

Privacy Policy – Axis Finance Limited

At Axis Finance Limited (AFL), we respect your privacy and are committed to protecting your personal information. This policy explains how we collect, use, share, and safeguard your data when you use our website or digital lending platforms (DLAs).

What We Collect

- Personal details (name, contact information, KYC documents)
- Financial information for loan processing
- Device/browser information when you access our platforms

Why We Collect It

- To assess eligibility and creditworthiness
- To process loan applications, disbursements, and repayments
- To provide Key Fact Statements (KFS), sanction letters, and account statements

How We Protect Your Data

- Secure storage with encryption and strict access controls
- Data Leakage Prevention (DLP) measures across systems
- Regular monitoring to prevent unauthorized disclosures

Data Sharing

We share your data only with:

- Authorized third-party service providers/business correspondents
- Regulators or statutory authorities as required by law

Data Retention

We will store the Customer Information minimum for a period of 10 years from the loan closure or as long as you remain our customer for the product or the services availed by you and further for the period we are legally bound to maintain it. We may maintain the Customer Information for a longer period if the same is necessary in our legitimate interest or to defend or prosecute any legal proceedings where such information is relevant.

Your Rights

You can access, update, or request deletion of your data. You may also withdraw consent for processing, subject to legal and regulatory requirements.

Contact Us

For any queries or concerns, please reach out to our **Grievance Redressal Officer** at:

Ms. Mangal Sarang

Axis House, Ground Floor,

Pandurang Budhkar Marg, Worli, Mumbai 400025

Tel no: 91-22-62260049

Email id: grievance@axisfinance.in

Regd. Office

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