OSC-POL-002

Privacy Policy

OneSource Solutions Co.

Document Number: OSC-POL-002
Version: 1.0
Effective Date: 01 August 2026
Classification: Public
Review Frequency: Every 12 Months

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1. Purpose

This Privacy Policy explains how **OneSource Solutions Co.** collects, uses, stores, protects, and discloses personal and business information received from customers, suppliers, vendors, website visitors, and business partners.

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2. Scope

This policy applies to:

- Website visitors
- Customers
- Prospective customers
- Suppliers
- Vendors
- Business partners
- Job applicants
- Employees (where applicable)

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3. Information We Collect

OneSource Solutions Co. may collect the following information:

Personal Information

- Full Name
- Company Name
- Job Title
- Email Address
- Phone Number
- Business Address

Business Information

- GST Number (if applicable)
- PAN (if required)
- Purchase Orders
- Billing Information
- Delivery Address

Technical Information

When visiting our website we may collect:

- IP Address
- Browser Type
- Device Information
- Cookies
- Website Usage Analytics

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4. How We Use Information

Collected information may be used for:

- Processing enquiries
- Preparing quotations
- Order fulfilment
- Delivery coordination
- Customer support
- Vendor management
- Invoice processing
- Improving our services
- Website analytics
- Legal and regulatory compliance

5. Cookies

Our website may use cookies to:

- Improve website performance
- Remember visitor preferences
- Measure website traffic
- Enhance user experience

Users may disable cookies through their browser settings.

6. Data Security

OneSource Solutions Co. implements appropriate administrative, technical, and organizational safeguards to protect personal and business information from unauthorized access, disclosure, alteration, or destruction.

Examples include:

- Secure passwords
- Limited employee access
- Regular software updates
- Secure cloud storage
- Firewall and antivirus protection

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7. Information Sharing

We do **not sell** customer information.

Information may only be shared with:

- Logistics providers
- Courier companies
- Payment service providers
- Government authorities where legally required
- Professional advisers (such as auditors or legal counsel) where necessary

8. Data Retention

Information is retained only for as long as reasonably necessary to:

- Complete business transactions
- Meet contractual obligations
- Comply with applicable laws
- Resolve disputes
- Maintain business records

9. Customer Rights

Individuals may request to:

- Access their personal information
- Correct inaccurate information
- Update contact details
- Request deletion where legally permissible
- Withdraw marketing consent

Requests may be submitted to the Privacy Officer.

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10. Third-Party Websites

Our website may contain links to third-party websites. OneSource Solutions Co. is not responsible for the privacy practices or content of external websites.

11. Children's Privacy

Our products and services are intended for business customers. We do not knowingly collect personal information from children.

12. Policy Updates

OneSource Solutions Co. reserves the right to update this Privacy Policy at any time. Updated versions will be published on our website with the revised effective date.

13. Contact Information

Privacy Officer

Protim Neog
Head – Sales & Information Technology (IT)

Email: **sales@onesources.in**

Phone: **+91 92720 93437**

Document Control Officer

Alok Poddar, CA
Head – Finance & Document Control

Responsible for:

- Document Version Control
- Policy Approval Records
- Compliance Documentation

Grievance Officer

Vinay Jain
Head – Procurement & Supply Chain

Email: **jain.vinay@onesources.in**

Phone: **+91 7470521155**

Response Timeline

- Acknowledgement: Within **2 Business Days**
- Target Resolution: Within **7 Business Days**

Company Information

Document Control

Field	Details
Document Number	OSC-POL-002
Document Title	Privacy Policy
Version	1
Classification	Public
Prepared By	Protim Neog – Head – Sales & IT
Reviewed By	Alok Poddar – Head - Finance
Approved By	Managing Partner
Next Review Date	1-Aug-27

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