



# SUBLIME INDUSTRIES

Manufacturing of : Submersible Pump set, Monoblock pump set & shallow well pumps set etc.

## Privacy Policy for Sublime Industries

- 1. Introduction** At Sublime Industries, we are committed to protecting the privacy and security of our customers, partners, and website visitors. As a leading manufacturer of water pumps, including specialized submersible pumps, we understand the importance of data confidentiality in industrial and commercial relationships. This Privacy Policy outlines how we collect, use, and safeguard your information when you interact with our website or use our WhatsApp messaging services.
- 2. Information We Collect** We collect personal information that you voluntarily provide to us when expressing an interest in our submersible pumps or requesting technical support. This includes your name, phone number, email address, business name, and location. When you communicate with us via WhatsApp, we also collect your mobile number and any details provided within the chat to better serve your inquiry.
- 3. Purpose of Data Collection** The information we collect is used primarily to facilitate business transactions and provide high-quality customer service. This includes processing orders for water pumps, sending technical specifications, providing price quotes, and responding to maintenance requests. We also use this data to improve our product range and ensure our pumping solutions meet the specific needs of your industry.
- 4. WhatsApp Business Messaging** By opting in to our WhatsApp messaging service, you agree to receive communications from Sublime Industries regarding your inquiries and orders. We use the WhatsApp Business Platform to send "Utility" messages (order updates) and "Marketing" messages (new product launches or seasonal offers). We strictly adhere to Meta's Business Messaging Policy, ensuring that all proactive messages are sent only after receiving your explicit consent.
- 5. Consent and Opt-Out Rights** Your privacy is your choice. We only send automated messages to users who have provided clear "Opt-In" consent via our website forms, QR codes, or direct contact. You have the right to withdraw your consent at any time. To stop receiving WhatsApp messages, you can simply reply with the word "STOP" or use the "Opt-out" button provided in our message templates.

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**6. Data Sharing and Third Parties** Sublime Industries does not sell, rent, or trade your personal information to third parties for their marketing purposes. We may share your data with trusted service providers, such as Meta (for WhatsApp delivery) or logistics partners (for pump delivery), solely to fulfill our contractual obligations to you. All third parties are required to maintain strict confidentiality.

**7. Data Security Measures** We implement a variety of technical and organizational security measures to maintain the safety of your personal information. Messages sent over the WhatsApp Business Platform are protected by end-to-end encryption. Internally, we restrict access to your data to authorized personnel only, ensuring that sensitive business details regarding your pump installations remain secure.

**8. Data Retention Policy** We retain your personal information only for as long as is necessary to fulfill the purposes outlined in this policy, such as maintaining warranty records for your submersible pumps or complying with legal and tax obligations. Once the data is no longer required for business or legal reasons, it is securely deleted or anonymized.

**9. International Data Transfers** As a global-standard manufacturer, your data may be processed or stored in servers located outside of your home country, including infrastructure managed by Meta. By using our services, you consent to the transfer of information to these facilities, which are governed by strict international data protection standards to ensure your information remains protected.

**10. Contact Information and Grievances** If you have any questions regarding this Privacy Policy or wish to exercise your rights to access, correct, or delete your data, please contact our Grievance Officer. You can reach the Sublime Industries privacy team at [Insert Email Address] or via our registered office at [Insert Physical Address]. We are committed to resolving any privacy concerns within 30 days.