



# PRIVACY POLICY

At **Tata Communications Transformation Services (TCTS)**, we value the privacy of our customers and their customers. Protecting their privacy is important to us and is a responsibility that we take very seriously.

In this Policy, we describe how we process (as “Processor”) Personally Identifiable Information (PII) of our customers. For the purposes of this Policy, any reference to “Services” is a reference to all the products and services offered from Delivery Centres located in Australia and India (Chennai & Pune).

TCTS is committed to processing PII of our customers as per the guidelines provided by them, support them for adhering to all applicable privacy laws, comply with data protection requirements and good practices, including

- Lawful, fair and transparent processing of PII
- Adequate and relevant processing of PII
- Maintaining a documented inventory of the categories of PII
- Maintaining accuracy of PII
- Application of the various exemptions allowable by data protection legislation
- Identification of workers with specific responsibility and accountability
- Continually improve the Privacy Management System

To prevent unauthorized access, maintain data accuracy and privacy, we have put in place physical, electronic, and managerial procedures to safeguard and secure the information we process.

*Agnel Navin*

**Agnel Navin**

CEO

23<sup>rd</sup> September 2025

Version	Description	Date of Issue
1	Initial policy	14 <sup>th</sup> Oct 2019
2	Policy updated with Australia delivery centre details	4 <sup>th</sup> Jun 2021
3	Updated with the link to the detailed privacy policy	23 <sup>rd</sup> September 2025

