

1. Overview and Scope

Goodwill Offshore Services (referred to as "we", "us" or "our") respects your privacy. This Privacy Policy explains how we collect, use, share, store and protect personal data when you submit an enquiry through our website, Facebook or Instagram Instant Forms, WhatsApp, telephone, an office visit or another official channel. It applies to enquiries concerning career guidance, training support, offshore or overseas job opportunities, placement assistance and related recruitment services.

Meta and other third-party platforms may separately process information under their own privacy policies. This policy explains how we handle the information after it is provided to or received by us.

2. Information We May Collect

- Identity and contact details, such as your full name, mobile number and WhatsApp number.
- Location details, such as your current city, district and state.
- Basic eligibility details, such as age group, highest educational qualification, experience where relevant and passport availability or application status.
- Your answers, preferences and other information voluntarily entered in an enquiry or Instant Form.
- Communication records, including call, WhatsApp or counselling follow-up notes.
- Lead-source details supplied by an advertising platform, such as the campaign, advertisement, form, submission time and related source information.
- Standard technical data generated when you visit a website, such as IP address, browser, device and cookie or analytics data, where applicable.

The initial Meta Instant Form is not intended to collect Aadhaar numbers, passport numbers or copies, bank details, payment-card information, passwords, medical reports or other sensitive documents. At a later stage, we may request relevant documents only when reasonably necessary for a specific process, after explaining the purpose and the applicable requirements.

3. How We Use Personal Data

- To respond to your enquiry and confirm your interest.
- To conduct an initial eligibility review based on the advertised criteria.
- To explain the job role, location, training support, placement assistance and recruitment process.
- To arrange an HR call, counselling session, office visit, interview or document-verification step.
- To communicate through telephone calls, SMS or WhatsApp regarding the enquiry you submitted.
- To maintain follow-up records, improve enquiry handling and measure campaign performance using aggregated or de-identified information where practicable.
- To protect our services, prevent fraud or misuse, resolve disputes and comply with applicable legal obligations.

We will not use your personal data for a materially unrelated purpose without providing an appropriate notice and obtaining consent where required.

4. Consent and Communications

By submitting a form or voluntarily sharing your details, you consent to Goodwill Offshore Services contacting you by telephone, SMS or WhatsApp about that enquiry. You may withdraw this consent or request that follow-up communications stop by contacting us using the details in Section 13. Withdrawal will not affect processing already carried out lawfully, but it may prevent us from continuing the requested assistance.

5. Accuracy and Candidate Responsibility

Please provide information that is accurate, current and relevant to your enquiry. Do not submit another person's data without authority. If your information changes, contact us so that it can be corrected. Providing false or misleading information may affect further processing of the enquiry.

PRIVACY POLICY - CONTINUED

6. How We May Share Information

We may share relevant personal data only when reasonably necessary with:

- Authorised HR personnel, counsellors and operational staff who handle enquiries.
- Technology, advertising, form-processing, communication or lead-management service providers acting on our instructions.
- Relevant training, recruitment or placement partners, prospective employers or authorised agencies involved in an opportunity, after appropriate notice or consent where required.
- Professional advisers, regulators, law-enforcement agencies or courts when disclosure is required by law or reasonably necessary to protect rights, safety and security.

We do not sell or rent personal data. Service providers and partners are expected to use the information only for the relevant purpose and to apply appropriate confidentiality and security measures.

7. Overseas Processing or Transfers

Because an enquiry may concern an overseas opportunity, relevant information may need to be shared with or processed by an authorised employer, recruiter, agency or service provider outside India. Where this is required, we will limit the information to what is necessary, provide appropriate information to you and obtain consent where required by applicable law. Reasonable safeguards will be used for such processing.

8. Data Retention

We retain personal data only for as long as reasonably necessary to handle the enquiry, complete any requested recruitment or support process, maintain essential business records, resolve disputes and meet legal obligations. When information is no longer required, we will take reasonable steps to delete, anonymise or securely dispose of it.

9. Data Security

We use reasonable administrative, organisational and technical measures to protect personal data from unauthorised access, misuse, alteration, loss or disclosure. Access is limited to persons who require it for authorised work. However, no internet transmission or storage method is completely secure, and absolute security cannot be guaranteed.

10. Your Choices and Rights

Subject to applicable law, you may ask us to confirm whether we hold your personal data, request access or correction, withdraw consent, stop further communications, request deletion of information that is no longer required, or raise a privacy grievance. We may need to verify your identity before acting on a request. Some information may be retained where required by law or for legitimate record-keeping and dispute-resolution purposes.

11. Adults and Third-Party Links

Our recruitment enquiry channels are intended for adults who meet the applicable advertised eligibility criteria. We do not knowingly invite children under 18 to submit recruitment enquiries. Our website or communications may contain links to third-party websites or platforms; their privacy practices are governed by their own policies, and we are not responsible for those practices.

12. Recruitment Disclaimer and Policy Updates

Submitting an enquiry does not create an employment contract and does not guarantee selection, placement, employment, visa approval, travel, salary or any processing timeline. Every opportunity remains subject to the advertised eligibility criteria, document verification, medical or employer requirements, availability, interviews, approvals and the applicable recruitment process. We may update this Privacy Policy when our practices or legal requirements change. The latest version will be published with a revised 'Last updated' date.

13. Contact and Privacy Requests

Goodwill Offshore Services
1st Floor, Sri Venkateswara Towers, Door No. 47-3-31, opposite Subbayya Gari Hotel, Dwaraka Nagar, Visakhapatnam, Andhra Pradesh 530016, India
Privacy requests by phone or WhatsApp: +91 95944 65739
When making a request, please provide the name and mobile number used in the enquiry so that we can locate the correct record.

This policy should be read together with any specific notice or consent statement displayed on the relevant website or Meta Instant Form.