

Narad.io – Privacy Policy (Last updated on 9 Jan 2025)

Narad.io (“Narad”, “we”, “us” or “our”) is a SaaS based Intranet software application, built specifically to cater to the internal communication and operational needs of Growing Companies.

Narad is owned and powered by WebOsmotic Private Limited, (Address: A-6 (GF) Someshwar Nagar Society, Bhattar Char Rasta, opp. Joggers Park Road, C Block, Krishna Nagar, Jeevkar Nagar, Athwa, Surat, Gujarat 395007)

This Privacy Policy describes the policies and procedures of Narad on the collection, use, access, correction, and disclosure of your personal information on Narad (the “Site”) and our Mobile Apps. This privacy policy does not relate to any personal information that Narad collects on behalf of, or under the direction, of its clients.

Your personal information will include any information which, either alone or with other data, is reasonably available to us and relates to you (“Personal Information”). This Privacy Policy also covers any of your Personal Information which is provided to us and which is used in connection with the marketing of the services, features or content we offer (the “Services”) to our Clients and/or the support that we may give you in connection with the provision of our Services and the Mobile Apps.

This Privacy Policy does not apply to any third-party applications or software that can be accessed from the Site, the Services or the Mobile Apps, such as external applicant tracking systems, social media websites or partner websites (“Third Party Services”).

By using our Services, you acknowledge you have read and understood this privacy policy.

1. Information we collect and how we use it

Personal Information

We generally collect and process the following types of Personal Information:

Personal Information which is being gathered through the Service consists of any personal details provided consciously and voluntarily by our customer (Employer), end user or the Customer's administrator or through your use of the Narad platform. This may include your name (first and last), status in the system and in the workplace, IP address and other unique identifiers, user's information relating to tax declarations, information the customer chooses to collect and other information user may choose to provide to Narad and to its employee.

Contact Information When you express an interest in obtaining additional information about the Services, the Site, or Mobile Apps, Narad may ask you to provide your personal contact information, such as your name, email address, and phone number. You agree, consent and acknowledge that this information is used to communicate with you by responding to your requests, comments and questions.

Data Collected as a Service Provider As a service provider, Narad systems only collects information as per the Customer (employer's) requirement. our Master Subscription Agreement governs the delivery, access, and use of the Services and Mobile Apps, including the processing of Personal Information and data submitted through Services accounts. The Customer (e.g., your employer) controls their Platform and any associated client data. If you have any questions about specific Platform settings, the processing of Personal Information in the Platform, or its privacy practices, please contact the Customer administrator of the Platform you use.

Customer data shall be used by Narad in accordance with the Customer's instructions, applicable terms in the Master Service Agreement, Customer's use of Services functionality, and as required by applicable law.

2. Sharing of your Information

Third Party Services:

At times, you may be able to access other Third-Party Services/websites through the Site, for example by clicking on links to those Third-Party Services from within the Site. We are not responsible for the privacy policies and/or practices of these Third-Party Services, and you are responsible for reading and understanding those Third-Party Services' privacy policies.

Information Shared with Our Service Providers

You agree, consent and acknowledge that we may share your information with third parties who provide services to us. These third parties are authorized to use your Personal Information only as necessary to provide these services to us. These services may include the provision of (i) email services to send marketing communications, (ii) mapping services, (iii) customer service or support, and (iv) providing cloud computing infrastructure.

3. Data Retention

Any Customer may request information regarding the storage and retention of data ("Audit") by contacting us. Narad shall make reasonable efforts to respond to the Audit in a reasonable time and subject to applicable law and to the protection of Narad's trade secrets (Customer's personnel may be required to executed a non-disclosure agreements).

Narad will retain data it processes on behalf of its customers only for as long as required to provide the Service to its Customers and as necessary to comply with its legal obligations, resolve disputes and enforce its agreements. The data in Narad is backed up for system continuity purposes and each backup file may be stored for 30 days.

After a termination of services by a customer, an automated process will begin that permanently deletes the data in the next cycle (One cycle per quarter). Once begun, this process cannot be reversed and data will be permanently deleted. In cases where we delete a single user data, some data will not be deleted and shall be kept in an anonymized manner.

You agree, consent and acknowledge that Narad collects and retains metadata and statistical information concerning the use of the service which are not subject to the deletion procedures in this policy and may be retained by Narad for no more than required to conduct its business. Some data may be retained also on our third-party service providers' servers in accordance with their retention policies. You will not be identifiable from this retained metadata or statistical information.

Customer may retain Personal Information and other Data about an end user which the Controller owns and the end user may have no access to. If you have any questions about the right of the Customer to retain and process your Personal Information you should raise this directly with the Customer. You hereby agree not to assert any claim against Narad this regard and waive any rights regarding such Data and Personal Information including the right to view and control such Data and Information.

Anonymized aggregated data may be retained by Narad for as long it is required to provided its services. Contracts and billing information may be retained as required by Narad but at least 5 years from termination or expiration of the relationship with the applicable Customer or party.

4. Where do we store your Data?

The Data we collect is hosted on the Amazon Web Services (AWS), Mumbai Region which provides advanced security features and is compliant with ISO 27001 and other privacy and security standards. Narad headquarters is based in India from where we provide customer support services, but no customer data is stored.

5. Data Usage Policies for LLM

We leverage third-party LLM services to generate responses. These services are configured to ensure that no prompts or completions are stored, logged, or used for model training purposes. Additionally, your data is not shared or distributed to any unauthorized third parties, maintaining strict confidentiality and compliance with privacy standards.

6. Security and storage of information

We take great care in implementing, enforcing and maintaining the security of the Service, and our users' Personal Information. Narad implements, enforces and maintains security policies to prevent the unauthorized or accidental access to or destruction, loss, modification, use or disclosure of personal data and monitor compliance of such policies on an ongoing basis.

Narad limits access to personal data to those of its personnel who: (i) require access in order for Narad to fulfil its obligations under this Privacy Policy and agreements executed with Narad and (ii) have been appropriately and periodically trained on the requirements applicable to the processing, care and handling of the Personal Information (iii) are under confidentiality obligations as required under applicable law. Narad takes steps to ensure that its staff who have access to personal data are honest, reliable, competent and periodically properly trained.

Narad shall act in accordance with its policies to promptly notify Customer in the event that any personal data processed by Narad on behalf of Customer is lost, stolen, or where there has been any unauthorized access to it subject to applicable law and instructions from any agency or authority. Furthermore, Narad undertakes to co-operate with Customer in investigating and remedying any such security breach. In any security breach involves Personal Information, Narad shall promptly take remedial measures, including without limitation, reasonable measures to restore the security of the Personal Information and limit unauthorized or illegal dissemination of the Personal Information or any part thereof.

Narad maintains documentation regarding compliance with the requirements of the law, including without limitation documentation of any known breaches and holds reasonable insurance policies in connection with data security.

The Service may, from time to time, contain links to external sites. We are not responsible for the operation, privacy policies or the content of such sites.

7. Changes to the privacy policy

The terms of this Privacy Policy will govern the use of the Service and any information collected in connection therewith, however, Narad may amend or update this Privacy Policy from time to time. The most current version of this Privacy Policy will always be posted at: <https://www.narad.io/privacy-policy>. Unless otherwise agreed with the Customer, we will endeavour to provide notice of material changes to this policy on the homepage of the website and (if applicable) via an e-mail. Such material changes will take effect seven (7) days after such notice was provided on our website or sent by email. Otherwise, all other changes to this Privacy Policy are effective as of the stated "Last Revised" date and your continued use of Services will constitute your active acceptance of, and agreement to be bound by, the changes to the Privacy Policy.

If you have any questions (or comments) concerning this Privacy Policy, you are welcome to send us an email or otherwise contact us at support@narad.io and we will make an effort to reply within a reasonable timeframe, and not over 30 business days.