



Privacy Policy

Effective Date: 01-08-2025

Company: Gravity Power Solution

📍 No. 78, 4th Main Road, Chamrajpet, Bengaluru – 560018

✉ info@gravityups.in | ☎ +91 9071615552 / 080 3572 4073

🌐 <https://gravitypowersolution.com>

Gravity Power Solution is committed to protecting your privacy and personal data when you use our services, website, mobile app, or engage in any rental transaction with us.

1. 📋 Information We Collect

We collect the following personal information from clients:

- Full name, contact number, email address
 - Delivery address, company details (for corporate clients)
 - Aadhaar, PAN, GSTIN (for KYC verification)
 - Payment details: UPI, bank account, or card info (processed securely via payment gateway)
 - Rental agreement confirmation & device installation data
-

2. 🔒 How We Use Your Data

Your data is used for:

- Verifying identity (KYC compliance)
 - Managing rental booking, billing, and auto-debit via UPI/eMandate
 - Generating invoices and service documents
 - Providing customer support and AMC alerts
 - Sending notifications via WhatsApp/SMS/email
 - Statutory and legal compliance
-

3. 🔒 Data Storage & Security

- All personal data is stored on secure cloud infrastructure.
- Payment data is **not stored** by Gravity Power Solution directly — it is processed via secure, PCI-DSS-compliant payment gateways.
- Access is restricted to authorized personnel only.

4. Data Sharing

We do **not** sell, rent, or trade your personal data. Your data may be shared only with:

- Authorized service engineers for delivery/support
 - Government agencies if legally required
 - Verified third-party payment providers (e.g., Razorpay, Cashfree, SBI, IDFC Gateway)
-

5. Retention of Information

- KYC and transaction data is retained for the legally mandated period (usually 5–7 years).
- You may request data deletion after service discontinuation by emailing us.

6. Communication

- We may send transactional alerts and service notifications via WhatsApp, SMS, or email.
 - Clients can opt-out of promotional emails by clicking the unsubscribe link.
-

7. Your Rights

As a user, you have the right to:

- Access your data
- Request correction or deletion
- Withdraw consent (where applicable)



To request any of the above, write to **info@gravityups.in**.


8. Policy Updates

We may update this Privacy Policy from time to time. Any changes will be posted on our website.

Signature:

Gravity Power Solution

 info@gravityups.in |  +91 9071615552 / 080 3572 4073

 <https://gravitypowersolution.com>