

1. INTRODUCTION

This Privacy Policy describes how Inforax ("we," "our," or "us") collects, uses, and protects information when you use our Third-Party Risk Management (TPRM) Platform ("Service"). We are committed to protecting your privacy and ensuring the security of your personal and business information.

2. INFORMATION WE COLLECT

2.1 PERSONAL INFORMATION

- Name, email address, phone number, job title, and company information
- Professional credentials and business contact details
- Authentication information and user account preferences

2.2 BUSINESS INFORMATION

- Supplier and vendor details including company profiles, certifications, and compliance status
- Risk assessment data, questionnaire responses, and security evaluations
- Contract information, business impact assessments, and compliance frameworks
- Communication records related to supplier management activities

2.3 TECHNICAL INFORMATION

- IP addresses, browser type, device information, and operating system details
 - Usage data, access logs, and platform interaction analytics
 - Session information and authentication tokens
-

3. HOW WE USE YOUR INFORMATION

- **Service Delivery:** To provide, maintain, and improve our TPRM platform services
 - **Risk Management:** To conduct third-party risk assessments, compliance monitoring, and supplier evaluations
 - **Communication:** To send notifications, updates, and important information about your account and services
 - **Compliance:** To meet regulatory requirements and industry standards for risk management
 - **Security:** To protect against fraud, unauthorised access, and security threats
 - **Analytics:** To analyse usage patterns and improve platform functionality
-

4. INFORMATION SHARING AND DISCLOSURE

We may share your information in the following circumstances:

- **With Your Consent:** When you explicitly authorise information sharing
- **Service Providers:** With trusted third-party vendors who assist in platform operations
- **Legal Compliance:** When required by law, regulation, or legal process
- **Business Partners:** With authorised business partners as part of supplier management workflows
- **Corporate Transactions:** In connection with mergers, acquisitions, or asset transfers

We never sell, rent, or trade personal information for marketing purposes.

5. DATA SECURITY

We implement comprehensive security measures to protect your information:

- End-to-end encryption for data transmission and storage

- Multi-factor authentication and access controls
 - Regular security audits and vulnerability assessments
 - Employee training on data protection and privacy practices
 - Secure data centres with physical and digital safeguards
 - Incident response procedures and breach notification protocols
-

6. DATA RETENTION

We retain information for as long as necessary to provide services and comply with legal obligations:

- **Account Information:** Retained while account is active and for 7 years after closure
 - **Risk Assessment Data:** Retained for 7 years for compliance and audit purposes
 - **Communication Records:** Retained for 3 years for business continuity
 - **Technical Logs:** Retained for 12 months for security and troubleshooting
-

7. YOUR RIGHTS

You have the following rights regarding your personal information:

- **Access:** Request access to your personal information
- **Correction:** Request correction of inaccurate or incomplete information
- **Deletion:** Request deletion of your personal information (subject to legal requirements)
- **Portability:** Request transfer of your information to another service provider
- **Restriction:** Request restriction of processing in certain circumstances
- **Objection:** Object to processing based on legitimate interests

To exercise these rights, contact us at info@inforax.com

8. INTERNATIONAL DATA TRANSFERS

If you are located outside the jurisdiction where our servers are located, your information may be transferred internationally. We ensure appropriate safeguards are in place for such transfers, including standard contractual clauses and adequacy decisions where applicable.

9. CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy periodically. We will notify you of material changes through platform notifications or email. Your continued use of the Service after changes become effective constitutes acceptance of the updated policy.

10. CONTACT INFORMATION

For privacy-related questions or concerns, contact:

Privacy Officer
Email: info@inforax.com