

Doc. Info. No.:	FYNXT-POLICY-018	Ver. No.   Date:	V2.0   14.10.2022	Info. Classification:	Public
-----------------	------------------	------------------	-------------------	-----------------------	--------

## 1 Introduction

This privacy policy tells you about the information we collect from you when you use our website. In collecting this information, we are acting as a data controller and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

### 1.1 Who are we?

We are Simpra Technologies Pvt. Ltd. is a wholly owned subsidiary of Tech4JC Pte. Ltd. (Trade name FYNXT), which is a Singapore-based fintech organization that empowers Financial Institutions with the Next-Gen Digital Front Office Platform.

We are not required to have a data protection officer, so any enquiries about our use of your personal data should be addressed to the contact details above.

## 2 How we use your information

### 2.1 When you use our website

When you use our website to browse our products and services and view the information we make available, a number of cookies are used by us and by third parties to allow the website to function, to collect useful information about visitors and to help to make your user experience better. Some of the cookies we use are strictly necessary for our website to function, and we do not ask for your consent to place these on your computer. These cookies are shown below.

COOKIE NAME	PURPOSE	FURTHER INFORMATION
ARRAffinitySameSite	It is used for load balancing to make sure the visitor page requests are routed to the same server in any browsing session.	NA
seenGif	It is used to show company's logo one time only within a 24hrs	NA

Table 1: Cookies (strictly necessary)

However, for those cookies that are useful but not strictly necessary we will always ask for your consent before placing them. These are:

COOKIE NAME	PURPOSE	FURTHER INFORMATION
_NRcookie	It is used to check client has accepted cookie policy or not	NA
CountryCode	It is used to save client country code	NA

Table 2: Cookies (ask for consent)

As well as the cookies we use, various third parties also place them on your computer, again with your consent. These are shown below:

COOKIE NAME	PURPOSE	FURTHER INFORMATION
__cf_bm	Used to load the fonts	Third party Cookies
ARRAffinity	ARRAffinity cookie is a built-in feature of Azure App Service to facilitate session data management.	Third party Cookies

Table 3: Cookies (third parties)

## 2.2 When you submit an enquiry via our website

When you submit an enquiry via our website, we ask you for your name, contact telephone number and email address.

We use this information to respond to your query, including providing you with any requested information about our products and services. We may also email you several times after your enquiry in order to follow up on your interest and ensure that we have answered your it to your satisfaction. We will do this based on our legitimate interest in providing accurate information prior to a sale.

Your enquiry is stored and processed at our Backoffice to serve you better.

We do not use the information you provide to make any automated decisions that might affect you. [Describe any automated decisions that are made, including profiling].

We keep enquiry emails for two years, after which they are securely archived and kept for seven years, when we delete them. records are kept for three years after the last contact with you.

## 2.3 Your rights as a data subject

By law, you can ask us what information we hold about you, and you can ask us to correct it if it is inaccurate. If we have asked for your consent to process your personal data, you may withdraw that consent at any time.

If we are processing your personal data for reasons of consent or to fulfil a contract, you can ask us to give you a copy of the information in a machine-readable format so that you can transfer it to another provider.

If we are processing your personal data for reasons of consent or legitimate interest, you can request that your data be erased.

You have the right to ask us to stop using your information for a period of time if you believe we are not doing so lawfully.

To submit a request regarding your personal data by email or post, please use the contact information provided below.

## 2.4 Your right to complain

If you have a complaint about our use of your information, we would prefer you to contact us directly in the instance so that we can address your complaint.

## 2.5 Updates to this privacy policy

We regularly review and, if appropriate, update this privacy policy from time to time, and as our services and use of personal data evolves. If we want to make use of your personal data in a way that we have not previously identified, we will contact you to provide information about this and, if necessary, to ask for your consent.

We will update the version number and date of this document each time it is changed.

## 2.6 Your right to complain

If you have a complaint about our use of your information, you can contact the Information Security Steering Committee via the website at [issc@fynxt.com](mailto:issc@fynxt.com) or write to them at:

Information Security Steering Committee  
Simptra Technologies Pvt Ltd  
India Branch Office  
1008-1009 Swastik Universal Building,  
Dumas Rd, New Magdalla,  
Surat, Gujarat 395007.

Doc. Info. No.:	FYNXT-POLICY-018	Ver. No.   Date:	V2.0   14.10.2022	Info. Classification:	Public
-----------------	------------------	------------------	-------------------	-----------------------	--------

### Revision History

Version No.   Date	Revision Details	Prepared By	Reviewed By	Approved By
V1.0   01.06.2022	Fresh release of the Policy w.r.t ISO 27001:2013 & EU GDPR	IT Infra Admin	ISSC	CEO
V2.0   14.10.2022	Company name changed from FYNXT to Simptra Technologies Pvt. Ltd.	PMO	ISSC	CEO