DEXTERITY COWORKING SPACES

Privacy Policy

Effective Date: [01 August 2026]

1. Introduction & Scope

This Privacy Policy explains how Dexterity Coworking Spaces ("we", "us") collects, uses, shares, and protects personal information relating to members, prospective members, visitors, and users of our website, in connection with the coworking space operated at TIDEL Park, Pattabiram, Avadi, Chennai. It applies alongside our Terms of Use.

2. Information We Collect

Information you give us

- Identity and contact details: name, company, email, phone number, billing address.
- Government-issued ID, collected for security verification and access provisioning at sign-up.
- Payment information processed through our payment partners for billing and deposits.
- Any information you provide when booking a tour, a meeting room, or contacting us.

Information collected automatically

- CCTV footage from cameras positioned in common areas and floor entrances (not inside private workstations or restrooms).
- Biometric access data (e.g., fingerprint or access-card logs) used solely to control and record entry to the Premises.
- Network/WiFi connection logs (device identifiers and connection timestamps) retained for security and troubleshooting.
- Basic website usage data if you visit our website (see Clause 10, Cookies).

3. How We Use Your Information

- To create and manage your membership, process bookings, and issue invoices.
- To provision and manage access credentials (cards/biometric) to the Premises.
- To maintain the safety and security of members, staff, and property.
- To communicate with you about your membership, billing, or changes to our services or policies.
- To comply with legal obligations, including tax, corporate, and law-enforcement requests.

We do not sell personal information to third parties, and we do not use member data for advertising by unrelated third parties.

4. CCTV & Surveillance

CCTV operates in common areas, breakout zones, and floor entrances for the safety of members, staff, and property, and signage is displayed to notify members and visitors of surveillance in those areas. Footage is accessed only for security review, incident investigation, or when required by law, and is not used for routine monitoring of individual members' work.

5. Biometric Data

Where biometric access control is used, biometric data is collected only for the purpose of provisioning and verifying entry to the Premises, is stored in encrypted form, is not used for any other purpose, and is deleted within [a defined period] of a member's exit unless a longer retention is required by law.

6. Data Sharing & Disclosure

- With the TIDEL Park building management or landlord, where required for building access, fire safety, or compliance purposes.
- With our service providers (e.g., payment processors, IT and security vendors) strictly for the purpose of providing our services, under confidentiality obligations.
- With regulators, tax authorities, or law enforcement where legally required, including in response to a valid court order or statutory notice.
- We do not share CCTV footage or biometric data with any third party except as required by law or in a genuine safety/security investigation.

7. Data Retention

- CCTV footage is retained for [30–90] days on a rolling basis, then automatically overwritten, unless preserved for an active investigation or legal requirement.
- Membership and billing records are retained for the duration of membership and for [7] years thereafter to meet tax and accounting obligations.
- Biometric data is deleted on exit as described in Clause 5.
- Network logs are retained for [90] days for security purposes.

8. Data Security

We apply reasonable technical and organizational measures to protect personal data against unauthorized access, loss, or misuse, including access controls, encrypted storage of sensitive data, and restricted staff access on a need-to-know basis. No system is completely secure, and we cannot guarantee absolute security of information transmitted to us.

9. Your Rights

Subject to applicable law, including the DPDP Act, 2023, you may have the right to access the personal data we hold about you, request correction of inaccurate data, request erasure of data we are not legally required to retain, and withdraw consent for optional processing (e.g., marketing communications) at any time. To exercise these rights, contact the Grievance Officer named in Clause 13.

10. Cookies (Website)

Our website may use essential cookies to operate correctly and, where enabled, analytics cookies to understand aggregate usage. Non-essential cookies are used only with your consent, where required by law. You can control cookies through your browser settings.

11. Children's Privacy

Our services are intended for individuals aged 18 and over. We do not knowingly collect personal information from minors.

12. Changes to This Policy

We may update this Privacy Policy from time to time. Material changes will be notified to active members at least 30 days in advance of taking effect. The "Effective Date" at the top of this document will be updated accordingly.

13. Grievance Officer / Contact

In accordance with applicable Indian data protection law, queries, complaints, or requests relating to this Privacy Policy may be directed to:

Grievance Officer:[Mr. Azariah Sam David/ Manager], Dexterity Coworking Spaces, TIDEL Park, Pattabiram, Avadi, Chennai — [+91-950006190] — [Sam@dexteritydesign.co.in].

We aim to acknowledge grievances within [7] days and resolve them within [30] days.