GRIEVANCE REDRESSAL MECHANISM FOR PRIVACY-RELATED CONCERNS

TechFino Capital Private Limited

Overview

This mechanism establishes a streamlined framework for Data Principals to lodge, track, and resolve grievances related to the processing, handling, and protection of their personal data in compliance with the Digital Personal Data Protection Act, 2023 (DPDPA).

Submission Channels

Data Principals may submit privacy-related grievances through:

- **Email**: _____
- **Online Portal**: _____
- **Postal Address**: _____
- **Phone**: _____

All submissions are treated confidentially. No fees are charged for filing grievances.

Grievance Handling Timeline

Stage	Timeline	Responsibility
Acknowledgment	Within 48 hours	Grievance Officer
Identity Verification	Within 5 days	Grievance Officer
Investigation & Resolution	Within 30 days	TCPL Internal Teams
Final Response	Within 30 days of receipt	Grievance Officer

Key Processing Steps

1. Receipt & Acknowledgment

- Grievance logged in Grievance Register with unique reference number
- Data Principal receives acknowledgment confirming receipt

2. Identity Verification

- Grievance Officer verifies Data Principal identity
- Additional details requested if clarification needed

3. Investigation

- Preliminary assessment of complaint nature
- Coordination with relevant departments (IT, Legal, Compliance)
- Review of personal data processing records and consent documentation

4. Resolution

- Findings documented with corrective actions
- Response communicated in plain language
- Grievance marked as accepted, partially upheld, or rejected with reasons

5. Closure

- All records retained securely for 5 years minimum
- Case closed in Grievance Register upon final resolution

Escalation Path

If unresolved within 30 days, the grievance shall be:

1. Escalated to Senior Management for final review
2. Reported to Data Protection Board of India (DPBI) if Data Principal remains unsatisfied
3. Directed to mediation under DPDPA Section 31 if DPBI deems it appropriate

Privacy-Specific Grievance Categories

- Unauthorized collection or processing of personal data
- Breach or unauthorized disclosure of personal data
- Violation of consent requirements
- Denial or delay in exercising data rights (access, correction, deletion)
- Inadequate security or data protection failures
- Retention of data beyond stipulated periods
- Unlawful processing or non-compliance with DPDPA

Contact Information

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