

# Privacy Policy

Last Updated: Jan-14-2026

## 1. Introduction

Welcome to **DEXTRIT** ("we," "us," or "our"). We provide telecom transformation and modernization services globally. We are committed to protecting your personal data and respecting your privacy in accordance with the **General Data Protection Regulation (GDPR)** (EU), the **Digital Personal Data Protection Act, 2023 (DPDP Act)** (India), and the **General Data Protection Law (LGPD)** (Brazil).

This Privacy Policy explains who we are, how we collect, share, and use your personal data, and how you can exercise your privacy rights.

## 2. Who We Are (Data Controllers / Fiduciaries)

For the purposes of applicable data protection laws, the entities responsible for your data are:

- For EU/EEA/Latam/Rest of World:

DEXTRIT

Role: Data Controller (GDPR) / Controller (LGPD)

- For India/APAC:

DEXTRIT

Role: Data Fiduciary (DPDP Act)

*You may contact our Data Protection Office regarding this policy at: [contact@dextrit.com](mailto:contact@dextrit.com)*

## 3. What Personal Data We Collect

We collect minimal data necessary to conduct B2B consulting services.

- **Information You Provide Voluntarily:**
  - **Contact Information:** Name, email address, phone number, company name, and job title when you fill out our "Contact" or "Talk to an Advisor" forms.
  - **Communication Data:** The content of your messages, inquiries, or feedback.
- **Information Collected Automatically:**
  - **Technical Data:** IP address, browser type, time zone setting, and operating system.
  - **Usage Data:** How you interact with our website (via Cookies - see Section 9).

## 4. Why We Process Your Data (Purpose & Legal Basis)

We process your data for specific purposes. Below is our legal justification depending on your region:

Purpose	Legal Basis (EU GDPR / Brazil LGPD)	Legal Basis (India DPDP Act)
To respond to your inquiries (e.g., "Contact Us" forms)	Consent or Legitimate Interest (B2B communications)	Consent (You voluntarily provide data for this specific purpose)
To deliver our services (Contractual performance)	Performance of Contract	Voluntary Consent or Legitimate Use (where defined by law)
To send marketing communications (Newsletters, Insights)	Consent (Opt-in)	Consent (Opt-in)
Website Security & Analytics	Legitimate Interest	Legitimate Use (Security/Prevention of fraud)

## 5. International Data Transfers

As a global firm, your data may be transferred between our offices in the **European Union** and **India**.

- **For EU Residents:** We transfer data to India (a non-adequate jurisdiction under GDPR) protected by **Standard Contractual Clauses (SCCs)** signed between our EU and India entities to ensure your data remains secure.
- **For India Residents:** Your data is processed primarily in India but may be accessed by our global partners for service delivery, complying with cross-border transfer allowances under the DPDP Act.

## 6. Your Rights

Depending on your location, you have the following rights:

### Global & EU (GDPR) / Brazil (LGPD) Rights:

- **Right to Access:** Request a copy of the personal data we hold about you.
- **Right to Rectification:** Correct inaccurate or incomplete data.
- **Right to Erasure ("Right to be Forgotten"):** Request deletion of your data.
- **Right to Withdraw Consent:** You may withdraw consent at any time (e.g., clicking "unsubscribe" on emails).
- **Right to Portability:** Receive your data in a structured, machine-readable format (EU/Brazil).

### Specific Rights for India (DPDP Act):

- **Right to Access:** Request a summary of personal data being processed and the processing activities.
- **Right to Correction & Erasure:** Request correction or erasure of your personal data.
- **Right of Grievance Redressal:** You have the right to have your grievances addressed readily (see Section 7).
- **Right to Nominate:** You may nominate an individual to exercise your rights in the event of death or incapacity.

## 7. Grievance Redressal (India Mandatory)

If you are based in India or have a complaint regarding our processing of your data under the DPDP Act, please contact our designated Grievance Officer:

- **Name:** Niranjn Bande
- **Email:** [contact@dextrit.com](mailto:contact@dextrit.com)
- **Physical Address:**
- *We will respond to your grievance within 30 business days.*

## 8. Data Retention

We retain your personal data only as long as necessary to fulfill the purposes for which it was collected (e.g., to answer your inquiry or fulfill a contract), or as required by tax and legal obligations. Once the purpose is met, we will securely delete or anonymize your data.

## 9. Cookies

We use essential cookies to make our site work. With your consent, we may use analytics cookies to understand website traffic. You can manage your cookie preferences through your browser settings.

## 10. Children's Privacy

Our services are B2B and not directed to individuals under the age of 18. We do not knowingly collect data from minors.

## 11. Contact Us

For any privacy-related questions, please contact us at: [contact@dextrit.com](mailto:contact@dextrit.com)