**Privacy Policy of Verttel BPO Solutions**

**Effective Date:05/09/2024**

 **Version: 1.0**

At **Verttel BPO Solutions**, we respect your privacy and are committed to safeguarding your personal information. This privacy policy explains how we collect, use, and disclose your personal information when you access and use our services. By using our services, you agree to the terms outlined in this policy.

**Information We Collect:**

We may collect the following types of personal information:

* **Contact Information**: Such as your name, email address, phone number, and mailing address.
* **Employment Information**: This includes your resume, employment history, and educational background.
* **Payment Information**: Such as credit card details or bank account information to process transactions.
* **Usage Information**: We may collect information such as your IP address, browser type, device information, and how you interact with our services.
* **Non-Personal Information**: We may also collect aggregate data, such as website traffic patterns or demographic information, which does not identify you personally.

**How We Use Your Information:**

We use your personal information for various purposes, including but not limited to:

* **Providing Services**: To fulfill your requests and offer the services you have signed up for.
* **Communication**: To keep you informed about our services, promotions, and updates.
* **Improvement of Services**: To enhance and personalize your experience with our services.
* **Processing Transactions**: To manage and process payments, as well as other transactions.
* **Compliance**: To meet legal obligations and regulatory requirements.
* **With Your Consent**: We may use your data for additional purposes if you provide explicit consent.

**Sharing of Information:**

We may share your personal information with the following parties:

* **Service Providers**: We may share your information with third-party service providers who help us run our business (e.g., payment processors, IT support).
* **Legal Compliance**: We may disclose your personal information to government agencies or third parties as required by law or legal process.
* **Business Transactions**: In the event of a merger, acquisition, or sale of assets, your personal information may be transferred.
* **Third-Party Partners**: We may share non-personal information with third-party analytics and advertising partners for marketing and performance analysis purposes.

**Security of Information:**

We take reasonable steps to protect your personal information from unauthorized access, disclosure, alteration, or destruction. While we strive to protect your data, please understand that no data transmission or storage system can be guaranteed 100% secure. We encourage you to take reasonable precautions to safeguard your personal information.

**Cookies and Tracking:**

We use cookies and other tracking technologies to enhance your experience on our website and deliver targeted advertising. These technologies help us remember your preferences and tailor the website to your needs.

* **Cookie Management Preferences**: You can manage your cookie preferences by adjusting your browser settings. You may choose to block cookies or receive alerts when cookies are sent. Please note that if you block cookies, certain features of our website may not function properly.
* **Third-Party Cookies**: We may allow third-party service providers to place cookies for analytics, advertising, or other purposes. You can control these cookies through your browser settings or through third-party tools.

**Sessions:**

When you interact with our website, a "session" is created to remember your preferences and actions during that time. A session typically lasts for the duration of your visit, and session cookies are deleted when you close your browser.

* **Session Duration**: Your session remains active as long as you're using our services. You may also manually log out to end a session at any time.

**Data Breach Policy:**

While we take robust measures to secure your personal information, in the event of a data breach, we have established a protocol to address and mitigate any risks to your data.

* **Notification of Breach**: If we confirm that your personal data has been compromised in a breach, we will notify you promptly, as required by law.
* **Actions to Protect Your Data**: You will be informed about the nature of the breach and the steps you can take to protect yourself from further risk.
* **Preventive Measures**: We continuously update our security systems to protect against unauthorized access and data breaches.

**Your Rights:**

You have certain rights over your personal data, including:

* **Access and Correction**: You can request to access or correct your personal information.
* **Deletion**: You can request the deletion of your data, subject to legal obligations.
* **Restriction of Processing**: You may object to or request restrictions on certain processing activities.

To exercise these rights, please contact us at hr@verttel.com.

**Updates to Policy:**

We may update this privacy policy periodically. Any significant changes will be communicated to you through email or by posting the updated policy on our website.

**Contact Us:**

If you have any questions or concerns about this privacy policy or how we handle your personal information, please don’t hesitate to reach out to us at **hr@verttel.com**.