



Tele Calling Regulation Policy

1. Purpose

The purpose of this Tele calling Regulations Policy is to ensure that tele calling practices at TLC Digitech Private Limited and its group companies in India and oversees hereinafter referred as TLC comply with Indian laws, respect consumer rights, and maintain the highest standards of ethical conduct.

2. Scope

This policy applies to all employees, contractors, and third-party service providers involved in tele calling activities for TLC Digitech Private Limited, including those engaged in lead generation, customer service, and marketing.

3. Definitions

- **Tele calling:** The act of making phone calls to individuals for the purpose of promoting products or services, conducting surveys, or providing customer support.
- **Do Not Disturb (DND) List:** A registry maintained by the Telecom Regulatory Authority of India (TRAI) where individuals can list their phone numbers to opt-out of unsolicited telemarketing calls.

4. Regulatory Compliance

TLC Digitech Private Limited adheres to the regulations set forth by the Telecom Regulatory Authority of India (TRAI), the Consumer Protection Act, 2019, and other relevant laws governing tele calling activities in India.

5. Compliance with TRAI Regulations

- **Registration:** TLC is registered with the National Customer Preference Register (NCPR) and ensures that all tele calling activities comply with TRAI's regulations.
- **DND Compliance:** Tele calling will not be made to numbers listed in the DND registry. Employees must verify phone numbers against the DND list before making calls.
- **Call Timing:** Telecalls will only be made between 9:00 AM and 9:00 PM, as stipulated by TRAI regulations.

6. Customer Consent

- **Consent Requirement:** Prior to initiating telecalls, explicit consent must be obtained from individuals. Calls will only be made to those who have expressed interest in receiving communications or who have a pre-existing relationship with TLC.



- **Opt-Out Option:** Every telecall must provide recipients with an option to opt out of further calls. The opt-out request must be processed within 7 days.

7. Tele calling Practices

- **Accuracy and Honesty:** Tele callers must provide accurate and truthful information about products, services, and any associated costs. Misleading information or deceptive practices are strictly prohibited.
- **Professional Conduct:** Tele callers must conduct themselves professionally, courteously, and respectfully during calls. Aggressive or harassing behaviour is not permitted.
- **Data Protection:** Personal data collected during tele calling must be handled in accordance with applicable data protection laws and TLC Data Privacy Policy.
- **Privacy Policy:** All employees of TLC must read TLC Privacy Policy and familiarise themselves with the same.

8. Record Keeping

- **Call Records:** Detailed records of all telecalls, including the date, time, purpose, and outcomes of the call, must be maintained for audit purposes.
- **Data Security:** All records and data related to tele calling must be stored securely and access must be restricted to authorized personnel only.

9. Training and Awareness

- **Training Program:** All employees and third-party service providers involved in tele calling will receive training on this policy, relevant regulations, and ethical tele calling practices.
- **Ongoing Awareness:** Regular updates and refresher training will be provided to ensure compliance with evolving regulations and industry standards.

10. Monitoring and Auditing

- **Compliance Monitoring:** Tele calling practices will be regularly monitored to ensure compliance with this policy and relevant regulations.
- **Audits:** Periodic audits will be conducted to assess adherence to tele calling regulations and identify areas for improvement.

11. Disciplinary Actions

- **Policy Violations:** Violations of this policy or tele calling regulations may result in disciplinary action, up to and including termination of employment or contract.
- **Reporting Issues:** Employees must report any violations or concerns related to tele calling practices to their supervisor or the Legal Department.



12. Policy Review

- This policy will be reviewed annually and updated as necessary to ensure its effectiveness and compliance with applicable laws and regulations.

13. Contact Information

- For any questions or concerns regarding this policy, please write to our Legal Department at arupjyoti@tlcgroup.com