

Customer Data Protection Policy - DFP

Naandi Community Water Services (NCWS) respects the privacy of our customers. The protection of our customers privacy throughout the course of processing personal data as well as the security of all business data are important concerns to us. We process personal data of customers that is gathered during registration process with the following guidelines.

Personal data such as name, phone number, email id etc. of customers is collected directly from them during registration of users. The purpose of collecting this information is to:

- share communication of our services, offers
- to understand customer feedback and offer relevant services
- to track regular users, dropouts and take necessary actions
- for analyzing consumer behavior etc.

Customer data collected will be saved in the habitation register maintained at the community waters in the village.

At the water centers with automatic dispensing units, customer data is collected through the mobile app while registering users and this data will be saved on our vendors server which is SSL certified.

NCWS does not voluntarily share customer data with any 3rd party – unless it is someone engaged by NCWS for analyzing consumer behavior or someone engaged by one of our stakeholders (such as donors) for undertaking impact assessment etc. In cases where NCWS will provide access of customer data to a 3rd party agency; a non-disclosure agreement (NDS) will be entered into by NCWS with the agency to take necessary precautions to safeguard consumer privacy.