
PRIVACY POLICY

We Respect Your Personal Data

Thank you for visiting <https://www.seweurodriveindia.com> (“**Website**”). This Privacy Policy (hereinafter referred to as “**Policy**”) describes how “SEW-EURODRIVE India Private Limited” (hereinafter referred to as “**SEW-EURODRIVE**”, “**we**”, “**us**”, or “**our**”) manages your personal data in compliance with Indian Laws, including the Digital Personal Data Protection Act, 2023 (hereinafter referred to as “**DPDPA**”) and the Rules made thereunder, as implemented and amended from time to time.

We encourage you to read this Policy so that you know and understand that how we provide services to both our end users and businesses. This Privacy Policy governs the collection, use, disclosure, transfer, protection, or otherwise processing of personal data by SEW-EURODRIVE.

The service referred here refers to any service and/or facilities offered by SEW-EURODRIVE.

By ticking the box below or otherwise providing your personal data (*as defined hereunder*) through any surveys, forms, or other means on the Website, you agree that SEW-EURODRIVE may collect, use, store, and disclose your personal data solely for the specific purposes stated in this Privacy Policy, such as providing our services, communicating with you, and complying with applicable laws.

- SEW-EURODRIVE shall obtain your separate and explicit consent before processing or disclosing your personal data for any additional purpose(s) beyond those specified in this Policy. You may withdraw your consent at any time by contacting dataprotectionofficer@seweurodriveindia.com. or by submitting a request through the consent withdrawal form available at [\[link to consent withdrawal form\]](#)

, and such withdrawal shall not affect the lawfulness of processing based on consent before its withdrawal.

Privacy Policy

This Policy shall be read in consonance and in addition to any other consents which you may have previously or separately provided to us in respect of your personal data and your consent to this Policy is in addition to any other rights which SEW-EURODRIVE may have at law to collect, use or disclose the data.

By selecting “*I accept/I agree*,” you acknowledge that you have read and understood SEW-EURODRIVE’s Privacy Policy.

A few possible privacy issues and concerns for the users are stipulated hereunder:

A. What are Personal Data?

“Personal Data” means any data about an individual who is identifiable by or in relation to such data, including but not limited to information such as name, contact details, identification numbers, location data, online identifiers, or any other information that can directly or indirectly identify an individual, as defined under the DPDPA and any Rules framed thereunder, from time to time.

B. Your Consent

- i. By ticking the box below or otherwise providing your personal data through any surveys, forms, or other means on the Website, you consent to the collection and processing of the data outlined in this Privacy Policy. This consent is given freely, with full awareness, and through clear affirmative action. It signifies your agreement to the processing of your personal data for the specified purposes, limited to only the personal data necessary for those purposes.
- ii. You have the right to withdraw your consent to the processing of your personal data at any time, by making a request through the manner specified in this Policy or by contacting our designated Data Protection Officer at dataprotectionofficer@seweurodriveindia.com. Upon receipt of such withdrawal, SEW-EURODRIVE shall, within a maximum period of 30 (thirty) company working days, and unless required to retain the data under applicable law, cease processing your personal data.

- iii. The withdrawal of consent shall not affect the legality of processing of personal data undertaken based on consent before its withdrawal. Such withdrawal shall always be prospective and considered to be effective only after completion of 30 days from the date of such withdrawal notice.
- iv. You may provide, manage, review, or withdraw your consent by reaching out to our designated Data Protection Officer/Grievance Officer as mentioned hereinabove.

C. Information You Provide to Us

We collect the following information you provide to us directly when you use our Website or during our physical meetings, such as when you sign-up/register an account, take surveys, submit an inquiry, provide your details through any forms available on our Website, etc. We may also collect this information over calls, emails, messages, or other communications established with you to create, update or maintain your details in our system. . This information includes:

- i. **Identity and Contact Information:** We may collect your name including your login information, like username, address, mobile number, email address, date of birth, gender, Geo-location, and the like.
- ii. **Communications Details:** This includes records of your calls, emails, messages or your communications in other forms related to any feedback, comments, queries, issue reports, customer support, or other communications that you send to us, among other things.
- iii. **Visitor and Site-Access Information:** When you visit SEW-EURODRIVE premises physically, **followed by an inquiry through the website**, we may collect your name, organisation, purpose of visit, and time-stamp of entry/exit through visitor logs, footage through CCTV surveillance, and biometric access systems. This information is processed solely for workplace safety, security, and statutory compliance.
- iv. **Technical and Device Information:** We also collect the data while you visit or access websites. It may include information such as cookies, pixel tags, demographics function, device settings, IP address, browser type, operating system, and the like.

- v. Any Other Information that you voluntarily provide to us with your permissions, consents or preferences.

At or before the time of collecting personal data, SEW-EURODRIVE provides individuals with a clear notice explaining the purpose of collection, the lawful basis for processing, the categories of data collected, and contact details of the Data Protection Officer and Grievance Redressal Officer.

D. Device and Usage Data

We may collect technical information such as the type of device you use, unique device identifiers, operating system version, mobile network information, browser type, IP address, and your interactions with our website or application. This helps us improve user experience, ensure website functionality, and enhance performance through analytics and diagnostics.

E. Purpose for Collection and Usage of Your Information

We may process your data for the following purposes:

- i. **Service Delivery:** We will only use the necessary data required to deliver our services or facilities. This may include installation, maintenance, payment processing, customer support, and any communication with you related to these services.
- ii. **User Engagement:** Data may be utilized for newsletters, promotional activities, and advertising communications, including analysis of drive performance and product innovation feedback specific to SEW-EURODRIVE technologies.
- iii. **Improvement of services and Analytics:** Data may be utilized to enhance our **website** services, which may include analysis, performance optimization, error correction, research conduction, and the development of new usability features and effectiveness improvements for our services.
- iv. **IoT and Predictive Maintenance:** Certain SEW-EURODRIVE products and automation systems are equipped with sensors and connected-device interfaces that transmit limited operational data, e.g., temperature, vibration, torque, or usage metrics. Such data is used exclusively for remote diagnostics, predictive maintenance, and performance optimization of installed systems and does not include end-user personal

identifiers. Additionally, limited technical data from connected SEW-EURODRIVE devices may be collected for service optimization.

- v. **Research and Development and Technical Collaboration:** To support innovation and quality improvement, SEW-EURODRIVE may share limited engineering or analytical data with its global R&D and engineering centers located in Germany and other jurisdictions, subject to contractual safeguards and cross-border transfer conditions permitted under the DPDPA.
- vi. **Legal obligation:** Data may be processed for purposes required or authorized under any law currently in force in India.
- vii. **Legal Compliance:** To meet obligations under applicable law, including DPDPA.
- viii. **Security Measures:** Data may be utilized to enhance information security and to safeguard against fraud or unauthorized access.
- ix. **Third-party services:** We may share data with third parties for the specific purposes outlined in this privacy policy to facilitate the delivery of services or features. In case of any further transfer to third-parties beyond the purpose specified herein, separate consent shall be sought.
- x. **Industry-Specific Operations:** This may include providing drive and motion-control systems for industries such as automotive manufacturing, airport baggage handling, crane technology, intralogistics, robotics, and energy systems, including after-sales diagnostics and remote maintenance support.
- xi. **Industrial Client Data Minimization:** SEW-EURODRIVE primarily engages in business-to-business activities. Accordingly, any personal data collected typically relates to client representatives, suppliers, or professional contacts rather than end-consumers. All such data is limited to what is necessary for business communication, contract fulfilment, or compliance.

F. Information Security

We protect user data per industry standards and applicable laws currently in force in India. Our present security measures include:

- i. Encryption protocol for during the transmission of data and for the storage

- ii. QMS – ISO 9001-2015
- iii. Strong anonymization technology for the anonymization process
- iv. Access control for employees
- v. Periodic cyber-security audits in coordination with SEW-EURODRIVE Group IT.

G. Legal Basis for Processing

We process personal data based on the following lawful grounds under the DPDPA:

- i. Your consent
- ii. Contractual necessity
- iii. Legal obligations
- iv. Legitimate interests (e.g., fraud prevention, product improvement)
- v. Specified legitimate uses under Section 7 of the DPDPA

Where processing occurs without explicit consent, SEW-EURODRIVE relies only on the specified legitimate uses defined under Section 7 of the DPDPA, such as compliance with legal obligations, disaster response, employment purposes, and prevention or detection of unlawful activity.

H. Accountability and Governance

SEW-EURODRIVE India maintains an internal Data Privacy Oversight Committee responsible for periodic audits, risk assessments, and training in accordance with its global compliance framework. Data protection responsibilities are embedded within departmental functions such as IT, HR, Procurement, Sales, etc. This Committee oversees privacy governance, periodic DPIAs, vendor assessments, and ensures alignment with SEW-EURODRIVE Group global privacy framework.

I. Information We Share

We may disclose the information provided either by you or automatically collected by the system, as may require:

- i. If mandated by any law in India and to comply with legal process
- ii. To respond to requests from government authorities
- iii. To enforce our terms of use
- iv. To affiliates for security purposes
- v. To third-party auditors, consultants, legal representatives, etc.

We may share information in good faith with other third-party affiliates or entities within the SEW-EURODRIVE group for:

- i. Delivery of the services and/or facilities;
- ii. Prevent abuse of our services;
- iii. Payment purposes;
- iv. Data analysis, and the like.

All disclosures under this section are made in accordance with the principles of necessity, proportionality, and transparency. We do not sell, share, or disclose any information to any third party for commercial purposes. We only share or disclose information to any third party on a need-to-know basis. Furthermore, all third-party processors engaged by SEW-EURODRIVE are bound by written data-protection agreements containing confidentiality, security, and breach-notification obligations equivalent to this Policy and are subject to explicit consent from you.

J. Limited Sharing of Data with Third-Party

i. Regulatory Disclosures

We co-operate with the Government and law enforcement officials and private parties to enforce and comply with the law. Thus, we may access, use, store, transfer and disclose your information, including personal data, including disclosure to third parties such as Government or law enforcement officials or private parties as we reasonably determine is necessary and appropriate:

- (i) to satisfy any applicable law, regulation, Governmental requests or legal process
- (ii) to protect the safety, rights, property or security of the SEW-EURODRIVE, our Services, the Website or any third party
- (iii) to protect the safety of the public for any reason

- (iv) to detect, prevent or otherwise address fraud, security or technical issues
- (v) to prevent or stop any activity we consider to be, or to pose a risk of being, an illegal, unethical, or legally actionable activity

Such disclosures may be carried out without notice to you. In addition, certain information may be shared with SEW-EURODRIVE and its affiliates for internal reporting, consolidated analytics, or shared service support in strict accordance with Section 16 of the DPDPA and any applicable international transfer requirements.

- ii. **Referrals:** When you e-mail a service available on the Website to a friend, you and your friend's names and e-mail addresses are requested. Your email and your friends' e-mail addresses will only be used for this purpose unless permission is otherwise granted.

- iii. **Link to Third Party Websites:** This Website may contain links that may lead you to other websites. Please note that once you leave the SEW-EURODRIVE's website you will be subjected to the privacy policy of the other website. The linked websites are not necessarily under the control of the SEW-EURODRIVE. That SEW-EURODRIVE is not responsible for the privacy practices of such other sites. SEW-EURODRIVE encourages you to read the privacy policies of each and every website that collects personal data. If you decide to access any of the third-party sites linked to the website, you do this entirely at your own risk. Any links to any partner of SEW-EURODRIVE should be the responsibility of the linking party, and SEW-EURODRIVE will not be responsible for notification of any change in name or location of any information on the website. Links to SEW-EURODRIVE's global domains are governed by the respective regional privacy notices published thereunder.

- iv. **Disclosure to Third Parties:** We may further disclose your personal data to such third parties to whom we have transferred our rights and duties under any agreement entered into with such third parties and may also disclose your personal data to any of our affiliates, subsidiaries or related entity. Such third parties shall be bound by contractual obligations to implement data protection measures and safeguards that are no less stringent than those applicable to SEW-EURODRIVE under this Policy. We may also disclose limited personal

date to SEW-EURODRIVE entities for shared infrastructure operations and centralized cyber-security monitoring, such as:

- a. To prevent, investigate, or act regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, or as otherwise required by law.
- b. In the interest of public health or public interest.
- c. For safeguarding itself from loss or liability such as prevention of corporate espionage, maintenance of confidentiality of trade secrets, intellectual property, classified information, etc.
- d. Any kind of medical emergency wherein there is a threat to your life or health.
- e. To confirm to legal requirements, or to respond to lawful Court orders, subpoenas, notices, warrants, or other requests by public authorities (including to meet national security or law enforcement requirements).
- f. Personal data may also be shared with any such company that acquires our business, whether through merger, acquisition, bankruptcy, dissolution, reorganization, or other similar transactions or proceeding. If this happens, we will display a prior notice on our Website.

K. How do we safely store your data and for how long?

- i. SEW-EURODRIVE has put in place appropriate methods and managerial procedures to safeguard and secure your personal data. SEW-EURODRIVE only processes personal data in a way that is compatible with and relevant to the purpose for which it was collected or authorized by the user. We allow users access to their personal data and to correct, amend or delete inaccurate information by contacting our Data Protection Officer/Grievance Redressal Officer.
- ii. SEW-EURODRIVE uses commercially reasonable precautions to preserve the integrity and security of your information against loss, theft, unauthorised access, disclosure, reproduction, use or amendment.
- iii. The information that is collected from you may be transferred to, stored and processed at any destination within and/or outside India, except to the countries which are blacklisted by

the Government. By submitting information on the website, you agree to this transfer, storing and / or processing. SEW-EURODRIVE will take such steps as it considers reasonably necessary to ensure that your information is treated securely and in accordance with this Privacy Policy. It is further categorically stated that SEW-EURODRIVE shall not transfer your data to any location outside India which is notified as restricted by the Government under the DPDPA and its ancillary Rules.

- iv. In using the Website, you accept the inherent security implications of data transmission over the Internet. Therefore, the use of the website will be at your own risk and the SEW-EURODRIVE assumes no liability for any disclosure of information due to errors in transmission, unauthorised third-party access or other acts of third parties, or acts or omissions beyond its reasonable control and you agree not to hold the SEW-EURODRIVE responsible for any breach of security.
- v. In the event SEW-EURODRIVE becomes aware of any breach of the security of your data, it will promptly notify you, within a period no later than 72 (seventy-two) hours from the time of such breach, and take appropriate action to the best of its ability to remedy such a breach.
- vi. SEW-EURODRIVE shall not retain personal data longer than is necessary to fulfil the purposes for which it was collected and as permitted by applicable law. If you wish to cancel your account or request that SEW-EURODRIVE, no longer use your information to provide you Services, contact us through email at dataprotectionofficer@seweurodriveindia.com.
- vii. Our data retention timelines are strictly regulated by our internal Data Retention and Disposal Policy and Data Disposal Schedule.
- viii. Upon the fulfilment of the purpose of processing, or when retention is no longer necessary, we shall either dispose or anonymize the personal data in a secure manner, unless continued retention is required for any of the following purposes:
 - Compliance with any law for the time being in force;
 - Responding to legal claims or proceedings;
 - Legitimate business interests, such as audit, accounting, or fraud prevention; or
 - As otherwise consented to by the Data Principal, where permissible under law.
- ix. We shall inform you at least 48 (forty-eight) hours prior to deletion of your personal data.

- x. We periodically review the data retained by us to ensure that it is accurate, up to date, and retained only for the necessary duration in accordance with the DPDPA, 2023 and relevant Rules framed thereunder.
- xi. All industrial, IoT, and telemetry datasets containing personal identifiers are pseudonymized or anonymized prior to long-term storage, and all cross-border transfers are governed by equivalent security and contractual safeguards.

L. Your Data Protection Rights

Under applicable data protection laws, including the DPDPA, you have the following rights in relation to your personal data processed by SEW-EURODRIVE:

- i. **Right to Access:** You have the right to obtain a summary of the personal data that SEW-EURODRIVE India holds about you, including the categories of data processed, the purposes of processing, and the identities of any third parties with whom your data has been shared.
- ii. **Right to Correction and Erasure:** You may request the correction of any inaccurate or incomplete personal data and the erasure of data that is no longer required for the purpose for which it was collected or processed, unless retention is necessary for compliance with a legal obligation.
- iii. **Right to Withdraw Consent:** You have the right to withdraw your consent at any time. Upon withdrawal, SEW-EURODRIVE India shall cease processing your personal data, except where such processing is necessary under law or for certain legitimate uses as defined in the DPDPA.
- iv. **Right to Restrict Processing:** You may request restriction of processing in specific circumstances, including when you contest the accuracy of the data or the lawfulness of its processing.
- v. **Right to be Informed:** You have the right to be informed about how your data is being used, the purpose of processing, and your available choices at the time of collection or before processing begins.
- vi. **Right to Information about Data Sharing:** You have the right to obtain information about all Data Processors with whom SEW-EURODRIVE has shared your data, along with a description of the categories of data so shared.

- vii. **Right to Grievance Redressal:** You have the right to raise a complaint or grievance regarding the processing of your data. SEW-EURODRIVE shall acknowledge your grievance within 7 (seven) company working days and resolve it within 30 (thirty) company working days, or as otherwise required under the DPDPA.
- viii. **Right to Nominate:** You have the right to nominate another individual who can exercise your rights under this Policy in the event of your death or incapacity.

Requests relating to these rights can be submitted by contacting our Data Protection Officer or Grievance Redressal Officer via the contact details provided in this Policy.

K. Data Breach Notification

In the event of a personal data breach, SEW-EURODRIVE shall, without undue delay, within a period no later than 72 (seventy-two) hours from the time of such breach, notify the Data Protection Board of India and affected Data Principals as required under Section 8(6) of the DPDPA, together with remedial steps taken.

L. Cookies

Cookies are data files that are placed on your computer or mobile device when you first visit a website or page. They contain information created by a web server, such as IP address, operating system, referring URL that can be stored on a user's hard disk for use during a session or for future use. Our cookies are session cookies which are only stored temporarily and are deleted from the user's device when the browser is closed. SEW-EURODRIVE uses cookies to provide you with the best browsing experience on the site and to improve speed/security. We do not use cookies to collect any personal data from you or to pass data on to a third party, without your permission.

If your browser enables the use of cookies, we take this, and your continued use of our site as acceptance of our use of cookies. If you do not wish to accept the use of cookies, please go to your browser settings to restrict or block the use of cookies set by our website.

M. Cross-Border Data Transfers

Transfers are limited to jurisdictions that ensure an equivalent level of personal-data protection or are permitted by Central Government notification. Adequate contractual clauses and organisational measures are applied before any transfer. Given SEW-EURODRIVE's global operations, limited data may be processed by SEW-EURODRIVE entities located in Germany and other jurisdictions for IT maintenance, R&D collaboration, and centralized service support. All such transfers are undertaken in accordance with Section 16 of the DPDPA and any Government notifications.

N. Disclosure

SEW-EURODRIVE will not rent or sell your personal data to any individual or entity. We will not disclose your personal data to third parties, except as required in the course of providing our services or for purposes as described above.

Other than to contractors and agents associated with SEW-EURODRIVE and affiliated organizations, we disclose personal data only in response to a subpoena, court order or other Governmental request or when we believe in good faith that disclosure is reasonably necessary to protect the property or rights of SEW-EURODRIVE, third parties or the public health or interest at large, as defined in this Privacy Policy.

O. Children

The Website is not intended for use by children under 18 years of age. Any use of the Website by a child under the age of 18 years must be under parental supervision only. We do not knowingly collect any information about, or market to, children, minors or anyone under the age of 18. If you are less than 18 years old, we request that you do not visit or use the Website and that you do not submit any Personal Data to us, or access the Website and our Services only through your parent/legal guardian's profile.

SEW-EURODRIVE's website and services are primarily intended for industrial, corporate, and professional users. No products or content are targeted at minors.

P. Change in Privacy Policy

- i. We may update the Privacy Policy at any time, including in line with any changes to data protection law. Latest and updated version can be accessed at www.sew-eurodriveindia.com
- ii. Users are encouraged to review the Privacy Policy periodically.
- iii. SEW-EURODRIVE will also maintain consistency with SEW-EURODRIVE Group's global privacy framework and publish relevant updates simultaneously across all regional websites.

Q. Contact Details

Data Protection Officer:

Name: Sachin Gehlot

Email: dataprotectionofficer@seweurodriveindia.com

Phone: +91 9725017748

Address: Plot No. 4, GIDC Por, Ramangamdi, Vadodara, Gujarat

Grievance Redressal Officer:

Name: Vikas Johri

Email: grievanceofficer@seweurodriveindia.com

Phone: +91 9725017781

Address: Plot No. 4, GIDC Por, Ramangamdi, Vadodara, Gujarat

R. Grievance Redressal Timelines

All grievances will be acknowledged within seven (7) company working days and resolved within thirty (30) company working days, or as otherwise mandated by the Data Protection Board of India. Under any circumstances whatsoever, the grievance would be mandatorily

addressed within a maximum period of ninety (90) working days as mandated by the applicable law.

Should you not be satisfied with our response or believe we are processing your personal data against the law, you may also have the right to file a complaint with the Data Protection Board of India, or seek a remedy through the competent Courts of India, where you believe an infringement of data privacy laws may have taken place.

S. Governing Law

The laws of India shall govern the Privacy Policy, and the courts of Gujarat, India shall have the exclusive authority to hear and determine any issues relating to data protection legislation and privacy policy.

This Policy shall be reviewed annually, or sooner if required by legal, technological, or organisational changes.

Last Reviewed: [February-2026]

It is the exclusive property of SEW-EURODRIVE India Private Limited. No part of the same can be reproduced, copied, shared, altered, photocopied, etc., in any direct or indirect manner whether directly or indirectly. All intellectual property in this Privacy Policy text remains vested with SEW-EURODRIVE India and its authorized legal advisors.