



Privacy Policy

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Confiable Technocraft LLP · Greater Noida, Uttar Pradesh, India

Confiable Technocraft LLP operates Pulse-IQ. This policy explains how we handle information from our website, dashboard, and Windows agent. We frame our practices under the Information Technology Act, 2000 and the Digital Personal Data Protection Act, 2023.

1. Scope

Pulse-IQ helps organizations monitor and manage Windows device health. The organization's administrators decide which devices use the agent and who can access their dashboard. This policy covers the information we process to run those services and this website.

2. Information we collect

Account and organization information

We receive names, email addresses, organization details, login information, and assigned roles when people create or use accounts.

Device information

On devices where an administrator installs the Windows agent, it reports health and security posture information. This may include CPU, memory, disk, battery and temperature status; updates and patches; antivirus, firewall, BitLocker, Secure Boot, TPM and UAC status; installed software, driver signatures, OS and Office license status; and network connectivity. Some categories require the organization's explicit opt-in in agent settings. Crash and error telemetry for the agent is collected only with explicit opt-in.

Billing and support

We process subscription tier and payment status. Stripe or Razorpay handles payments; we do not store full payment card details. We also receive information you send us in support or privacy requests.

3. How we use information

We use it to operate accounts and organization roles, show device health scores and findings, notify authorized users about issues, run enabled remediation or auto-heal actions, process billing, respond to support requests, secure the service, and improve the agent and dashboard.

4. Sharing

Authorized users in your organization can see information according to their roles. We share information with service providers needed to host the service, process payments, and provide analytics when you accept analytics cookies. We may disclose information when required by law or valid legal process. We do not sell personal data.

5. Retention

We keep account and device information while the organization uses the service, then for a limited period where needed for legal, billing, security, or dispute purposes. You can ask us to erase eligible personal data. Google Analytics retention is controlled by the retention setting in our GA property; see Cookies and analytics.

6. Security

We use encrypted connections, protected credentials, and role-based access to help protect information. No storage or transmission method is completely secure.

7. Your rights and choices

You may ask for access to your personal data, correction of inaccurate or incomplete data, or erasure where applicable. You may raise a grievance about how we handle your data and nominate another person to exercise your rights where the law allows. Send these requests to support@pulse-iq.ai; we answer within a reasonable time. Organization administrators can manage optional agent telemetry categories. You may also change your website analytics choice through Cookie settings in the footer.

8. Cookies and analytics

This site uses Google Analytics 4 only if you accept analytics cookies. It can collect pages viewed, approximate location, device and browser details, and the site that referred you. Google processes this information; see Google's Privacy Policy. GA4 does not log or store IP addresses.

Google Analytics uses `_ga` and related `_ga_*` cookies to distinguish visits. The data retention period is set in our Google Analytics property. We set no advertising cookies. You can change your choice at any time using the **Cookie settings** control in the footer; rejecting analytics stops further collection and we try to remove those cookies from your browser.

9. Children

Pulse-IQ is for organizations and is not directed at children. We do not knowingly collect children's personal data.

10. Changes

We may update this policy and will post the new date here. We will notify account administrators of material changes.

11. Contact

For support, privacy requests, or grievances, email support@pulse-iq.ai. Our address is Greater Noida, Uttar Pradesh, India.