

Mphasis Privacy And Customer Information Protection Policy



Mphasis Chief Security & Privacy Office

This privacy statement has been created by Mphasis, an HP company in order to demonstrate our firm commitment to Privacy and Customer Information Protection. This commitment has been explicitly explained through the Mphasis Privacy and Customer Information Protection Policy.

In accordance with the Mphasis Privacy and Customer Information Protection Policy, the following discloses our information gathering and dissemination practices:

Use of Information

Mphasis Privacy and Customer Information Protection Policy has been created by Mphasis in order to demonstrate our firm commitment to Privacy and Data Protection. While information is the cornerstone of our ability to provide superior service, our most important asset is our customers' trust.

Keeping customer information secure and using it only as our customers would want us to is a top priority for all of us at Mphasis. To support this, Mphasis does not use information about customer activities on the intranet and internet together with any information that would result in a customer being identified without his / her consent.

Users of Mphasis intranet and internet are requested to mail their requests to change or modify information to B2ESupport@mphasis.com where the data will be looked into. The Corporate Communications team will then take a decision on posting the data (completely/partially). CVs may be posted directly on our website, www.mphasis.com. The data collected by the site will only be used for the purpose for which it has been posted.

No customer sensitive information that may have an impact on the financial stability of the customer is posted on Mphasis intranet and internet website.

We may use user IP addresses to help diagnose problems with our server and administer our Website to analyze trends, to track user movement and usage, and to gather broad demographic information. Such data is not linked to any personally identifiable information.

Data submitted to the website may be transferred within Mphasis, including to subsidiaries, strictly in order to fulfill or expedite a user's request. Data submitted to this site will not be shared with or sold to any outside parties, unless specifically requested by the user; the only exceptions to this being in response to a court order or other legal obligation.

Moreover, all information at Mphasis, including intranet and internet usage should also be in accordance to Mphasis Acceptable Use Policy detailed out in Mphasis Information Security Management System.

Collection of Information

Mphasis may collect and use customer identifiable information for developing purpose, to provide and change service, to anticipate and resolve problems with the service, or to create and inform customers of products and services that meet customer needs better. This means that Mphasis may use customer identifiable information, in conjunction with information available from other sources, to market new services to customers that Mphasis think will be of interest to them. However, Mphasis will take written approval from customers before sharing information.

Mphasis will not use information about customer activities on the intranet and internet together with any information that would result in a customer being identified without his consent.



Change / Update information

MphasiS intranet and internet users may change or modify information previously provided to this site through e-mail to B2ESupport@mphasis.com.

Security

Our intranet and internet sites have security measures in place to protect the loss, misuse and alteration of the information. Any MphasiS employee who may have access to such information is aware of the MphasiS Information Security Policy through direct notification and training. Access to such information is limited to those required to fulfil the applicable user request, and security procedures in place that include password protection and, as appropriate, alphanumeric passwords, physical protection or encryption.

Disclosure of Information

MphasiS will not sell, trade, or disclose to third parties any customer identifiable information derived from the registration for or use of an MphasiS service – including customer names and addresses - without the consent of the customer (except as required by legal processes).

When MphasiS uses other agents, contractors or companies to perform services on its behalf, MphasiS will ensure that the Company protects customer identifiable information consistent with this Policy.

MphasiS will not read or disclose to third parties private e-mail communications that are transmitted using MphasiS services except as required to operate the service or as otherwise authorized by law.

Reference

MphasiS Privacy and Customer Information Protection Manual may be referred to for details on each of the subsections in this policy.

Contact

The sponsor of this policy is the Management Information Security Forum. Chief Security & Privacy Office (CSPO) is responsible for maintenance and accuracy of the policy. Any questions regarding this policy should be directed to CSPO. If you have any questions about the MphasiS Privacy and Customer Information Security Policy, please contact the MphasiS Chief Security & Privacy Office at CSPO@mphasis.com.

