

ClimAgro Analytics Privacy Policy

Effective Date: January 2026

Company: ClimAgro Analytics Private Limited

Address: 253 C, Nankari, IIT Kanpur, Uttar Pradesh, India

Contact: contact@climagroanalytics.com

1. Overview and Scope

This Privacy Policy explains how ClimAgro Analytics Private Limited ("ClimAgro Analytics", "we", "our", or "us") collects, uses, stores, and protects personal data when you use our platform and services, including ClimIntellio. This policy complies with India's Digital Personal Data Protection Act, 2023 (DPDP Act).

2. Information We Collect

We collect only the essential personal data required to create, operate, and secure user accounts:

- **Account Details:** Your email address, organization name, assigned role, account tier, usage limits, and account expiry date.
- **Authentication Credentials:** Passwords stored in securely hashed format via Amazon Cognito, which are inaccessible to our staff.
- **Usage Records:** Service logs, including request timestamps, API endpoints accessed, queried locations/PIN codes, dataset versions, and account identifiers.

3. What We Do NOT Collect

To protect your privacy, ClimAgro Analytics avoids collecting non-essential personal information:

- No advertising cookies, behavioral tracking, or third-party analytics cookies.

- No precise device location, contact lists, or payment/financial data.
- No personal information regarding individuals, households, or properties located in searched PIN codes or areas.

4. How We Use Your Information

We process collected information strictly for operational and legitimate business needs:

- To authenticate users and grant access based on account tiers and entitlements.
- To enforce rate limits, usage caps, and security guidelines.
- To maintain audit logs for system security and legal compliance.
- To communicate critical account updates and technical notices.

We do not sell, rent, or trade your personal data.

5. Data Processors and Third Parties

Your data is processed and hosted securely in India:

- **Amazon Web Services (AWS):** Hosts infrastructure, databases, identity management, and logging in the AWS Mumbai region (ap-south-1).
- **CARTO:** Serves map tiles to your browser. CARTO processes browser IP addresses and map viewports, but receives no account or query data.

6. Security and Data Retention

- **Security Safeguards:** All data transfers use HTTPS with TLS encryption. Stored databases and backups are encrypted at rest, with access restricted via role-based permissions.
- **Data Storage Location:** All personal data remains stored on servers within India.

- **Retention Period:** Active account data is kept while active and for 2 years after account closure. Usage audit logs are retained for 5 years for compliance.

7. Your Rights under the DPDP Act 2023

As a data principal, you have specific rights regarding your personal information:

- **Access and Correction:** You can review and request updates or corrections to your account details.
- **Erase:** You may request the deletion of your personal data upon account termination.
- **Nomination:** You may nominate another individual to exercise your data rights on your behalf.
- **Grievance Redressal:** For questions or concerns regarding your data, email contact@climagroanalytics.com. We respond within 5 working days.

8. Updates and Contact Information

We may update this Privacy Policy periodically to reflect changes in our practices or regulatory requirements.

ClimAgro Analytics Private Limited
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