Waza Resolve as to whether your personal data is being processed, and if so, to access that data.
- **Right to Correction/Rectification:** You can request the correction of inaccurate or incomplete personal data we hold about you.
- **Right to Erasure:** You have the right to request the deletion of your personal data under certain circumstances.
- **Right to Grievance Redressal:** You have the right to a mechanism to address your grievances regarding the processing of your personal data.
- **Right to Nomination:** A unique right under the DPDP Act, allowing you to designate another individual who can exercise your rights on your behalf in the event of your death or incapacity.

To exercise any of these rights, please submit a request to Waza Resolve via the contact details provided in the "Contact Us" section below. Waza Resolve commits to responding to Data Principal requests within a reasonable and legally compliant timeframe, typically within 30 days.

## **6. Data Security**

Waza Resolve is strongly committed to protecting the personal data it collects and processes. We implement reasonable administrative, technical, and physical safeguards to protect personal data from unauthorized access, disclosure, alteration, and destruction. These measures include, but are not limited to, access controls, encryption, firewalls, regular security assessments, and employee training on data protection best practices.

Despite these efforts, it is important to acknowledge that no method of transmission over the internet or electronic storage is 100% secure. Therefore, while Waza Resolve strives to protect your personal data, absolute security cannot be guaranteed.

## **7. Links to Other Websites**

Waza Resolve's website may contain links to third-party websites for your convenience or informational purposes. Waza Resolve explicitly disclaims responsibility for the content, privacy practices, or security of these external sites. We advise you to exercise caution and review the privacy policies and terms of use of any external websites you visit.

## **8. Changes to This Privacy Policy**

Waza Resolve reserves the right to update or modify this Privacy Policy periodically to reflect changes in legal requirements or our business practices. We will notify you of significant changes by posting a prominent notice on our website, and the "Last Updated"

date at the top of this policy will always indicate the latest revision. Changes become effective upon posting.

## **9. Contact Us**

For any privacy-related inquiries, to exercise your data protection rights, or for grievance redressal, please contact Waza Resolve on [connect@wazaresolve.in](mailto:connect@wazaresolve.in)