



**PRIVACY  
NOTICE**

# Privacy Notice for Customers-Vendors

## 1. Introduction

L&T Technology Services Limited (“we”, “our”, “us”) is committed to protect the privacy and security of your Personal Data that we may process as a result of our association with you. This Privacy Notice (“Notice”) is aimed at notifying you about the Personal Data that LTTS holds relating to you, how you can expect your Personal Data to be used and for what purposes. Hence, it is important that you read this Notice along with our [data privacy policy](#) (“Policy”) to be aware about how your Personal Data will be treated during and after your relationship with us and the rights relating to your Personal Data available to you under applicable privacy laws.

## 2. Applicability

This Notice is applicable to all current and former customers and suppliers, vendors, business partners, service providers, and associated third parties. This Notice does not form part of any contract to provide services.

### 3. Relationship

LTTS is a “Data Controller” in relation to the Personal Data that we collect from you. This means that we are responsible for deciding how we hold and use Personal Data about you.

### 4. Data protection principles

While processing your Personal Data we will comply with applicable data privacy laws which requires us to adhere to the following principles which mandates that your Personal Data is:

- used lawfully, fairly and in a transparent way.
- collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
- relevant to the purposes informed to you and limited only to those purposes.
- accurate and kept up to date.
- kept only as long as necessary for the purposes we have told you about.
- processed and kept securely.

### 5. Your Personal Data that we will process

Personal Data means any information about an individual from which that person can be identified. It does not include data where the identity of the individual has been removed (anonymous data).

We will process the following categories of Personal Data about you:

- Personal details including but not limited to name, title, addresses, postcode, telephone numbers, mobile number, personal/corporate email addresses, date and place of birth, place of business, gender, age, occupation, signatures etc.
- Financial information including bank account holder’s name, bank account number, bank name, and address, bank sort code, claims settlement amount, etc.;
- Background information of the individuals associated with your business;
- Other details including interests and preferences, etc.
- Your electronic identification data where required for the purpose of delivering products or services to (e.g., login, passwords, badge number and photograph, IP address, online identifiers/cookies, logs, access and connection times, and CCTV footage or other video surveillance (only if legally permitted and where clearly indicated)).

### 6. How is your Personal Data collected?

If you are our customer, we may collect your Personal Data under the circumstances including but not limited to the following:

- when you submit online applications, website forms, or give us your business cards.
- indirectly from third parties.
- when you correspond with us over phone or on email.
- from publicly available sources of information.
- during conventions, trade events, and trade shows.
- when your business contact data is processed for sending newsletter that you requested.

If you are our supplier, vendor, business partner, service provider, or associated third-party, we may collect your Personal Data under the circumstances including but not limited to the following:

- we collect Personal Data directly through the applications/forms that are required to be filled at the time of third-party/vendor on-boarding.

- we may collect your Personal Data indirectly from third-party service including background check provider/agency, credit reference agencies, etc.
- when you correspond with us over phone or on email.
- from publicly available sources of information.

Irrespective of you being our customer or supplier, vendor, business partner or associated third-party, we may sometimes collect additional Personal Data about you throughout the period of your association with us. All data including any additional data collected during our course of the association will be used and stored for rendering service as well as for complying with our legal obligations or legitimate interests.

## 7. Purposes and their lawful basis

We will use your Personal Data only when the law allows us to do so and for the purposes for which we collected it. Most commonly, we will use your Personal Data in the following circumstances:

- To generate the purchase order, agreements, etc.
- To maintain customer relationship.
- To send you marketing communication.
- To maintain records, such as for audit purposes.
- To respond to any queries raised by you through our website or by calling our official phone numbers or by sending emails to our official mail IDs.
- To manage our technology resources (e.g., cyber-risk management, infrastructure management and business continuity).
- To preserve our economic interests and ensure compliance to applicable laws.

We rely on the following lawful basis:

- Where we need to perform the obligations that we have agreed with you in a contract.
- Where we need to comply with a legal obligation.
- Where it is necessary for our legitimate interests (or those of a third party) provided your interests and fundamental rights do not override those interests.
- Where we need to protect your interests (or someone else's interests).
- Where we have sought your explicit consent.

If we need to use your Personal Data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so without undue delay. Please note that we may process your Personal Data without your knowledge or consent, in compliance with applicable privacy laws.

## 8. Change of purpose

We will inform you about the changes in the processing of your Personal Data with regards to:

- change in the categories of Personal Data provided to a third party
- change in the method of processing of Personal Data by a third-party
- change in the method in which LTTS will receive your request.
- change in the purpose of processing by the person who jointly processes your Personal Data with us.

## 9. Data sharing

We will share your Personal Data with the following recipients:

- We may share your Personal Data with third parties with whom we have a contractual relationship, including but not limited to sales and marketing vendors, cold calling vendors,

data shredding agency, etc. We require third parties to respect the security and confidentiality of your data and to treat it in accordance with our instructions and as mandated under applicable law.

- We may share your Personal Data with other LTTS entities for the performance of service contract. We may transfer your Personal Data transnationally for processing in accordance with the Standard Contractual Clauses/Inter-company Agreements/Binding Corporate Rules executed between LTTS and its entities situated across different geographies.
- We may share your Personal Data within our Internal departments, including without limitation to the IT team, admin team sales and marketing teams, accounts team, finance team, events team, or procurement team, etc.

## 10. Data security

We have put in place reasonable security measures to protect the confidentiality of your Personal Data. Details of these measures are available in our [data privacy policy](#). Third parties who are required to process your Personal Data, does so only on our instructions and under the obligation of implementing adequate amount of security and confidentiality. We enter into specific data processing agreements with such third parties to ensure that they comply with our privacy requirements as well as the standards prescribed under applicable laws.

## 11. Data retention

We will only retain your Personal Data for as long as necessary to fulfil the purposes for which it was collected, including for the purposes of satisfying any legal, accounting, or reporting requirements. To determine the appropriate retention period for Personal Data, we consider the amount, nature, and sensitivity of the Personal Data, the potential risk of harm from unauthorized use or disclosure of your Personal Data, the purposes for which we process your Personal Data and whether we can achieve those purposes through other means, and the applicable legal requirements.

In some circumstances we may anonymize your Personal Data so that it can no longer be associated with you, or identify you, in which case we may use such data without further notice to you. In cases where you no longer remain our customer/supplier/vendor/business partner/ service provider/associated third-party, we may still retain and/or securely destroy your Personal Data in accordance with our data retention policy or applicable laws and regulations.

If you wish to exercise your rights, please contact the Data Protection Officer over email [DPO@LTTS.COM](mailto:DPO@LTTS.COM).

For the detailed information, kindly refer to our [data privacy policy](#).