

Privacy Policy

India Voice Fest

Website: indiavoicfest.com

1. Introduction

Welcome to India Voice Fest, a registered trademark and property of Sugar Mediaz Private Limited. This Privacy Policy explains how we collect, use, store, and protect your personal information when you visit our website, use our services, or interact with us.

By accessing or using our website and services, you agree to the terms of this Privacy Policy. If you do not agree with these terms, please do not use our website or services.

2. About Us

Company Name: Sugar Mediaz Private Limited

Website: indiavoicfest.com

Business: Voice industry events, conferences, awards, voice acting courses, audio content production

Location: Mumbai, Maharashtra, India

India Voice Fest is India's biggest Voice Industry Festival, featuring conferences, awards, and networking opportunities for voice professionals.

3. Information We Collect

3.1 Personal Information

We may collect the following types of personal information:

- **Contact Information:** Name, email address, phone number, postal address
- **Professional Information:** Company name, job title, professional experience, portfolio details
- **Account Information:** Username, password, profile information
- **Event Registration Information:** Dietary preferences, accessibility requirements, emergency contacts
- **Payment Information:** Billing address, transaction details (payment card information is processed securely by third-party payment processors)
- **Communication Data:** Messages, feedback, support requests, survey responses

3.2 Technical Information

- **Device Information:** IP address, browser type, device type, operating system
- **Usage Data:** Pages visited, time spent on pages, click-through rates, download activity

- **Cookies and Tracking:** Session cookies, preference cookies, analytics cookies

3.3 Audio/Video Content

- **Submissions:** Voice samples, auditions, video submissions for competitions
- **Event Content:** Photos, videos, audio recordings from events (with consent)

4. How We Use Your Information

We use your personal information for the following purposes:

4.1 Service Delivery

- Processing event registrations and ticket bookings
- Providing access to courses, workshops, and training materials
- Managing user accounts and profiles
- Facilitating networking between voice industry professionals

4.2 Communication

- Sending confirmation emails and event updates
- Providing customer support and responding to inquiries
- Sharing industry news, event announcements, and promotional content
- Conducting surveys and collecting feedback

4.3 Event Management

- Organizing conferences, awards ceremonies, and workshops
- Managing speaker and participant logistics
- Creating attendee lists and networking directories (with consent)
- Live streaming and recording events (with appropriate notices)

4.4 Business Operations

- Processing payments and managing financial transactions
- Analyzing website usage to improve user experience
- Ensuring website security and preventing fraud
- Complying with legal requirements and industry regulations

5. Legal Basis for Processing (GDPR)

For users in the European Union, we process personal data based on:

- **Consent:** When you provide explicit consent for specific purposes

- **Contract Performance:** To fulfill our contractual obligations to you
- **Legitimate Interests:** For business operations, security, and service improvement
- **Legal Compliance:** To comply with applicable laws and regulations

6. Information Sharing and Disclosure

6.1 Third-Party Service Providers

We may share your information with trusted third parties who assist us in:

- Payment processing (payment gateways, financial institutions)
- Email marketing and communication services
- Website hosting and cloud storage services
- Analytics and performance monitoring
- Event management and ticketing platforms

6.2 Business Partners

- Event sponsors and partners (with your consent for networking purposes)
- Industry organizations and associations
- Educational institutions and training partners

6.3 Legal Requirements

We may disclose your information when required by law or to:

- Comply with legal processes, court orders, or government requests
- Protect our rights, property, or safety
- Prevent fraud or security threats
- Enforce our terms of service

6.4 Business Transfers

In the event of a merger, acquisition, or sale of assets, your information may be transferred to the new entity with appropriate notifications.

7. Data Security

We implement appropriate technical and organizational measures to protect your personal information:

- **Encryption:** Sensitive data is encrypted in transit and at rest
- **Access Controls:** Limited access to personal data on a need-to-know basis
- **Regular Audits:** Security assessments and vulnerability testing

- **Staff Training:** Regular privacy and security training for employees
- **Secure Infrastructure:** Industry-standard security protocols and monitoring

8. Data Retention

We retain your personal information for as long as necessary to:

- Fulfill the purposes outlined in this policy
- Comply with legal, accounting, or reporting requirements
- Resolve disputes and enforce agreements

Retention Periods:

- Account information: Duration of account plus 3 years after closure
- Event registration data: 5 years after the event
- Marketing communications: Until you unsubscribe or object
- Website analytics: Up to 24 months
- Payment records: As required by tax and financial regulations

9. Your Rights

Depending on your location, you may have the following rights regarding your personal information:

9.1 General Rights

- **Access:** Request copies of your personal data
- **Correction:** Update or correct inaccurate information
- **Deletion:** Request deletion of your personal data (subject to legal requirements)
- **Objection:** Object to processing of your personal data
- **Restriction:** Request limitation of processing

9.2 GDPR Rights (EU Users)

- **Data Portability:** Receive your data in a machine-readable format
- **Automated Decision Making:** Object to automated decision-making processes
- **Withdraw Consent:** Withdraw previously given consent

9.3 Exercising Your Rights

To exercise any of these rights, please contact us at:

- **Email:** indiavoicefest@gmail.com
- **Phone:** +918104172953

- **Address:** Sugar Mediaz Private Limited, Mumbai, Maharashtra, India

We will respond to your request within 30 days (or as required by applicable law).

10. Cookies and Tracking Technologies

10.1 Types of Cookies We Use

- **Essential Cookies:** Required for website functionality
- **Performance Cookies:** Help us analyze website usage and performance
- **Functional Cookies:** Remember your preferences and settings
- **Marketing Cookies:** Used for targeted advertising and marketing campaigns

10.2 Cookie Management

You can control cookies through your browser settings. Please note that disabling certain cookies may affect website functionality.

10.3 Third-Party Analytics

We use Google Analytics and other analytics services to understand user behavior. These services may use cookies and similar technologies.

11. International Data Transfers

We may transfer your personal information to countries outside your jurisdiction for processing and storage. When we do so, we ensure adequate protection through:

- **Adequacy Decisions:** Transfers to countries with adequate data protection laws
- **Standard Contractual Clauses:** EU-approved contractual protections
- **Consent:** Your explicit consent for specific transfers

12. Children's Privacy

Our services are not intended for children under 13 years of age. We do not knowingly collect personal information from children under 13. If you are a parent or guardian and believe your child has provided us with personal information, please contact us immediately.

13. Marketing Communications

13.1 Opt-In

We will only send you marketing communications if you have provided consent or if we have a legitimate interest (such as existing customer communications).

13.2 Opt-Out

You can unsubscribe from marketing communications at any time by:

- Clicking the unsubscribe link in our emails
- Contacting us directly
- Updating your account preferences

14. Refund Policy

All ticket sales for India Voice Fest events are final. We do not offer refunds for purchased tickets under any circumstances. This includes but is not limited to:

- Change in personal circumstances
- Inability to attend the event
- Event postponement or rescheduling
- Dissatisfaction with event content or speakers

In exceptional circumstances such as event cancellation due to force majeure events (natural disasters, government restrictions, etc.), we reserve the right to offer alternative arrangements such as credits for future events, but refunds will not be provided.

15. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, services, or legal requirements. We will notify you of material changes by:

- Posting the updated policy on our website
- Sending email notifications to registered users
- Providing prominent notices on our website

The "Last Updated" date at the bottom of this policy indicates when it was last revised.

16. Compliance with Indian Laws

This Privacy Policy is designed to comply with applicable Indian data protection laws, including:

- The Information Technology Act, 2000
- The Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011
- The Personal Data Protection Bill (when enacted)

17. Contact Information

If you have any questions, concerns, or requests regarding this Privacy Policy or our data practices,

please contact us:

Sugar Mediaz Private Limited

Email: indiavoicfest.com@gmail.com / info@sugarmediaz.com

Phone: +91 8104172953

Address: Andheri West, Mumbai, Maharashtra, India

Last Updated: [Insert Date]