Privacy Policy

How we collect, use, share and protect personal data in connection with SAMP ERP, its free trial, its licence server and our website

Version 1.0 | Effective date: 6 November 2026 | Ref. CERP/PP/1.0

IN SHORT

Your business records — invoices, accounts, stock, customers and everything else you enter in SAMP ERP — stay on your own computers. We do not receive them. We collect only what we need to register your organisation, license your computers, send you emails, bill you and support you. We never sell personal data and we do not use advertising trackers. You can contact our Grievance Officer at any time.

WHO WE ARE

Data Fiduciary (legal name)	SAM ENTERPRISES, a partnership firm (GSTIN 09AFZFS6362R1ZH)
Trading name	SAM ENTERPRISES
Registered office	Moh Prem Nagar, Sonu Floor Mill, Near St. Marry School, Bijnor, Uttar Pradesh 246701, India
Grievance Officer	Mr Pramod Gangiyan, SAM ENTERPRISES, at the registered office above; +91 97370 91234
Email for privacy matters	support@samp-erp.com

1. ABOUT THIS POLICY

1.1 This policy explains how SAM ENTERPRISES ("**we**", "**us**") processes personal data as a Data Fiduciary under the Digital Personal Data Protection Act, 2023 (the "**DPDP Act**") when you visit our website, ask for a demonstration, register for a free trial, use an organisation account, use SAMP ERP (the "**Software**") with our licence server, buy a licence or ask us for support.

1.2 It does not cover the data that our customers keep in the Software on their own computers. Each customer is the Data Fiduciary for that data. When we see or receive it while giving support, we act as the customer's Data Processor under the data processing terms in Schedule 3 of our Software Licence Terms and Conditions.

1.3 Words with capital letters that are not defined here have the meanings given in our Software Licence Terms and Conditions.

2. THE PERSONAL DATA WE COLLECT AND WHY

2.1 We collect the following personal data, for the purposes stated:

When	What we collect	Why
You contact us or ask for a demonstration	Your name, organisation, email address, telephone number, city and message; the date and time; the IP address used.	To reply, arrange a demonstration and, if you wish, set up a trial.

When	What we collect	Why
You register for a free trial or use an organisation account	Organisation name, contact name, email address, telephone number and city; your password, stored only as a salted one-way hash; one-time email codes, stored only as hashes; dates, times and IP addresses of sign-ups and sign-ins.	To create and secure the account, confirm your email address and run the trial.
The Software checks its licence (every Server PC and Operator PC)	Licence Numbers; one-way hashed identifiers derived from the computer's Windows installation, motherboard (SMBIOS) and system disk; the computer's name; the version of the Software; the IP address; when the computer was first and last seen; and, for a Server PC, the number of companies, user accounts and connected Operator PCs.	To issue, verify and renew licences, keep use within the Licensed Capacity, offer the right updates and detect misuse.
A trial is started	One-way hashes of the email address (normalised so that variants of the same address match) and of the computer identifiers.	To allow only one free trial per organisation.
An installation from before licensing is linked	The names of up to thirty companies configured in the Software and the dates of its earliest records, together with the computer data listed above.	To confirm that the installation belongs to an existing customer.
We email you	The recipient, subject and time of each email we send. The content is not kept.	To send codes, licence details and notices, and to keep a record of them.
You buy a licence or AMC	Billing name, organisation, GSTIN and address; the amount paid; the transaction reference and status reported by the payment provider. We do not receive card, UPI or bank credentials.	To take payment, issue tax invoices and keep accounts as the law requires.
You ask for support	Your name and contact details, your description of the problem, and the screenshots, logs or files you send us.	To resolve your request.

3. WHAT WE DO NOT COLLECT

3.1 The Software does not send us your business records, such as invoices, ledgers, stock, prices, formulae, customers or employees. It does not record or send us which screens your users open or what they type. Our website and the Software do not use advertising cookies or cross-site trackers.

4. OUR LEGAL BASIS

4.1 We process personal data with your consent, which you give when you submit a form, register for a trial or accept our terms, or for the legitimate uses permitted by section 7 of the DPDP Act, including where you have voluntarily provided the data for a specified purpose and where processing is needed to comply with law, such as tax and accounting law.

4.2 The licence check described in clause 2.1 is necessary for the Software to work under its licence. If you withdraw consent to it, we can no longer license the Software to you.

5. WHO WE SHARE IT WITH

5.1 We do not sell personal data, and we do not share it for advertising. We share it only with:

(a) **service providers** who process it for us under contract, namely Cloudflare, which hosts our licence server and its database; our email providers (Google and Zoho), which send and receive our emails; our payment gateway, which processes payments; and GitHub, through which the Software downloads its updates and which therefore receives the IP address of each computer that downloads them;

(b) **professional advisers**, such as our chartered accountants and lawyers, under a duty of confidentiality;

(c) **government and regulatory authorities**, where the law requires it; and

(d) **a successor** to our business relating to the Software, who must continue to protect it in accordance with this policy.

6. TRANSFERS OUTSIDE INDIA

6.1 Some of our service providers store or process data outside India, on their global networks. We transfer personal data outside India only as permitted by the DPDP Act, and never to a country or territory to which transfers are restricted under it.

7. HOW LONG WE KEEP IT

7.1 We keep personal data only for as long as the purpose requires, and then delete it or make it anonymous:

Data	**Kept for**
Enquiries and demonstration requests that do not lead to a trial or a purchase	24 months after our last contact
Sign-ups whose email address was never confirmed	30 days
Trial accounts that are not converted into a paid licence	12 months after the trial ends
Hashes kept to prevent repeated trials	3 years after the trial
Customer organisation, licence and billing records	While you are a customer, and then 8 years, as tax and accounting law requires
Licence server activity and access logs	1 year
Records of emails sent	90 days
Existing installations that we did not approve	12 months after our decision
Copies of customer data received for support	Deleted within 30 days after the request is completed

8. HOW WE PROTECT IT

8.1 We take reasonable security safeguards, including: storing passwords and one-time codes only as salted one-way hashes; storing computer identifiers only in hashed form; signing licences and updates digitally so that they cannot be forged; encrypting all connections between the Software, our website and our servers; and restricting access to our licence server and its administration to authorised persons with strong passwords.

8.2 If a personal data breach occurs, we will inform the Data Protection Board of India and the persons affected as the DPDP Act and its rules require, and the Indian Computer Emergency Response Team where its directions apply.

9. YOUR RIGHTS

9.1 Subject to the DPDP Act, you have the right:

(a) to obtain a summary of the personal data we hold about you and of how we process it;

(b) to have it corrected, completed, updated or erased;

(c) to withdraw your consent at any time, without affecting processing already carried out, although we may then be unable to continue a trial, licence or service;

(d) to have a grievance redressed by us; and

(e) to nominate another person to exercise your rights in the event of your death or incapacity.

9.2 To exercise a right, write to our Grievance Officer at the email address stated under "Who we are". We may need to verify your identity. We aim to reply within thirty (30) days, and in any event within the time required by law. If you are not satisfied with our reply, you may complain to the Data Protection Board of India.

10. CHILDREN

10.1 Our website, trial and Software are intended for businesses and are not directed at persons under eighteen years of age. We do not knowingly collect their personal data.

11. COOKIES

11.1 Our website uses only the cookies it needs to work, such as those that keep a form or a session working. It does not use advertising or cross-site tracking cookies. If we start using analytics, we will update this policy before we do so.

12. CHANGES TO THIS POLICY

12.1 We may update this policy from time to time. We will publish the revised version on our website with its version number and effective date and, where a change is significant, notify our customers by email.

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