

Privacy Policy

AUXTECH BD

Effective Date: 1st July 2025

Last Updated: July 2025

This Privacy Policy describes how AUXTECH BD ("we," "us," or "our") collects, uses, stores, discloses, and protects your personal information when you access or use our website, software products, and related services (collectively, the "Services"). We are committed to handling your data with transparency, integrity, and in full compliance with applicable data protection laws.

By accessing or using our Services, you acknowledge that you have read and understood this Privacy Policy. If you do not agree with any part of this Policy, please discontinue use of our Services immediately.

1. About AUXTECH BD

AUXTECH BD is a software development company registered and headquartered in Bangladesh. We specialize in designing, developing, and deploying custom software solutions — including web applications, mobile applications, enterprise platforms, and API integrations — for individuals, startups, SMEs, and enterprise clients across multiple industries.

Our registered business address is:

AUXTECH BD

West Shewrapara, Mirpur, Dhaka, Bangladesh

Email: auxtechbd@gmail.com

Phone: +880 199 731 6462

2. Information We Collect

We collect information in several ways depending on how you interact with our Services. The categories of information we may collect include:

a. Personal Identification Information

Information that can be used to identify you as an individual, including but not limited to:

- Full name
 - Email address
 - Phone number
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- Company or organization name
- Job title or professional role
- Physical or mailing address (when required for billing or legal correspondence)
- Billing and payment details (processed securely through third-party payment processors)
- Government-issued identification, where legally required

b. Technical and Usage Data

When you access our website or use our Services, we automatically collect certain technical data, including:

- IP address and approximate geographic location
- Browser type, version, and language settings
- Operating system and device type
- Pages visited, features accessed, and navigation paths
- Date and time of each request
- Referring URLs and exit pages
- Session duration and interaction patterns
- Error logs and diagnostic data

c. Communications and Correspondence

If you contact us via email, contact forms, or other channels, we retain records of that correspondence including your name, contact details, the content of your message, and our responses.

d. Project and Contract Information

For clients engaging our development services, we may collect project briefs, technical requirements, business documentation, credentials, and any information you share with us in the course of delivering contracted services.

e. Cookies and Tracking Technologies

We use cookies, web beacons, pixel tags, and similar tracking technologies to collect data about how visitors interact with our website. This includes:

- Session cookies — temporary cookies deleted when you close your browser
- Persistent cookies — stored on your device for a set period to remember your preferences
- Analytics cookies — used to understand traffic patterns and improve our website
- Functional cookies — used to enable features like live chat and preference storage

You may control or disable cookies through your browser settings at any time. Please note that disabling certain cookies may affect the functionality of our website.

3. How We Use Your Information

We process your personal data only for legitimate, specific, and transparent purposes. The following describes how and why we use the information we collect:

Purpose	Details
Service Delivery	To provide, operate, maintain, and improve our software development services and deliverables.
Client Communication	To respond to inquiries, project updates, support requests, and contractual communications.
Account Management	To create and manage client accounts, authenticate users, and maintain service continuity.
Billing & Payments	To process invoices, payments, and maintain accurate financial records in compliance with applicable law.
Marketing (with consent)	To send newsletters, service updates, and promotional materials. You may unsubscribe at any time.
Website Improvement	To analyze usage trends, diagnose technical issues, and enhance the user experience of our website.
Legal Compliance	To fulfill our legal obligations, respond to lawful requests, and enforce our terms and agreements.
Security & Fraud Prevention	To monitor for unauthorized access, suspicious activity, and protect the integrity of our Services.

We do not use automated decision-making or profiling in ways that produce legal or similarly significant effects on individuals.

4. Legal Basis for Processing

Where applicable under data protection legislation (including the GDPR and similar frameworks), we process your personal data on the following legal bases:

- Contractual necessity — processing required to deliver services you have requested or contracted
- Legitimate interests — processing necessary for our business operations, provided your rights and interests are not overridden
- Legal obligation — processing required to comply with applicable law
- Consent — for specific activities such as marketing communications, where we request your explicit agreement

Where we rely on consent, you have the right to withdraw that consent at any time without affecting the lawfulness of processing prior to withdrawal.

5. Sharing and Disclosure of Your Information

We do not sell, rent, or trade your personal data to third parties. We may share your information only in the following limited circumstances:

a. Trusted Service Providers

We work with carefully selected third-party vendors and service providers who assist in operating our business. These include hosting providers, payment processors, email service providers, analytics platforms, and project management tools. These parties are contractually bound to process your data only as instructed by us and in compliance with applicable data protection laws.

b. Legal and Regulatory Authorities

We may disclose your information to law enforcement agencies, regulatory bodies, courts, or other public authorities when we are legally required to do so, or when we reasonably believe disclosure is necessary to protect our rights, the safety of our users, or to investigate fraud or security incidents.

c. Business Transfers

In the event of a merger, acquisition, restructuring, or sale of all or part of our business assets, your personal data may be transferred to the acquiring entity. We will provide reasonable notice of any such transfer and the privacy choices available to you.

d. With Your Consent

We may share your data with other third parties where you have given us explicit consent to do so.

6. Data Retention

We retain your personal data only for as long as necessary to fulfill the purposes described in this Policy, unless a longer retention period is required or permitted by applicable law.

Data Type	Retention Period	Reason
Client project data	Duration of contract + 5 years	Legal and contractual obligations
Billing & payment records	Lifetime	Tax and financial compliance
Marketing contact data	Until unsubscribe or withdrawal of consent	Consent-based processing
Website analytics data	26 months (rolling)	Performance monitoring
Support communications	3 years from last contact	Service quality and legal record
Cookie data	Up to 24 months	Preference and analytics continuity

7. Data Security

We take the security of your personal data seriously. We implement and maintain a range of technical and organizational measures designed to protect your information against unauthorized access, accidental loss, disclosure, alteration, or destruction.

Our security measures include, but are not limited to:

- Encrypted data transmission using TLS/SSL protocols
- Restricted access to personal data — limited to authorized personnel on a need-to-know basis
- Regular security assessments and vulnerability testing of our systems
- Secure development practices and code review standards for all software products
- Use of reputable, security-certified third-party hosting and infrastructure providers
- Incident response procedures for detecting, reporting, and responding to data breaches

While we strive to protect your information, no method of transmission over the internet or electronic storage is 100% secure. In the event of a data breach that poses a high risk to your rights and freedoms, we will notify you and the relevant authorities as required by applicable law.

8. Your Rights and Choices

Depending on your location and applicable data protection law, you may have the following rights with respect to your personal data:

Your Right	What It Means
Right of Access	Request a copy of the personal data we hold about you and information on how it is used.
Right to Rectification	Request correction of inaccurate or incomplete personal data.
Right to Erasure	Request deletion of your personal data where we no longer have a lawful basis to retain it.
Right to Restriction	Request that we limit the processing of your data in certain circumstances.
Right to Data Portability	Receive a copy of your data in a structured, commonly used, machine-readable format.
Right to Object	Object to processing based on legitimate interests or for direct marketing purposes.
Right to Withdraw Consent	Withdraw consent at any time where processing is based on your consent, without affecting prior lawful processing.
Right to Complain	Lodge a complaint with a relevant data protection authority if you believe your rights have been violated.

To exercise any of these rights, please contact us at privacy@auxtechbd.com. We will respond to all verified requests within 30 days. We may need to verify your identity before processing your request and may decline requests that are manifestly unfounded, excessive, or in conflict with our legal obligations.

9. Cookies Policy

Cookies are small text files placed on your device when you visit a website. We use cookies to improve website functionality, analyze usage, and personalize your experience. Below is a summary of the cookies we use(if needed by us):

Cookie Type	Name / Provider	Duration	Purpose
Strictly Necessary	Session Cookie	Session	Enables core website functionality and navigation.
Analytics	Google Analytics	2 years	Measures website traffic and user behavior anonymously.
Functional	Preference Cookie	1 year	Remembers your cookie consent and UI preferences.
Marketing	Meta Pixel	90 days	Tracks ad performance and enables remarketing (where applicable).

You can manage or withdraw your consent to cookies at any time through your browser settings or our cookie consent tool. For more information on how to manage cookies, visit www.allaboutcookies.org.

10. Third-Party Links and Services

Our website and Services may contain links to third-party websites, integrations, or platforms. These third parties operate independently of AUXTECH BD and have their own privacy policies, which we strongly encourage you to review.

We are not responsible for the privacy practices, content, or security of any third-party websites. The inclusion of any link does not imply our endorsement or affiliation with that website.

We may integrate with third-party tools such as Google Analytics, payment gateways, or project management platforms as part of our Services. Each of these providers processes data under their own terms and privacy policies.

11. Children's Privacy

Our Services are not directed to, and are not intended for use by, individuals under the age of 13 (or the relevant age of digital consent in your jurisdiction, which may be up to 16 in certain countries).

We do not knowingly collect, solicit, or retain personal data from children. If we become aware that we have inadvertently collected personal data from a child without verifiable parental consent, we will take immediate steps to delete that information from our records.

If you are a parent or guardian and believe your child has provided us with personal data without your consent, please contact us immediately at auxtechbd@gmail.com.

12. International Data Transfers

AUXTECH BD is based in Bangladesh. If you are accessing our Services from outside Bangladesh — including from the European Economic Area (EEA), United Kingdom, or other regions with data protection laws — please be aware that your personal data may be transferred to and processed in Bangladesh.

Bangladesh does not currently have a formal adequacy decision from the European Commission. Where such transfers occur, we take appropriate safeguards to ensure your data is protected to a standard consistent with applicable data protection law. These safeguards may include:

- Contractual clauses that impose data protection obligations on all parties involved
- Use of service providers who are certified under recognized international privacy frameworks
- Technical and organizational security measures as described in Section 7 of this Policy

By using our Services, you acknowledge and consent to the transfer and processing of your personal data as described in this section.

13. Changes to This Privacy Policy

We may update this Privacy Policy periodically to reflect changes in our practices, technology, legal requirements, or for other operational reasons. We will always post the most current version of this Policy on our website, along with the updated effective date.

For material changes — those that significantly affect your rights or how we use your data — we will provide prominent notice on our website and, where appropriate, direct notification via email at least 14 days before the change takes effect.

Your continued use of our Services after the effective date of any update constitutes your acceptance of the revised Policy. If you do not agree to the updated terms, please discontinue use of our Services.

14. Complaints and Dispute Resolution

If you have a concern or complaint about how we have handled your personal data, we encourage you to contact us first at privacy@auxtechbd.com so that we can attempt to resolve the matter directly.

We are committed to working with you to resolve any complaints in a fair and timely manner. We will acknowledge your complaint within 5 business days and aim to provide a substantive response within 30 days.

If you are not satisfied with our response, you have the right to escalate your complaint to a relevant supervisory authority or data protection regulator in your country of residence.

15. Contact Us

If you have any questions, requests, or concerns about this Privacy Policy or our data practices, please contact our designated Privacy Team using the details below. We are happy to assist.

Contact Method	Details
Company	AUXTECH BD
General Email	auxtechbd@gmail.com
Phone / WhatsApp	+880 1805-019415
Mailing Address	West Shewrapara, Mirpur, Dhaka, Bangladesh
Website	www.auxtechbd.com
Response Time	Within 2 business days for general inquiries; within 30 days for formal data rights requests

This Privacy Policy is effective as of 1st July 2025.

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This document does not constitute legal advice. For jurisdiction-specific compliance, consult a qualified legal professional.