

PRIVACY POLICY FOR FLOW TECH POWER

Last updated April 17, 2025

Undertaking to our Patrons

Flow Tech Power recognizes fully the value of anyone that shows interest in our business, products and services and it is our top priority to collect and use our patrons information safely, legally and only as necessary. We value our patrons information like we value our business relationship with them - very respectfully. We pledge to safeguard their information by all means and this privacy policy will elaborate on our practices and how we plan to use our patrons' information.

This Privacy Notice for Flow Tech Power (doing business as Flow Tech Power) ("**we**," "**us**," or "**our**"), describes how and why we might access, collect, store, use, and/or share ("**process**") your personal information when you use our services ("**Services**"), including when you:

- Visit our website at <http://flowtechindia.com/index.html>, or any website of ours that links to this Privacy Notice
- Use the opt-in information on the 'Contact Us' page on our above mentioned website
- Download and use our Facebook application (Flowtech Power), or any other application of ours that links to this Privacy Notice
- Engage with us in other related ways, including any sales, marketing, events, product related queries or explore career opportunities
- Replies to communication through SMS or other messaging platforms like Whatsapp

Questions or concerns? Reading this Privacy Notice will help you understand your privacy rights and choices. We are responsible for making decisions about how your personal information is processed. If you do not agree with our policies and practices, please do not use our Services. If you still have any questions or concerns, please contact us at mkt@flowtechpower.in.

FLOW TECH POWER'S PRIVACY POLICY IN DETAIL

1. WHAT INFORMATION DO WE COLLECT?

Personal information you disclose to us

We collect personal information that you voluntarily provide to us when you express an interest in obtaining information about us or our products and Services or otherwise when you contact us.

Personal Information Provided by You. The personal information that we collect depends on the context of your interactions with us and the Services, the choices you make, and the products and features you use. The personal information we collect may include the following:

- names
- phone numbers
- email addresses
- potential location for supply and installation of our products/services
- billing addresses
- contact or authentication data
- contact preferences

Sensitive Information - We do not process sensitive information.

Application Data

As on this date, we do not have Applications on any platform and we do not request for personal information.

Information collected when you use our Facebook application(s). We by default access your Facebook basic account information, including your name, email, gender, birthday, current city, and profile picture URL, as well as other information that you choose to make public. We may also request access to other permissions related to your account, such as friends, check-ins, and likes, and you may choose to grant or deny us access to each individual permission. For more information regarding Facebook permissions, refer to the [Facebook Permissions Reference](#) page.

2. HOW DO WE PROCESS YOUR INFORMATION?

We process your personal information for a variety of reasons, depending on how you interact with our Services, including:

- **To deliver and facilitate delivery of services to the user.** We may process your information to provide you with the requested service.
- **To respond to user inquiries/offer support to users.** We may process your information to respond to your inquiries and solve any potential issues you might have with the requested service.
- **To send administrative information to you.** We may process your information to send you details about our products and services, changes to our terms and policies, and other similar information.
- **To fulfill and manage your orders.** We may process your information to fulfill and manage your orders, payments, returns, and exchanges made through the Services.

- **To request feedback.** We may process your information when necessary to request feedback and to contact you about your use of our Services.
- **To send you marketing and promotional communications.** We may process the personal information you send to us for our marketing purposes, if this is in accordance with your marketing preferences. You can opt out of our marketing emails at any time by requesting us with an email - mkt@flowtechpower.in
- **To deliver targeted advertising to you.** We may process your information to develop and display personalized content and advertising tailored to your interests, location, and more.
- **To post testimonials.** We post testimonials on our Services that may contain personal information.
- **To administer prize draws and competitions.** We may process your information to administer prize draws and competitions.
- **To evaluate and improve our Services, products, marketing, and your experience.** We may process your information when we believe it is necessary to identify usage trends, determine the effectiveness of our promotional campaigns, and to evaluate and improve our Services, products, marketing, and your experience.
- **To identify usage trends.** We may process information about how you use our Services to better understand how they are being used so we can improve them.
- **To determine the effectiveness of our marketing and promotional campaigns.** We may process your information to better understand how to provide marketing and promotional campaigns that are most relevant to you.

3. WHEN AND WITH WHOM DO WE SHARE YOUR PERSONAL INFORMATION?

We may share a potential customer or existing customer's personal information upon request from that potential customer or existing customer with our authorized dealers of equipment for enquiries and order fulfillments. We do not share your personal information with anyone else under any other circumstances including third parties of any kind.

4. HOW LONG DO WE KEEP YOUR INFORMATION?

We will only keep your personal information for as long as it is necessary for the purposes set out in this Privacy Notice, unless a longer retention period is required or permitted by law (such as tax, accounting, or other legal requirements).

When we have no ongoing legitimate business need to process your personal information, we will either delete or anonymize such information, or, if this is not possible (for example, because your personal information has been stored in backup archives), then we will securely store your personal information and isolate it from any further processing until deletion is possible.

5. HOW DO WE KEEP YOUR INFORMATION SAFE?

We have implemented appropriate and reasonable technical and organizational security measures designed to protect the security of any personal information we process. However, despite our safeguards and efforts to secure your information, no electronic transmission over the Internet or information storage technology can be guaranteed to be 100% secure, so we cannot promise or guarantee that hackers, cybercriminals, or other unauthorized third parties will not be able to defeat our security and improperly collect, access, steal, or modify your information. Although we will do our best to protect your personal information, we will also avoid transmitting any information electronically whenever it is not absolutely necessary. You should also access our website within a secure environment.

6. WHAT ARE YOUR PRIVACY RIGHTS?

Withdrawing your consent: If we are relying on your consent to process your personal information, which may be express and/or implied consent depending on the applicable law, you have the right to withdraw your consent at any time. You can withdraw your consent at any time by contacting us by using the contact details provided in the section below.

However, please note that this will not affect the lawfulness of the processing before its withdrawal nor, when applicable law allows, will it affect the processing of your personal information conducted in reliance on lawful processing grounds other than consent.

Opting out of marketing and promotional communications: You can unsubscribe from our marketing and promotional communications at any time by replying "STOP" or "UNSUBSCRIBE" to the SMS/Whatsapp messages that we send, or by contacting us using the details provided in the sections below. You will then be removed from the marketing lists. However, we may still communicate with you — for example, to send you service-related messages that are necessary for the administration and use of your account, to respond to service requests, or for other non-marketing purposes.

If you have questions or comments about your privacy rights, you may email us at mkt@flowtechpower.in

7. CONTROLS FOR DO-NOT-TRACK FEATURES

Most web browsers and some mobile operating systems and mobile applications include a Do-Not-Track ("DNT") feature or setting you can activate to signal your privacy preference not to have data about your online browsing activities monitored and collected. At this stage, no uniform technology standard for recognizing and implementing DNT signals has been finalized. As such, we do not currently respond to DNT browser signals or any other mechanism that automatically communicates your choice not to be tracked online. If a standard for online tracking is adopted that we must follow in the future, we will inform you about that practice in a revised version of this Privacy Notice.

8. DO WE MAKE UPDATES TO THIS NOTICE?

We intend to update this Privacy Notice from time to time and as necessary. The updated version will be indicated by an updated "Revised" date at the top of this Privacy Notice. If we make material changes to this Privacy Notice, we may notify you either by prominently posting a notice of such changes or by directly sending you a notification. We encourage you to review this Privacy Notice frequently to be informed of how we are protecting your information.

9. HOW CAN YOU CONTACT US ABOUT THIS NOTICE?

If you have questions or comments about this notice, you may contact our Data Protection Officer (DPO) by email at mkt@flowtechpower.in, by phone at +91 9843011216, or contact us by post at:

Flow Tech Power

Data Protection Officer

114-E, Keeranatham Pirivu,

Sathy Road, Saravanampatti,

Coimbatore, Tamil Nadu 641035

India

10. HOW CAN YOU REVIEW, UPDATE, OR DELETE THE DATA WE COLLECT FROM YOU?

Based on the applicable laws of your country, you may have the right to request access to the personal information we collect from you, details about how we have processed it, correct inaccuracies, or delete your personal information. You may also have the right to withdraw your consent to our processing of your personal information. These rights may be limited in some circumstances by applicable law. To request to review, update, or delete your personal information, please request for data access by email mkt@flowtechpower.in

Children's Information

Another part of our priority is adding protection for children while using the internet. We encourage parents and guardians to observe, participate in, and/or monitor and guide their online activity.

Flow Tech Power does not knowingly collect any Personal Identifiable Information from children under the age of 13 as it is absolutely not necessary for our business. If you think that your child provided this kind of information on our website, we strongly encourage you to contact us immediately and we will do our best efforts to promptly remove such information from our records.

Online Privacy Policy Only

This is our privacy policy for visitors to our website(s), digital pages and any form of electronic communication only. This privacy policy is not applicable for interaction of any kind off-line.

Consent

By visiting our website or interacting with us digitally, you hereby consent to our privacy policy detailed in this page.