

Privacy Policy

Nurel Technologies (OPC) Private Limited · nureltech.com and WFMPro

Last updated: 2026-10-15 Version: 1.0

Effective date: 15 October 2026 Last updated: 15 October 2026

Key Terms

Definitions. In this Privacy Policy, the following terms have the meanings set out below.
"You" and "your" refer to the individual whose Personal Data we Process.

Hide definitions



Term	Meaning
Applicable Data Protection Law	All laws relating to the Processing of Personal Data that apply to a party's activities under the Agreement, including the DPDP Act, the GDPR (where applicable), the Singapore Personal Data Protection Act 2012, and applicable United States federal and state privacy laws.
Consent	Your free, specific, informed, unconditional and unambiguous agreement to the Processing of your Personal Data for a specified purpose, given by a clear affirmative action.
Controller	The person that determines the purposes and means of Processing Personal Data, including a "Data Fiduciary" under the DPDP Act, a "controller" under the GDPR, and a "business" under applicable United States state privacy laws.
Cookies	Small text files and similar technologies placed on your device when you visit the Website, used to make it work, remember your preferences or understand how it is used.
Customer	A business that has subscribed to WFMPPro.
Data Protection Board	The Data Protection Board of India established under the DPDP Act.
DPDP Act	India's Digital Personal Data Protection Act, 2023 and the rules made under it, each as amended from time to time.
GDPR	Regulation (EU) 2016/679 (the General Data Protection Regulation) and, where applicable, the United Kingdom General Data Protection Regulation and the UK Data Protection Act 2018.
Grievance Officer	The person designated by Nurel to address grievances relating to Personal Data, whose contact details are published in the Privacy Policy.
Nurel	NUREL TECHNOLOGIES (OPC) PRIVATE LIMITED, a one person company incorporated under the Companies Act, 2013, with corporate identity number U62012GJ2026OPC183458 and its registered office at 401 Satatya Syril, S.G. Highway, Nr. Vodafone Tower, Gota, Daskroi,

Term	Meaning
	Ahmedabad – 382481, Gujarat, India, together with its successors and permitted assigns. References to "we", "us" and "our" are to Nurel.
Personal Data	Any information relating to an identified or identifiable natural person, including "personal data" as defined in the DPDP Act and the GDPR and "personal information" as defined in applicable United States state privacy laws.
Personal Data Breach	A breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, Personal Data transmitted, stored or otherwise Processed, including a "personal data breach" as defined in the DPDP Act.
Privacy Policy	Nurel's privacy policy, published at nureltech.com/legal/privacy (/legal/privacy).
Processing	Any operation performed on Personal Data, whether or not by automated means, including collection, recording, organisation, structuring, storage, adaptation, retrieval, use, alignment, combination, indexing, sharing, disclosure, restriction, erasure or destruction. "Process" and "Processed" are construed accordingly.
Processor	A person that Processes Personal Data on behalf of a Controller, including a "Data Processor" under the DPDP Act, a "processor" under the GDPR, and a "service provider" under applicable United States state privacy laws.
Retention Policy	Nurel's Data Retention & Deletion Policy, provided to Customers on request.
Sensitive Personal Data	Health, biometric, genetic, financial account, government identifier, precise geolocation and any other categories of Personal Data that receive special protection under Applicable Data Protection Law.
Services	The WFMPPro software platform and related services that Nurel provides to its Customers.

Term	Meaning
Sub-processor List	The list of third parties that process personal data on Nurel's behalf for its Customers, provided to Customers on request.
User	An individual who uses the Services under a Customer's account.
Website	nureltech.com and its sub-domains.
WFMPPro	Nurel's cloud-based workforce management software platform, including its forecasting, scheduling, intraday management, schedule adherence, time-off, performance management and training modules and its conversational assistant.

Interpretation. In this Privacy Policy, unless the context requires otherwise:

(a) "Including" and similar expressions mean including without limitation.

(b) Words in the singular include the plural and vice versa.

© References to other Nurel documents and policies are to those documents as updated from time to time.

1. Who We Are

This Privacy Policy explains how NUREL TECHNOLOGIES (OPC) PRIVATE LIMITED ("Nurel", "we", "us"), a company incorporated in India with its registered office at 401 Satatya Syril, S.G. Highway, Nr. Vodafone Tower, Gota, Daskroi, Ahmedabad – 382481, Gujarat, India, collects and uses personal data when you visit nureltech.com, contact us, attend our events, or use the WFMPPro platform as an account holder.

Under India's Digital Personal Data Protection Act, 2023 ("DPDP Act"), we are the Data Fiduciary for the personal data described in this policy. Where the EU or UK GDPR applies, we are the controller.

2. What This Policy Does Not Cover

Our business customers use WFMPPro to manage their own workforce. When we process data about a customer's employees or agents (for example, their schedules or attendance), we do so on that customer's behalf as a Data Processor, under our agreement with them. In that case, the customer's own privacy notice applies, and requests about that data should go to the customer (your employer). We will help them respond.

3. Personal Data We Collect

Category	Examples	Source
Contact and business details	Name, job title, company, work email, phone number, country	You, when you fill a form, email us, book a demo or meet us
Account data	Login email, name, role, password (stored as a secure hash), SSO identifiers, preferences	You or your organisation's administrator
Commercial data	Contracts, orders, billing contacts, invoices, payment records	You or your organisation
Support data	Support tickets, call or chat records, feedback	You
Technical and usage data	IP address, browser and device type, pages visited, feature usage, log and error data, approximate location from IP	Automatically, through cookies and similar technologies
Marketing preferences	Newsletter subscriptions, event registrations, communication preferences	You
Recruitment data	CV, work history, references, interview notes	You, recruiters, referees

We do not knowingly collect sensitive personal data through our website. Please do not send it to us unless we ask for it for a specific reason.

4. How and Why We Use Personal Data

Purpose	Basis under the DPDP Act	Basis under the GDPR (where applicable)
Respond to enquiries and provide demos	Consent, or voluntary provision for a specified purpose	Legitimate interests; steps before a contract
Create and manage WFMPPro accounts	Legitimate use (voluntary provision) / on behalf of your organisation	Performance of a contract; legitimate interests
Provide support and service communications	Legitimate use (voluntary provision)	Performance of a contract
Billing, accounting and tax	Compliance with law	Legal obligation; performance of a contract
Secure, maintain and improve our website and services	Legitimate use; consent for non-essential cookies	Legitimate interests; consent for non-essential cookies
Send marketing emails and event invitations	Consent	Consent, or legitimate interests for existing business contacts (with opt-out)
Recruitment	Consent	Steps before a contract; legitimate interests
Comply with law and protect our rights	Compliance with law; legitimate use	Legal obligation; legitimate interests

Where we rely on consent, you can withdraw it at any time by using the unsubscribe link in our emails or writing to info@nureltech.com (<mailto:info@nureltech.com>). Withdrawal does not affect processing already carried out.

We do not sell your personal data, and we do not use it to train generally available AI models.

5. Cookies

We use essential cookies to run our website and the WFMPPro platform, and – only with your consent – analytics cookies to understand how our website is used. You can manage your choices through our cookie banner or your browser settings. See our Cookie Policy at nureltech.com/legal/cookies (/legal/cookies).

6. Who We Share It With

- Service providers who help us operate our business, such as cloud hosting (Amazon Web Services), AI services (Anthropic), email, customer relationship management, support and accounting tools. They may only use the data to provide services to us. Our current list is available on request.
 - Authorised resellers and implementation partners, where you are dealing with us through them.
 - Professional advisers, such as lawyers, auditors and insurers.
 - Authorities, where required by law or to protect our rights, users or the public.
 - A buyer or investor, in connection with a merger, acquisition or investment, subject to confidentiality.
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7. International Transfers

We are based in India, and our service providers may process data in other countries, including the United States, the European Union and Southeast Asia. When we transfer personal data, we do so in line with applicable law – for example, following any restrictions notified under the DPDP Act and, for data from the EU or UK, using standard contractual clauses or another approved safeguard.

8. How Long We Keep It

We keep personal data only for as long as needed for the purposes above, then delete or anonymise it. For example: enquiry and marketing data until you unsubscribe or for 24 months after our last contact; account data for the life of the account plus 12 months; billing records for eight (8) years as required by Indian law; recruitment data for 12 months unless you join us. Full details are available on request.

9. How We Protect It

We use appropriate security measures, including encryption in transit and at rest, access controls, multi-factor authentication, logging and monitoring, and staff confidentiality obligations. No system is completely secure, but we work to protect your data and will notify you and the relevant authorities of a personal data breach where the law requires.

10. Your Rights

Depending on where you are, you may have the right to:

- access information about the personal data we hold about you and how we use it;
- correct, complete or update inaccurate or incomplete data;
- have your data erased when it is no longer needed or you withdraw consent;
- withdraw consent at any time;
- have your grievances addressed by us;
- nominate another person to exercise your rights if you die or become incapacitated (DPDP Act); and
- where the GDPR applies, object to or restrict processing, receive your data in a portable format, and complain to your local supervisory authority.

To exercise any right, write to info@nureltech.com (<mailto:info@nureltech.com>). We may need to verify your identity. We will respond within the time required by law and, in any case, within 30 days.

11. Grievance Officer

Grievances about how we handle personal data are received by our Grievance Officer at:

- Email: info@nureltech.com (<mailto:info@nureltech.com>)
- Post: Grievance Officer, NUREL TECHNOLOGIES (OPC) PRIVATE LIMITED, 401 Satatya Syril, S.G. Highway, Nr. Vodafone Tower, Gota, Daskroi, Ahmedabad – 382481, Gujarat, India
- Telephone: +91 90999 46681

If you are not satisfied with our response, you may complain to the Data Protection Board of India, or to your local data protection authority if you are in the EU or UK.

12. Children

Our website and services are intended for businesses and are not directed at anyone under 18. We do not knowingly collect personal data from children. If you believe a child has given us personal data, contact us and we will delete it.

13. Changes to This Policy

We may update this policy from time to time. We will post the updated version on this page with a new "Last updated" date and, for significant changes, notify you by email or through our services.

14. Contact Us

Questions about this policy: info@nureltech.com (mailto:info@nureltech.com) · NUREL TECHNOLOGIES (OPC) PRIVATE LIMITED, 401 Satatya Syril, S.G. Highway, Nr. Vodafone Tower, Gota, Daskroi, Ahmedabad – 382481, Gujarat, India.

Release notes

Version 1.0 2026-10-15

- First published version.