

## **Privacy Policy – Porter Management System (iPorter)**

Last updated: May 23, 2024

The Porter Management System (iPorter) by SMC IFM India is designed to streamline & digitise hospital support operations. We are committed to protecting your personal data and ensuring transparency in how it is collected, used, and safeguarded.

### **Information We Collect**

We may collect basic personal information such as name, contact details, employee ID, and usage data (login activity, device type, and system interactions) to ensure the smooth functioning of the platform.

### **How We Use Your Data**

#### **Your data is used to:**

- Enable access to the platform and manage user accounts
- Monitor and improve system performance
- Communicate important updates or service-related information
- Ensure operational efficiency and service quality
- Data Sharing

We do not sell personal data. Information may be shared only with authorized internal teams or trusted service providers for system support, and only when necessary.

### **Data Security**

We implement appropriate technical and organisational measures to protect your data. While we strive for high security, no digital system is completely risk-free.

## **Data Retention**

Your data is retained only as long as necessary for operational, legal, and analytical purposes.

## **Your Rights**

You have the right to access, update, or request deletion of your personal data, subject to applicable laws.

## **Updates**

This policy may be updated periodically to reflect changes in technology or regulations.

For any queries [contact@smc-india.com](mailto:contact@smc-india.com) .