INDIAN GAS EXCHANGE LIMITED (IGX)

Privacy Policy

1. Introduction

This Privacy and Data Protection Statement ("Statement") describes how Indian Gas Exchange Limited ("we," "us," "our," or "the Exchange") collects, uses, processes, stores, and protects your personal data when you access and use the IGX Website at https://igxindia.com , MemberHub Platform at https://exchange.igxindia.com/member/login , Regas Platform at https://regas.igxindia.com , IGX Academy Platform at https://academy.igxindia.com , ("Platform").

We are committed to protecting your privacy and ensuring the security of your personal data in accordance with Digital Personal Data Protection Act, 2023 (DPDP Act), Information Technology Act, 2000 (IT Act), and Other applicable laws and regulations governing data protection in India. As a Data Fiduciary under the DPDP Act, we recognize both your right to protect your personal data and our need to process such data for lawful purposes related to Exchange trading, clearing, and settlement operations.

Data Fiduciary	Indian Gas Exchange Limited (IGX) — CIN U74999DL2019PLC357145
Legal framework	Digital Personal Data Protection Act, 2023 & DPDP Rules, 2025
Version / Date	v1.0 · Effective date: 01-11-2026
Contact	Mr. Neeraj Kumar at dpo@igxindia.com
Corporate Office Address	Indian Gas Exchange Limited, Ltd. 11th Floor, Office-A, Plot No. C-OOI/A/I, Max Towers, Sector 16B Noida, Gautam Buddha Nagar, Uttar Pradesh — 201301

2. Key terms

Term	What it means in this notice
Personal data	Any data about an individual who is identifiable by or in relation to such data.
Data Principal	The individual the personal data relates to — you. For a child, it includes the parent/lawful guardian.
Data Fiduciary	The entity that decides the purpose and means of processing — here, IGX.
Data Processor	A third party that processes personal data on IGX's behalf under contract.
Consent	Your free, specific, informed, unconditional and unambiguous agreement, given by clear affirmative action.
Data Protection Board	The Data Protection Board of India, the regulator established under the DPDPA.

3. Our role & our data-protection principles

IGX acts as a Data Fiduciary and applies these principles to all personal data:

- **Lawfulness & transparency** — we process lawfully and tell you how.

- **Purpose limitation & minimisation** — we use data only for stated purposes and collect only what we need.
- **Accuracy & storage limitation** — we keep data correct and only as long as needed.
- **Security & accountability** — we protect data and can account for how we handle it.

4. How and with whom we share personal data

We do not sell personal data. We share it only where necessary, with DPDPA data-processing agreements in place:

Data we collect	Why we use it	Lawful basis
Identity & contact — name, email, phone, organisation, business address	To respond to enquiries, manage the relationship and communicate with you	**Legitimate use / Consent**
Registration & KYC — identity & address proof, PAN/GST, authorised-person and beneficial-owner details	To onboard and verify members/clients and meet KYC, PMLA and exchange obligations	**Legal obligation**
Financial & settlement — bank and settlement account details	To administer trading, margins and settlement	**Legal obligation / Contract**
Trading & transaction data (where it identifies a person)	To operate the exchange, surveillance and reporting	**Legal obligation**
Marketing preferences — newsletter sign-up, event interest	To send updates and invitations you ask for	**Consent**
IGX Academy — name, email, login, course activity	To create and manage your learning account	**Legitimate use / Consent**

We may process your personal data with your consent for purposes such as member registration and KYC, responding to enquiries and requests, providing services, and improving your experience on our website.

5. Transfers outside India

We primarily store and process personal data in India. Where a service involves transfer outside India, we do so in accordance with Section 16 and Rule 14, and do not transfer to any country restricted by the Central Government. We keep a record of cross-border flows.

6. How long we keep personal data

We keep personal data for minimum 8 years or as required by law, then delete or anonymise it, giving notice before erasure where the law requires. Below are specific details:

Data	Typical retention
Enquiries & contact records	[24 months] from last contact
Newsletter subscribers	Until you unsubscribe, then removed within [30 days]
Member / client & KYC records	Duration of the relationship + [5 years] (PMLA) or as required by exchange/PNGRB rules
Trading & settlement records	[8 years] or as required by law
IGX Academy accounts	While active + [12 months] of inactivity

We use reasonable security safeguards appropriate to the risk — access controls and least-privilege, encryption of sensitive data, network security, logging and monitoring, secure backups and disaster recovery, secure disposal, vendor due diligence, and staff training. If a personal-data breach occurs, we act without delay and notify the Data Protection Board and affected individuals as required by Rule 7.

7. Your rights as a Data Principal

Under the DPDPA you have the rights below. To exercise any of them, contact [dpo@igxindia.com] or use the request option on our website; we verify your identity and respond within the timeline required by law.

Your right	What it means
Access	A summary of the personal data we process about you and how we process it.
Correction & erasure	Correct, complete or update your data, and have it erased when no longer needed and not required by law.
Withdraw consent	Withdraw consent as easily as you gave it — including unsubscribe links.
Grievance redressal	Raise a complaint with us and receive a response.
Nominate	Nominate someone to exercise your rights if you die or become incapacitated.

For any question, request or complaint about your personal data, contact our Data Protection Officer at **dpo@igxindia.com**. We acknowledge and resolve grievances within the timeline required under the DPDPA. If you remain dissatisfied, you may complain to the Data Protection Board of India.

8. Children's data & persons with disabilities

Our services are aimed at businesses and professionals, not children. We do not knowingly process the data of anyone under 18 without verifiable parental consent, and we do not track children or direct advertising at them. Where we process the data of a person with a disability who has a lawful guardian, we obtain the guardian's consent as required by the DPDPA.

9. Cookies

Our websites don't use cookies and similar technologies.

10. Consent and Acceptance

By accessing and using the Platform, you acknowledge that:

1. You have read, understood, and agree to this Privacy and Data Protection Statement.
2. You provide your **free, specific, informed, unconditional, and unambiguous consent** to the collection and processing of your personal data as described herein.
3. Your consent is limited to the purposes specified in this Statement.
4. You understand your rights as a Data Principal under the DPDP Act.

11. Appendix — Version log

Version	Effective date	Summary of change	Approved by
v1.0	01-11-2026	Initial DPDPA-aligned Privacy Notice	Neeraj Kumar - DPO