

Garaj Customer Privacy Notice

Garaj is an enterprise service platform offering cloud hosting, backup, storage, disaster recovery, cybersecurity and other IT services tailored for businesses.

Scope and application

This Privacy Notice is designed to ensure compliance with the applicable data protection laws of Pakistan. At Garaj, we are committed to processing your personal information in a lawful, fair and transparent manner, strictly adhering to the local data protection framework to safeguard your privacy and rights. In cases where Garaj is merely acting as an agent, reseller or managed service provider for the services of OEMs, the privacy policy of the respective OEM shall apply. Garaj may provide such services through direct procurement from OEMs or any distributor.

Information we collect about you

We may collect the following types of personal information:

User Account Information

When you create an account on the Garaj Self-Service Portal, we collect information such as your name, email address, username, password and company-related details. Any additional information provided during interactions with our customer support team is also securely stored, if deemed necessary.

If you require managed services for cloud-based solutions, your credentials are created and shared with you. You are required to change your password upon first login. Subsequently, we only collect the information necessary to provide the managed services requested by you.

Usage Information

We collect data on your usage of the Self-Service Portal, including the files or content you upload, download or access. This information is gathered to support and enhance the services you choose to use.

Personal information collected for the purpose of providing managed services will be used by PMCL solely to fulfill its service obligations. Access to any personal information will be revoked upon completion of the service. Logs of such access may be provided to the customer upon request, unless they have been securely destroyed by PMCL.

Device Information

We may collect technical details about the device you use to access our services, such as the device type, operating system, browser type and unique device identifiers (e.g., IP address, MAC address). We may collect information about the device you use to access the Self-Service Portal, including device type, operating system and unique device identifiers.

Location Information

With your consent, we may collect and process information about your location to offer location-based features and services.

How we use your information

We use your personal information for the following purposes

Providing Services

We use your information to deliver the services and products offered by Garaj. These include, but are not limited to, cloud hosting, backup, storage, disaster recovery, cybersecurity solutions and other products or services provided directly by Garaj or through third-party partners.

Improving User Experience

We analyze your data to refine our services, enhance user interactions and identify and resolve technical issues promptly.

Communication

We may use your contact information to send notifications, updates and other communications related to Garaj's services. This includes account activity alerts, service announcements and important updates relevant to your account or usage. Additionally, we may notify you of significant changes to our terms and conditions or privacy notice and communicate planned maintenance or environmental changes that could impact your use of our services.

Legal Compliance

We may process your personal information to meet our legal and regulatory obligations, respond to lawful requests from authorities or comply with court orders and applicable laws.

Marketing and Promotions

With your consent, we may use your information to send promotional materials, offers or other marketing content related to Garaj and its partners.

Fraud Prevention and Security

Your information may be used to detect and prevent fraudulent activities, unauthorized access or any activity that threatens the security of Garaj's systems.

Research and Development

We may anonymize and aggregate your data to conduct research and development aimed at improving our services, developing new features and enhancing system performance.

Usage and safety of your Information

We are committed to ensuring that your personal information is used responsibly and securely. Here's how your data is used and the measures we take to keep it safe:

Safeguarding Your Information

We prioritize the security of your data and employ comprehensive measures to protect it from unauthorized access, breaches, or misuse:

- Personal information is encrypted both in transit and at rest to prevent unauthorized access.
- Strict access control measures ensure that only authorized personnel can access your data.
- We perform routine security audits and vulnerability assessments to maintain high security standards.
- Automated alerts and defined response protocols enable quick action against potential breaches.

- Your company details & usage details on Self Service Portal are securely backed up and disaster recovery mechanisms are in place to protect against loss or destruction. However we don't offer backup or disaster recovery for Services you use unless you request us to according to details laid out in respective Service Agreement Form and Order Form.

User Responsibilities

As a user, you play an essential role in maintaining data security by keeping your login credentials confidential and reporting any suspicious activity to our support team immediately.

We are committed to maintaining the highest standards of data security and ensuring your information remains protected at all times.

Sharing your Information

We respect your privacy and share your personal information only when necessary to deliver services, comply with legal obligations or with your explicit consent.

With Service Providers

We may share your personal information with trusted third-party service providers for purposes such as:

- Delivering Garaj services, including but not limited to cloud hosting, cybersecurity, disaster recovery and other IT services.
- Providing technical support, customer service or system maintenance.
- Processing payments and managing billing.

All service providers are bound by strict contractual obligations to ensure the confidentiality and security of your information.

With Authorized Representatives

Your personal information may be shared only with individuals you nominate as authorized representatives, ensuring access is granted solely to those you approve.

For Legal Compliance

We may disclose your personal information if required to:

- Respond to lawful requests, such as court orders or government inquiries.
- Fulfill obligations under applicable laws or regulations.
- Cooperate with law enforcement or regulatory authorities to investigate or prevent unlawful activities.

For Research and Development (Anonymized Data)

We may share anonymized and aggregated data that cannot identify you personally with research institutions, partners or stakeholders to improve services or develop new solutions.

We ensure all third-party recipients adhere to strict confidentiality and security requirements. We are committed to ensuring that any sharing of your personal information is transparent, limited to specific purposes and conducted securely.

Data Retention

We retain your company information provided to us via Self Service Portal or support touchpoints for as long as necessary to fulfill the purposes described in this Privacy Notice or as required by applicable legal, regulatory or contractual obligations.

Retention policy for personal information or service specific details is in accordance with the terms of specific Service Agreement Form(s) available on Self Service Portal (garajcloud.com)

Your Rights

You have control over your personal information and can exercise the following rights in relation to your data:

Access and Correction

You can access and update your personal information at any time through the Self Service Portal or the service website/application you have opted in to. This allows you to review and correct any inaccurate or incomplete data.

Account Deletion

You may request the deletion of your account and associated data by contacting us at cloud.support@jazz.com.pk. Please note that deletion requests will be subject to our data retention policies, legal obligations and regulatory requirements.

Third-Party Cookies and Tracking

We may use third-party cookies and tracking technologies to provide services such as analytics, advertising or content personalization.

Handling Data Breaches

We are committed to ensuring the security of your personal data. To detect, respond to and manage potential data breaches, we employ automated alerts and advanced monitoring systems. In the event of a data breach, we will act swiftly to mitigate risks and protect your information.

Breach Detection and Response

Our systems are designed to detect unauthorized access or breaches promptly. Upon detection, we investigate the incident, contain any risks and implement corrective actions to prevent further issues.

User Reporting

If you suspect a data breach or notice anything unusual, please contact us immediately at cloud.support@jazz.com.pk. Early reporting helps us resolve any issues as quickly as possible

Contact Us

If you have any questions, concerns or requests regarding your privacy or this Privacy Notice, feel free to contact us at the following email addresses:

- **DPO:** dpo@jazz.com.pk
- **Compliance:** compliance@jazz.com.pk

Consent and Control Over Your Data Processing

We process your personal information for the specific purposes outlined in this Privacy Notice,

which include providing and improving our services. By using the Garaj Self-Service Portal and Garaj Services, you consent to the processing of your information as described.

Please note that certain processing activities, such as those necessary for the provision of services you have requested, may not be subject to opt-out. These activities are essential to delivering our services and cannot be discontinued while you are using them.

Changes to this Privacy Notice

We may update this Privacy Notice from time to time to reflect changes in our practices, legal obligations or for other operational reasons. When we make significant changes, we will notify you through email or via notifications on the Self Service Portal.

By continuing to use Garaj's Enterprise Services after any changes to this Privacy Notice, you are consenting to the revised terms. We encourage you to review this notice periodically to stay informed about how we protect your privacy.

Last Updated

13/12/2024