Data Privacy Policy

1. Introduction

At Edgesense.io, protecting your data and respecting your privacy are our top priorities. As a provider of industrial IoT gateways and dashboards, we process data generated by sensors, equipment, and users within manufacturing and infrastructure environments. We are committed to complying with applicable data protection regulations, including the **General Data Protection Regulation (GDPR)** and other relevant privacy laws.

This Data Privacy Policy explains how we collect, use, share, and safeguard personal and non-personal data, and outlines your rights in relation to your data.

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2. Scope

This policy applies to:

- All users and customers of Edgesense.io products, platforms, and services.

- All personal data processed by Edgesense.io through its websites, applications, and IoT devices.

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3. Data We Collect

We collect the following types of data:

a. Personal Data

Includes:

- Full name

- Email address

- Contact number

- Company and job role

- Authentication credentials (hashed)

- Billing and transactional data

b. Technical Data

Includes:

- IP address

- Browser type

- Operating system

- Device identifiers

- Usage logs

c. IoT Data (Non-personal by default)

- Sensor readings (temperature, pressure, energy, etc.)

- Machine state information

- Device metadata (e.g., firmware version, device uptime)

We do **not** collect biometric, health, or any special categories of personal data unless explicitly agreed upon.

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4. Purpose of Data Collection

We process your data for the following purposes:

- To deliver and improve our services

- To provide technical support and maintenance

- To send important account or security updates

- For billing, invoicing, and transaction processing

- To conduct research and product development

- To comply with legal obligations (e.g., tax, security)

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5. Legal Basis for Processing (GDPR)

We rely on the following lawful bases for processing:

- **Contractual necessity**: When you sign up and use our services

- **Legitimate interests**: For analytics, product improvement

- **Consent**: For newsletters or marketing (opt-in only)

- **Legal compliance**: Where mandated by law enforcement or regulators

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6. Data Retention

We retain personal and IoT data only as long as necessary for the stated purposes or as required by law. Data no longer needed is securely deleted or anonymized.

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7. Data Sharing & Third Parties

We **do not sell** your data. We may share your data with:

- Cloud service providers (e.g., AWS, GCP)

- Payment processors (e.g., Razorpay, Stripe)

- Compliance consultants and auditors

- Government authorities (only when legally required)

All third-party services are subject to strict **Data Processing Agreements (DPAs)**.

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8. International Transfers

Where personal data is transferred outside the European Economic Area (EEA), we ensure adequate safeguards:

- Standard Contractual Clauses (SCCs)

- Adequacy decisions under GDPR

- Encrypted data in transit and at rest

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9. Data Subject Rights (Under GDPR)

As a user, you have the right to:

- Access your data

- Correct inaccurate data

- Erase your data ("Right to be forgotten")

- Restrict or object to processing

- Data portability

- Withdraw consent at any time

You can exercise these rights by contacting: **support@edgesense.io**

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10. Data Security

- AES-256 encryption for stored data

- TLS 1.3 for data in transit

- Two-Factor Authentication (2FA) for admin portals

- Role-Based Access Control (RBAC)

- Routine penetration testing and audits

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11. Cookies and Tracking

We use cookies for:

- Session management

- Performance analytics (Google Analytics, etc.)

- Personalization (where consented)

You may manage cookies through your browser settings.

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12. Children's Privacy

Our services are intended for businesses. We do not knowingly collect data from children under 16 years of age.

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13. Updates to This Policy

We may update this policy to reflect changes in our practices or legal obligations. You will be notified via email or prominent notice on our platform.

14. Contact

If you have questions, concerns, or wish to exercise your rights, contact:

Data Protection Officer (DPO)
Edgesense.io
Email: support@edgesense.io

For any query contact us at :

Email : support@edgesense.io