Privacy Policy

Thrunox Systems LLP with Company Logo
Website: https://thrunoxsystems.in
Contact Email: contact@thrunoxsystems.in
Last Updated: 19 October 2026

1. Introduction

Thrunox Systems LLP ("Thrunox Systems", "Thrunox", "we", "us" or "our") respects your privacy and is committed to handling personal information responsibly.

This Privacy Policy explains how we may collect, use, store, disclose and otherwise process information when you visit https://thrunoxsystems.in, submit an enquiry, interact with our website chatbot, contact us through WhatsApp or email, or use other communication channels made available through our website.

This policy should be read together with any additional privacy notice presented when you use a particular form or service.

2. Information We May Collect

Depending on how you interact with our website, we may collect the following categories of information.

2.1 Information You Provide

When you submit a contact form, send an enquiry or contact us directly, you may provide:

- Name and organisation name
- Business email address
- Phone number, if provided
- Area of interest or service requirement
- Details included in your enquiry
- Professional or collaboration-related information you choose to share
- Other information reasonably necessary to respond to your request

Please do not submit passwords, payment-card details, patient information, sensitive personal information or confidential technical documents through the general contact form or chatbot.

2.2 Chatbot Information

If you interact with the Thrunox Assistant chatbot, we may process the messages and information you choose to provide so that the chatbot can respond to your questions, direct you to relevant website pages or help you contact us.

The chatbot may be provided through a third-party technology service. Where applicable, the service provider's role and its handling of conversation data should be reflected in the relevant privacy disclosures.

Please avoid sharing confidential or sensitive information in chatbot conversations.

2.3 Technical and Usage Information

Depending on the website hosting, security, analytics and other technologies actually implemented, certain technical information may be collected, such as:

- IP address and general technical identifiers
- Browser type and device information
- Pages visited and interactions with the website
- Date, time and technical logs of website requests
- Information used to maintain website security and diagnose technical issues

The actual information collected will depend on the website configuration and the technologies in use.

2.4 WhatsApp and Email Communications

If you contact us through WhatsApp or email, we may receive the contact details and message content that you choose to share.

Communications through third-party platforms are also subject to the applicable platform's own terms and privacy policy. We do not control all aspects of how those platforms process information.

3. How We Use Information

We may use the information described above for the following purposes:

- To respond to business enquiries and requests for information
- To understand your stated service or collaboration requirements
- To communicate about potential engagements

- To evaluate and coordinate relevant service or specialist requirements
- To provide the company brochure or other requested information
- To manage professional and business communications
- To maintain, troubleshoot and improve our website
- To protect the website and investigate suspected misuse or security incidents
- To meet applicable legal, regulatory, accounting or record-keeping obligations
- To establish, exercise or defend legal claims where necessary

We will seek to use information for purposes that are relevant to the interaction and consistent with applicable law.

4. Legal Basis and Permission

Where applicable law requires consent or another lawful basis for processing personal information, we will handle the information in accordance with the applicable requirements.

Where consent is relied upon, you may withdraw it through an appropriate communication channel, subject to applicable law and any processing that may lawfully continue.

Withdrawing consent may affect our ability to respond to or fulfil a request that depends on the information concerned.

5. Sharing of Information

We do not publish your enquiry details for general public access. We may disclose relevant information, where appropriate and lawful, to:

- Service providers supporting website hosting, maintenance, security or communication
- Chatbot, contact-form, email or other technology providers, where implemented
- Specialist consultants, service partners or professionals where sharing is necessary for a requirement you have asked us to assess or support
- Professional advisers, auditors or legal representatives where necessary
- Government authorities, regulators, courts or law enforcement agencies where legally required or permitted

- Other parties where disclosure is authorised by you or otherwise permitted by applicable law

We aim to limit sharing to information relevant to the applicable purpose. The actual recipients will depend on the services and systems used and the nature of the enquiry.

6. Third-Party Websites and Services

Our website may link to third-party websites, platforms or service providers, including WhatsApp and other external resources.

When you follow an external link or interact with a third-party service, that service may process information under its own privacy policy and terms.

We are not responsible for the independent privacy practices, security controls, availability or content of third-party services. Please review their applicable policies before providing information.

7. Cookies and Similar Technologies

Our website may use cookies or similar technologies for essential functionality, security, user preferences, performance measurement or analytics, depending on the technologies enabled.

Where required, appropriate notice and consent mechanisms will be implemented for non-essential cookies or similar technologies.

You may also be able to control cookies through your browser settings. Disabling certain cookies may affect website functionality.

The specific cookies and technologies used should be described or linked in a separate cookie notice if the website's actual configuration makes that necessary.

8. Data Security

We will take reasonable steps appropriate to the circumstances to protect information under our control against unauthorised access, disclosure, alteration, loss or misuse.

However, no website, internet transmission or electronic storage system can be guaranteed to be completely secure. You should avoid transmitting confidential or sensitive information through general-purpose website forms or chatbot conversations.

The technical and organisational measures applicable to the website will depend on the systems and providers actually implemented.

9. Data Retention

We retain personal information only for as long as reasonably necessary for the purpose for which it was collected, including responding to enquiries, managing business communications, maintaining appropriate records, meeting applicable legal obligations and resolving disputes.

The retention period may vary depending on the nature of the information, the type of engagement and applicable legal requirements.

Where information is no longer required, we will take appropriate steps to delete it, anonymise it or otherwise handle it in accordance with applicable law and our retention practices.

10. Your Privacy Rights

Subject to applicable law and its requirements, you may be entitled to request information about personal data relating to you, seek correction or updating of inaccurate information, request erasure where applicable, withdraw consent where processing relies on consent, or raise a complaint about the handling of your information.

You may submit a privacy-related request using the contact details provided in this policy. We may need to verify your identity or clarify your request before acting on it.

Certain records may need to be retained where required or permitted by law.

11. Children

Our website is intended primarily for business and professional audiences. We do not knowingly seek to collect personal information from children through general business enquiry forms.

If you believe a child has provided personal information to us inappropriately, please contact us so that the matter can be reviewed and appropriate steps taken in accordance with applicable law.

12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our website, services, technology providers, business practices or applicable legal requirements.

The revised policy will be published on this page with an updated “Last Updated” date. Where required by law, additional notice or consent will be provided.

13. Contact Us

For questions, concerns or requests relating to this Privacy Policy or the handling of your personal information, please contact:

Thrunox Systems LLP
Email: contact@thrunoxsystems.in

Website: https://thrunoxsystems.in

Registered Office:
Flat No. 201, Building No. 28, Bohra Layout, Bangalore South, Bengaluru, Karnataka – 560083.

Please use the subject line **"Privacy Request"** to help us identify your communication.