

PRIVACY POLICY

Last Updated: 15/08/2026

Paramount Infinet Pvt. Ltd. (“**Paramount Infinet**”, “**Company**”, “**we**”, “**us**” or “**our**”) respects the privacy of its customers, website visitors and users of its products and services.

In the course of using the Paramount Infinet website, submitting online application forms or questionnaires, requesting information, subscribing to or availing of our products and services, we may receive personal information about you, including information that may be confidential or sensitive in nature.

Paramount Infinet is committed to maintaining the privacy, confidentiality and security of personal information provided by its customers and users. We take reasonable and appropriate measures to protect personal information and its transmission through the Internet.

However, no method of transmission or storage of information over the Internet can be guaranteed to be completely secure. Paramount Infinet will continue to use commercially reasonable efforts to protect the personal information entrusted to us.

Please read this Privacy Policy carefully to understand how we collect, use, disclose and protect information.

1. PERSONAL INFORMATION

When you use our website, register for our services, submit an application, contact us or otherwise interact with Paramount Infinet, we may collect personal information that you voluntarily provide to us.

Depending on the nature of your interaction with us, personal information may include:

- Name
- Title or designation
- Company or organisation name
- Residential or business address
- Telephone or mobile number
- Email address
- Service or installation address
- Customer/account information
- Information submitted through application forms or questionnaires
- Information required to process orders or service requests
- Billing and payment-related information
- Other information relevant to providing our products and services

We request that you provide accurate, complete and current information when submitting personal information to us.

2. HOW WE USE PERSONAL INFORMATION

Paramount Infinet may collect and use personal information for legitimate business and service-related purposes, including:

- To respond to enquiries, requests and feedback.
 - To contact you regarding products and services offered by Paramount Infinet.
 - To process applications, orders and service requests submitted by you.
 - To administer and perform our obligations under any agreement or service arrangement with you.
 - To provide, maintain and support the products and services you have requested.
 - To communicate with you regarding your account or services.
 - To notify you about service-related issues, interruptions, maintenance or other relevant matters.
 - To notify you about expiry, renewal or other changes relating to your services.
 - To anticipate and resolve problems relating to products or services supplied to you.
 - To improve our products, services, website and customer experience.
 - To develop products and services that may meet customer requirements.
 - To process and respond to requests and complaints.
 - To improve our business operations and service delivery.
 - To communicate with visitors and customers about our products, services and business activities.
 - To comply with applicable legal, regulatory and governmental requirements.
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3. COLLECTION AND USE OF CUSTOMER INFORMATION

Paramount Infinet will seek to limit the collection and use of customer information to information reasonably required for providing, administering, supporting and improving our products and services and for other legitimate purposes described in this Privacy Policy.

Paramount Infinet may use or share relevant information with its affiliates, service providers, agents, contractors and other third parties where reasonably necessary for service-related activities.

Such activities may include:

- Providing and supporting services.
- Processing subscriptions and service requests.
- Processing payments and subscription fees.
- Providing customer support.
- Maintaining and improving network and technical services.
- Communicating service-related information.

- Contacting customers regarding service issues or expiry.
- Processing transactions.
- Performing administrative functions.
- Supporting security and fraud-prevention activities.

Where Paramount Infinet engages agents, contractors, service providers or their authorised subcontractors to process information on its behalf, such parties may be required to handle the information only for authorised purposes and in accordance with applicable contractual, confidentiality, security and legal requirements.

4. DISCLOSURE OF PERSONAL INFORMATION

Paramount Infinet may disclose or provide access to personally identifiable information where reasonably necessary and permitted by applicable law.

This may include circumstances where:

4.1 Consent

You have provided consent or otherwise authorised Paramount Infinet to share the information.

4.2 Service Delivery

Sharing the information is reasonably necessary to provide a product or service requested by you, process your application, administer your account or perform a service-related activity.

4.3 Service Providers and Contractors

Information may be shared with authorised service providers, agents, contractors, vendors or other third parties assisting Paramount Infinet with legitimate business or service-related activities.

4.4 Legal and Regulatory Requirements

Paramount Infinet may disclose information where required or permitted by applicable law, regulation, court order, governmental direction or lawful request from a competent authority.

4.5 Security and Law Enforcement

Paramount Infinet may cooperate with investigations concerning suspected unlawful activities, fraud, security incidents, misuse of services or other matters involving law enforcement, regulatory or competent authorities.

4.6 Protection of Rights and Property

Paramount Infinet may disclose information where it reasonably believes that such action is necessary to protect or defend the rights, property, security or legitimate interests of Paramount Infinet, its customers, affiliates, employees, service providers or other persons.

Paramount Infinet will take reasonable precautions, as appropriate, to protect information disclosed to authorised third parties.

5. CONSENT AND YOUR INFORMATION

By using this website, submitting information through our online forms or voluntarily providing personal information to Paramount Infinet, you acknowledge that your information may be processed for the purposes described in this Privacy Policy, subject to applicable law and any rights available to you under applicable law.

Where consent is required by applicable law, Paramount Infinet will seek such consent in the manner required by law.

Where information is necessary to provide a requested product or service, failure to provide required information may prevent Paramount Infinet from processing the relevant application or providing the requested service.

6. NON-PERSONAL INFORMATION

When you visit the Paramount Infinet website, certain information may be automatically collected by your web browser or our website systems.

This information may include, where technically available:

- Domain name
- Browser-related information
- Operating system
- Device or platform information
- Internet Protocol (IP) address
- Pages viewed
- Information searched for
- Access times
- Approximate duration of website visits
- Website or page visited before accessing our website
- Website navigation information
- Other technical or statistical information

The information collected may depend on your browser, device and configuration.

Some information may also be collected or retained where necessary to comply with applicable statutory, regulatory, security or legal obligations.

Such information may be used for purposes including:

- Operating and maintaining the website.
- Understanding website usage.

- Improving website functionality.
- Improving customer experience.
- Troubleshooting technical problems.
- Monitoring website security.
- Analysing website performance.
- Maintaining appropriate records.
- Complying with legal and regulatory requirements.

Such information is generally used in aggregated or technical form and is not intended, by itself, to identify an individual.

7. THIRD-PARTY WEBSITE INFORMATION

The Paramount Infinet website may contain links to third-party websites or platforms.

Paramount Infinet may, where appropriate, provide third-party website owners or operators with aggregated information relating to the number of users who access their websites through links from the Paramount Infinet website.

Such information is intended to be provided in a manner that does not identify individual users.

Third-party websites may have their own privacy policies and practices. Paramount Infinet does not control the privacy practices of third-party websites and recommends that users review the privacy policy of any third-party website they visit.

8. COOKIES AND INFORMATION STORED ON YOUR DEVICE

Paramount Infinet may use cookies and similar technologies when you visit or use our website.

Cookies are small pieces of information that a website may store on a visitor's device for purposes such as remembering preferences, improving website functionality and supporting website operations.

Cookies may be used to:

- Facilitate your use of the website.
- Remember preferences.
- Reduce the need to repeatedly enter information.
- Support website functionality.
- Improve website performance.
- Understand how visitors use the website.
- Improve and personalise the website experience.

- Assist with forms and relevant website features.
- Verify information necessary to process certain requests.
- Support security and website administration.

Depending on your browser settings, you may be able to delete, block or restrict cookies.

You may refer to your browser's settings or help documentation for information about managing cookies.

Please note that disabling or blocking certain cookies may affect the availability or functionality of some features of the website.

9. PERSONALISATION

Where technically supported, Paramount Infinet may use information collected through cookies, website interactions or similar technologies to improve and personalise your experience on our website.

This may include remembering preferences, facilitating returning visitors, assisting with forms, improving navigation and tailoring website functionality to user requirements.

Any processing of personal information for these purposes will be undertaken in accordance with applicable law and this Privacy Policy.

10. INFORMATION SECURITY

Paramount Infinet takes reasonable and appropriate measures to protect personal information against unauthorised access, misuse, alteration, disclosure or destruction.

We seek to maintain appropriate safeguards for information collected through our website and in connection with our products and services.

However, users acknowledge that:

- Internet transmission cannot be guaranteed to be completely secure.
- No electronic storage system can be guaranteed to be completely secure.
- Security incidents may occur despite reasonable safeguards.

Paramount Infinet will take reasonable steps to respond to security incidents and protect information in accordance with applicable legal and regulatory requirements.

11. ACCURACY OF PERSONAL INFORMATION

Paramount Infinet aims to maintain personal information that is reasonably accurate and appropriate for the purposes for which it is used.

If you believe that personal information provided by you is inaccurate, incomplete or requires updating, you may contact Paramount Infinet using the contact details provided below.

Subject to applicable law, contractual requirements and legitimate business or regulatory requirements, Paramount Infinet may assist with updating or correcting relevant information.

12. REVIEW OR UPDATE OF YOUR INFORMATION

If you wish to review, update or correct personal information that you have provided to Paramount Infinet, please contact us using the customer-support contact details provided below.

For security purposes, Paramount Infinet may request reasonable information to verify your identity before processing a request relating to personal information.

13. DELETION OF PERSONAL INFORMATION

If you wish to request deletion of personal information that you have provided to Paramount Infinet, you may contact us using the details provided below.

Any request for deletion will be considered subject to:

- Applicable law
- Regulatory requirements
- Legal obligations
- Contractual obligations
- Legitimate business requirements
- Record-retention requirements
- Dispute or claim requirements
- Information necessary to provide or administer services

Accordingly, Paramount Infinet may not always be able to immediately delete all information associated with a customer or user.

14. CHILDREN'S PRIVACY

The Paramount Infinet website and services are not intended to knowingly collect personal information from children in circumstances where such collection is prohibited by applicable law.

Where applicable, Paramount Infinet will handle children's personal information in accordance with the requirements of applicable law.

If you believe that personal information relating to a child has been provided to us inappropriately, please contact us.

15. DATA RETENTION

Paramount Ininet may retain personal information for as long as reasonably necessary for the purposes for which it was collected or as required or permitted by applicable law.

Information may be retained for purposes including:

- Providing and administering services.
- Maintaining customer accounts and records.
- Processing payments and billing.
- Resolving disputes and complaints.
- Maintaining business records.
- Meeting statutory and regulatory requirements.
- Preventing fraud and misuse.
- Protecting legal rights and interests.
- Complying with lawful requests from competent authorities.

When information is no longer required, Paramount Ininet may delete, anonymise or otherwise dispose of it in accordance with applicable policies and legal requirements.

16. THIRD-PARTY SERVICE PROVIDERS

Paramount Ininet may use third-party service providers for activities necessary to operate its business and provide services.

Such third parties may include providers supporting:

- Payment processing
- Customer support
- Website hosting
- Technical infrastructure
- Network operations
- IT services
- Security
- Communication
- Analytics
- Other legitimate business activities

Where third parties process personal information on behalf of Paramount Ininet, the Company will take reasonable steps to ensure that information is handled for authorised

purposes and subject to applicable contractual, confidentiality, security and legal requirements.

Third-party service providers may also have their own terms and privacy policies where they independently process information.

17. LEGAL AND REGULATORY COMPLIANCE

Paramount Infinet may collect, retain, process or disclose information where necessary to comply with applicable laws, regulations, licence conditions, governmental directions, court orders or lawful requests from competent authorities.

This may include information required for:

- Regulatory compliance
- Telecommunications-related obligations
- Security requirements
- Law-enforcement cooperation
- Fraud prevention
- Investigation of suspected unlawful activities
- Protection of networks and services
- Compliance with legal proceedings

18. CHANGES TO THIS PRIVACY POLICY

Paramount Infinet may update or modify this Privacy Policy from time to time to reflect changes in:

- Our products and services
- Website functionality
- Business practices
- Technology
- Legal or regulatory requirements
- Data protection and privacy practices

The latest version may be published on the Paramount Infinet website together with an updated **Effective Date** or **Last Updated** date.

Users are encouraged to periodically review this Privacy Policy to understand how their information is handled.

Where required by applicable law, Paramount Infinet may provide additional notice regarding material changes.

19. CONTACT US

If you have questions, concerns, requests or complaints relating to this Privacy Policy or the handling of your personal information, please contact Paramount Infinet using the contact details below.

Paramount Infinet Pvt. Ltd.

Customer Service Point:

B-42/2113, Anand Co-op Housing Society,
Western Express Highway, Bandra East,
Mumbai – 400051, Maharashtra, India

Telephone: 9321215221

Email: marketing@paramountinfinet.com

Website: www.paramountinfinet.com

For requests relating specifically to personal information, please include sufficient details to enable Paramount Infinet to understand and process your request.

20. GOVERNING LAW

This Privacy Policy shall be governed by and interpreted in accordance with applicable laws of India.

Any dispute relating to this Privacy Policy shall be subject to applicable Indian law and the jurisdiction of competent courts and authorities in Mumbai, Maharashtra, India, subject to applicable law.

21. ACKNOWLEDGEMENT

By accessing and using the Paramount Infinet website or voluntarily providing personal information to us, you acknowledge that you have read and understood this Privacy Policy.

Paramount Infinet Pvt. Ltd. reserves the right to update this Privacy Policy from time to time in accordance with applicable law and its business and service requirements.

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