

# T4 Solar Services

206/23, Gaurav Tower, PVR Complex, Vikaspuri, New Delhi - 110018

■ +91 93102 13245 | ✉ support@t4solar.in | ■ [www.t4solar.in](http://www.t4solar.in)

## PRIVACY POLICY

### 1. INTRODUCTION

T4 SOLAR SERVICES RESPECTS YOUR PRIVACY AND IS COMMITTED TO PROTECTING THE PERSONAL INFORMATION YOU SHARE WITH US. THIS PRIVACY POLICY OUTLINES HOW WE COLLECT, USE, AND SAFEGUARD YOUR DATA.

### 2. INFORMATION WE COLLECT

WE MAY COLLECT THE FOLLOWING INFORMATION: CUSTOMER NAME, AADHAR AND PAN CARD (FOR KYC), ADDRESS, CONTACT NUMBER, AND EMAIL (FOR APPLYING ON SUBSIDY PORTAL ON CUSTOMER BEHALF); PRODUCT PURCHASE DETAILS (INVOICE, SERIAL NUMBER, WARRANTY CARD); SERVICE REQUESTS, COMPLAINTS, OR FEEDBACK RECORDS; PAYMENT AND BILLING DETAILS (FOR INVOICING PURPOSES).

### 3. HOW WE USE YOUR INFORMATION

YOUR INFORMATION IS USED FOR: PROCESSING PURCHASES AND WARRANTY REGISTRATIONS; PROVIDING AFTER-SALES SUPPORT, AMC, AND SERVICE VISITS; RESPONDING TO ENQUIRIES, COMPLAINTS, OR CLAIMS; SENDING PRODUCT/SERVICE UPDATES (WITH CONSENT); COMPLIANCE WITH LEGAL AND REGULATORY REQUIREMENTS.

### 4. DATA SHARING & DISCLOSURE

WE DO NOT SELL, RENT, OR TRADE CUSTOMER INFORMATION. DATA MAY BE SHARED WITH AUTHORIZED SERVICE PARTNERS FOR INSTALLATION OR SUPPORT. INFORMATION MAY BE DISCLOSED IF REQUIRED BY LAW, REGULATION, OR LEGAL PROCESS.

### 5. DATA SECURITY

CUSTOMER DATA IS STORED SECURELY AND ACCESSIBLE ONLY TO AUTHORIZED PERSONNEL. SAFEGUARDS ARE IMPLEMENTED TO PROTECT AGAINST UNAUTHORIZED ACCESS, MISUSE, OR LOSS OF DATA.

### 6. DATA RETENTION

WE RETAIN CUSTOMER INFORMATION ONLY FOR AS LONG AS NECESSARY TO PROVIDE SERVICES, FULFIL LEGAL OBLIGATIONS, OR RESOLVE DISPUTES.

### 7. CUSTOMER RIGHTS

CUSTOMERS MAY REQUEST ACCESS, CORRECTION, OR DELETION OF THEIR PERSONAL DATA. CUSTOMERS MAY ALSO OPT OUT OF MARKETING COMMUNICATIONS AT ANY TIME.

### 8. UPDATES TO PRIVACY POLICY

THIS PRIVACY POLICY MAY BE UPDATED PERIODICALLY. THE LATEST VERSION WILL ALWAYS BE AVAILABLE ON [WWW.T4SOLAR.IN](http://WWW.T4SOLAR.IN).

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### 9. CONTACT US

FOR QUESTIONS OR CONCERNS, PLEASE CONTACT US AT: PHONE: +91 93102 13245 | EMAIL: SUPPORT@T4SOLAR.IN

Issued by: T4 Solar Services