

AuxoHub Privacy Policy

13th November 2025

1. Introduction

AuxoHub (“we”, “us”, “our”) values your privacy and is committed to protecting your personal information in accordance with the **Digital Personal Data Protection Act, 2023 (DPDP Act)** and other applicable Indian laws.

This Privacy Policy explains how we collect, use, disclose, store, and protect your personal information when you visit our website, register for workshops, or engage with any of our services.

By using our website or providing your personal data to AuxoHub, you agree to the terms of this Privacy Policy. We encourage you to reach out to us if you have any questions or concerns about how your information is handled.

2. Who We Are

AuxoHub is a development sector consultancy that provides support services (documentation, collateral creation, research, etc.) to NGOs, creates platforms for upskilling and capacity building in the social sector, and provides CSR management and reporting services to corporates.

Legal Entity Name: AuxoHub Private Limited

Email: info@auxohub.org

Website: www.auxohub.org

3. Information We Collect

We may collect the following categories of personal data:

A. Information you provide directly

- Full name
- Contact details (email address, phone number, postal address)
- Organisation, job title, and professional experience
- Educational background (for training participants)
- Workshop registration and attendance details

- Feedback and testimonials
- Payment or billing information (for paid services)
- Any other data you voluntarily provide (e.g., forms, surveys, communications)

B. Information collected automatically

- IP address, browser type, device identifiers
- Usage data (how you interact with our website or digital materials)
- Cookies and similar technologies (for analytics and functionality)

4. How We Collect Data

We collect personal data through:

- Direct interactions (registrations, forms, emails, phone calls, contracts)
- Our website or online platforms are used for workshops or communication
- Payment gateways (if you make payments for workshops or services)
- Publicly available sources (in limited cases, e.g., LinkedIn)

5. Purpose of Data Processing

We collect and process your personal information for the following purposes:

- To register and manage your participation in workshops or training programmes
- To provide consultancy services
- To send updates, certificates, or communications related to the service being provided to you
- To respond to your queries or feedback
- To process payments and maintain financial records, AuxoHub does not store your card details.
- To improve our website, courses, and user experience

- To comply with legal and regulatory obligations
- For internal operations such as audits, research, and reporting

We will only use your personal data for purposes that are reasonable and directly connected with these activities.

6. Legal Basis for Processing (Under Indian Law)

AuxoHub processes personal data under the **Digital Personal Data Protection Act, 2023**, on the following legal bases:

- **Consent:** You have provided consent for specific uses of your data.
- **Performance of a contract:** To deliver services or workshops you have enrolled in.
- **Legal obligation:** To comply with applicable laws or requests from authorities.
- **Legitimate use:** For internal record-keeping, service improvement, fraud prevention, and security purposes permitted under the DPDP Act.

You may withdraw your consent at any time by contacting us at info@auxohub.org. Upon withdrawal, we will stop processing your data except where legally required to retain it.

7. Data Sharing and Disclosure

We may share your personal information:

- With **service providers** (e.g., IT hosting, payment gateways, email platforms) for operational purposes;
- With **partner organisations or trainers** involved in delivering our workshops (under confidentiality agreements);
- With **regulatory or law enforcement authorities**, where required by law;
- With **auditors or consultants** for internal compliance and quality assurance.

We do **not** sell or rent your personal data to any third party.

8. Data Storage and Retention

Your personal information will be stored securely on servers located in India or in jurisdictions with comparable data-protection standards.

We retain personal data only for as long as necessary to fulfil the purposes for which it was collected, or as required by law.

When no longer needed, data will be securely deleted or anonymised.

9. Data Security

We implement appropriate technical and organisational measures to protect your data against unauthorised access, alteration, disclosure, or destruction. These include secure servers, access controls, encryption, and periodic security reviews.

All payments to AuxoHub for workshops or services are processed through secure, industry-standard payment gateways. We do not directly collect or store any sensitive financial information such as debit/credit card details, UPI PINs, or CVV numbers.

AuxoHub will never ask for your OTP, PIN, CVV, or password for payment verification. Please report any such fraudulent request immediately to the relevant authorities.

While we take reasonable precautions, no system is entirely immune to security risks. You agree that you use our digital platforms at your own risk.

10. Your Rights under the DPDP Act, 2023

You have the following rights regarding your personal data:

- **Right to access:** Request details of your personal data held by us.
- **Right to correction and erasure:** Request correction of inaccurate data or deletion when it is no longer required.
- **Right to grievance redressal:** File a complaint with our Grievance Officer for any privacy concerns.
- **Right to nominate:** Nominate another individual to exercise your rights in case of incapacity or death.

Requests will be addressed within the timelines prescribed under the DPDP Act.

11. Grievance Redressal

If you have any questions or complaints about this Privacy Policy or our handling of personal data, please contact us at info@auxohub.org

If you are not satisfied with our response, you may escalate the matter to the **Data Protection Board of India** in accordance with the DPDP Act.

12. Cookies and Tracking Technologies

We may use cookies and similar technologies to enhance website performance and improve the user experience. You can modify your browser settings to control or disable cookies, but some features of our site may not function properly without them.

13. Third-Party Links

Our website or materials may contain links to third-party websites or services. We are not responsible for their privacy practices or the content they provide. We encourage you to read the privacy policies of those sites before sharing any personal data.

14. Children's Data

AuxoHub's services are intended for adults. We do not knowingly collect personal data from individuals under the age of 18. If you believe we have inadvertently collected such data, please contact us to request its deletion.

15. Policy Updates

We may update this Privacy Policy from time to time to reflect changes in our operations or legal requirements. The revised policy will be posted on our website with the updated "Last Updated" date.

Where required, we will notify you of significant changes via email or a notice on our website.

16. Contact Us

For any questions about this Privacy Policy or your personal data, please contact:

Email: info@auxohub.org

LinkedIn: <https://www.linkedin.com/company/auxohub/>