

# Privacy Policy for Quickport CRM

**Effective Date:** October 23, 2025

**Last Updated:** October 23, 2025

## 1. Introduction

Quickport CRM ("we," "our," or "Quickport") is committed to protecting your personal data and respecting your privacy rights in accordance with India's **Digital Personal Data Protection Act, 2023 (DPDPA)**. This Privacy Policy explains how we collect, use, store, and protect your personal data when you use our customer relationship management platform and related services.

By using Quickport CRM, you consent to the processing of your personal data as described in this Privacy Policy.

## 2. Data Fiduciary Information

**Entity Name:** Quickport CRM

**Contact Email:** [crm@quickport.co.in](mailto:crm@quickport.co.in)

**Grievance Officer:** Jidnyasa Gunjal

**Mobile:** +91 9422228848

**Website:** <https://quickport.co.in>

### 3. Personal Data We Collect

We collect the following categories of personal data for the purposes specified below:

#### 3.1 Registration and Authentication Data

- **Mobile number** (normalized to E.164 format, e.g., +919876543210) for OTP verification and account authentication
- **Email address** for account creation and communication
- **User credentials** (JWT tokens) for secure session management
- **Name** and basic profile information

#### 3.2 Light KYC and Business Information

- **GSTIN (GST Identification Number)** for business verification
- **UDYAM registration number** for MSME identification
- **Website URL** for business validation
- **Business category** and industry type

#### 3.3 Communication and Transaction Data

- **SMS and WhatsApp message logs** including delivery status, timestamps, and message IDs
- **OTP request and verification records** with attempt counts and expiry times
- **Template usage data** including DLT Template IDs and approved headers

#### 3.4 Technical and Usage Data

- **IP address**, device information, and browser type
- **Session logs** and authentication timestamps
- **API request logs** including endpoints accessed and response codes
- **WhatsApp testing usage metrics** (message count, unique recipient count)

### 4. Purpose of Data Processing

We process your personal data for the following lawful purposes:

#### 4.1 Service Delivery and Account Management

- To create, manage, and authenticate your Quickport CRM account
- To provide mobile OTP verification for secure login
- To deliver SMS and WhatsApp communication services through our platform
- To process business transactions and maintain service continuity

## 4.2 Compliance and Legal Obligations

- To comply with India DLT (Distributed Ledger Technology) regulations for SMS communication
- To maintain audit trails for regulatory compliance under TRAI's TCCCPR 2018
- To respond to legal requests and prevent fraud or misuse
- To enforce our Terms of Service and protect user rights

## 4.3 Service Improvement and Support

- To monitor platform performance, delivery rates, and latency metrics
- To troubleshoot technical issues and provide customer support
- To analyze usage patterns for service optimization
- To maintain data quality and accuracy

## 5. Legal Basis for Processing

We process your personal data based on the following legal grounds:

- **Consent:** You provide explicit consent when registering and using Quickport CRM services
- **Contractual necessity:** Processing is necessary to fulfill our service agreement with you
- **Legal obligation:** We process data to comply with Indian regulations including DLT, TRAI rules, and DPDPA 2023
- **Legitimate uses under Section 7:** As enumerated in the Digital Personal Data Protection Act, 2023

## 6. Data Sharing and Third-Party Processors

We share your personal data only with authorized third-party processors under strict contractual safeguards:

### 6.1 Service Providers

- **MSG91:** SMS and WhatsApp OTP delivery service provider. MSG91 processes mobile numbers, message content, and delivery metadata solely for communication delivery purposes.
- **Cloud Infrastructure Providers:** For secure data storage and platform hosting
- **Payment Processors:** For processing payments and maintaining transaction records

## 6.2 Disclosure Requirements

We may disclose your personal data when required by law, court order, or regulatory authority, or to protect our legal rights and prevent harm.

We **do not sell, rent, or trade** your personal data to third parties for marketing purposes.

## 7. Data Retention

We retain your personal data only for as long as necessary to fulfill the purposes outlined in this Privacy Policy:

- **OTP records:** Stored for 5 minutes during active verification, then automatically deleted
- **Authentication tokens (JWT):** Valid for 7 days, then automatically expired
- **Message logs and audit trails:** Retained for 12 months for compliance and dispute resolution, with 180 days minimum retention in India to meet CERT-In requirements
- **Account data:** Retained while your account is active and for 90 days after account deletion, unless longer retention is required by law

You may request deletion of your personal data at any time, subject to legal retention requirements.

## 8. Your Rights as a Data Principal

Under DPDPA 2023, you have the following rights regarding your personal data:

### 8.1 Right to Access

You may request confirmation of what personal data we hold about you and obtain a copy of such data.

### 8.2 Right to Correction

You may request correction of incomplete, inaccurate, or outdated personal data.

### 8.3 Right to Erasure

You may request deletion of your personal data when it is no longer necessary for the purposes for which it was collected, subject to legal retention obligations.

### 8.4 Right to Withdraw Consent

You may withdraw your consent for data processing at any time by contacting our Grievance Officer or through your account settings. Withdrawal will not affect the lawfulness of processing prior to withdrawal.

## 8.5 Right to Nominate

You may nominate another individual to exercise your rights in the event of death or incapacity.

## 8.6 Right to Grievance Redressal

You have the right to lodge a grievance with our Grievance Officer regarding the processing of your personal data.

## 9. How to Exercise Your Rights

To exercise any of your rights under DPDPA 2023, please:

**1. Contact our Grievance Officer:**

Name: Jidnyasa Gunjal

Email: [crm@quickport.co.in](mailto:crm@quickport.co.in)

Mobile: +91 9422228848

**2. Use the in-platform tools:** Access your account settings to update or delete personal data

**3. Response timeline:** We will respond to your request within 30 days

## 10. Data Security Measures

We implement reasonable security safeguards to protect your personal data against unauthorized access, alteration, disclosure, or destruction:

- **Encryption:** JWT-based authentication with secure token generation and SSL/TLS encryption (HTTPS) for data transmission
- **Access controls:** Role-based access restrictions with least-privilege principles and Multi-Factor Authentication (MFA) for administrators
- **Network security:** Secure API endpoints with webhook verification tokens
- **Database security:** SQLite database with restricted access permissions and encryption at rest
- **Audit logging:** Comprehensive logs retained for at least 180 days in India with synchronized clocks, meeting CERT-In requirements
- **Secret management:** Secure handling and periodic rotation of keys and secrets

Despite these measures, no method of electronic storage or transmission is 100% secure. We cannot guarantee absolute security.

## 11. Data Breach Notification

In the event of a personal data breach that is likely to cause harm to Data Principals, we will:

- Contain and mitigate the breach without undue delay
- Notify affected users with details of the breach, likely consequences, and remedial measures taken
- Report applicable cyber security incidents to CERT-In within 6 hours as required
- Maintain evidence including system logs, forensic data, and corrective actions

Contact information for breach-related inquiries: [crm@quickport.co.in](mailto:crm@quickport.co.in)

## 12. Children's Privacy

Quickport CRM is intended for business users. We do not knowingly collect personal data from individuals under 18 years of age without verifiable parental consent. If we become aware that we have collected data from a child without proper consent, we will take steps to delete such information promptly.

## 13. Cross-Border Data Transfers

Currently, Quickport CRM processes and stores data within India. We permit cross-border data transfers unless restricted by Government notification under DPDPA 2023. All processors are contractually bound to maintain appropriate safeguards. We monitor Government and Data Protection Board notifications and will regionalize data storage if restrictions are issued.

## 14. Grievance Redressal

If you have any concerns, complaints, or questions about how we process your personal data:

**Grievance Officer:** Jidnyasa Gunjal

**Email:** [crm@quickport.co.in](mailto:crm@quickport.co.in)

**Mobile:** +91 9422228848

**Response Time:** Within 30 days

We will acknowledge your grievance promptly and work to resolve it in accordance with the Digital Personal Data Protection Act, 2023.

## 15. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, legal requirements, or service features. We will notify you of material changes by:

- Posting the updated policy on our website with a revised "Last Updated" date
- Sending email notifications to registered users

- Displaying in-app notifications upon login

Your continued use of Quickport CRM after changes become effective constitutes acceptance of the revised Privacy Policy.

## 16. Language Availability

This Privacy Policy is available in English. Upon request, we can provide translations in any of the 22 languages specified in the Eighth Schedule of the Constitution of India, as required by DPDPA 2023.

## 17. Contact Information

For questions about this Privacy Policy or our data protection practices, please contact:

**Email:** [crm@quickport.co.in](mailto:crm@quickport.co.in)

**Grievance Officer:** Jidnyasa Gunjal

**Mobile:** +91 9422228848

**Website:** <https://quickport.co.in>

## 18. Consent Statement

By using Quickport CRM, you acknowledge that you have read, understood, and agree to the terms of this Privacy Policy and consent to the collection, use, and processing of your personal data as described herein.

## Compliance Summary

This Privacy Policy has been prepared in accordance with:

- Digital Personal Data Protection Act, 2023 (DPDPA)
- IT (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011
- CERT-In Directions on cyber security incident reporting and log retention
- TRAI's Telecom Commercial Communications Customer Preference Regulations, 2018 (TCCPR)

**Document Version:** 1.0

**Prepared by:** Quickport CRM Compliance Team

**Next Review Date:** April 23, 2026

**END OF PRIVACY POLICY**



1. Dada-Security-Checklist-document.pdf
2. <https://www.meity.gov.in/static/uploads/2024/06/2bf1f0e9f04e6fb4f8fef35e82c42aa5.pdf>
3. <https://secureprivacy.ai/blog/india-dpdpa-privacy-policy-requirements-compliance-guide>
4. <https://www.cookieyes.com/blog/india-digital-personal-data-protection-act-dpdpa/>
5. <https://www.pwc.in/ghost-templates/digital-personal-data-protection-rules-2025.html>
6. <https://complydog.com/blog/india-dpdp-act-data-protection-privacy-compliance-saas>
7. <https://www.microportmanuals.com/filestemp/CRM/UA10817A.pdf>
8. <https://www.microport-smartview.com/BOWebUI/Public/CMSFiles/en-GB/PrivacyPolicy.htm>