

PRIVACY POLICY

Vihan Venture Pvt Ltd

Vihan Venture Pvt Ltd respects the privacy of its customers and visitors. This Privacy Policy explains how we may collect, use, store and protect information when you use our e-commerce website and related services.

1. Information We Collect

Depending on how you use our website, we may collect information such as your name, mobile number, email address, billing and delivery address, order details and other information that you voluntarily provide while placing an order or contacting us.

2. Payment Information

Payments may be processed through third-party payment service providers. Where applicable, payment information is handled by the relevant payment provider according to its own privacy and security practices. We do not intend to store complete payment card details on our own systems unless specifically required and permitted by applicable law.

3. How We Use Your Information

- To process and fulfil customer orders.
- To communicate with customers about orders, deliveries and service requests.
- To provide customer support and respond to enquiries.
- To improve our website, products and services.
- To prevent fraud, misuse and unauthorised activity.
- To comply with applicable legal and regulatory requirements.

4. Cookies and Similar Technologies

Our website may use cookies and similar technologies to improve functionality, remember preferences, understand website usage and enhance the user experience. You may be able to manage cookies through your browser settings.

5. Sharing of Information

We may share relevant information with service providers that help us operate our business, such as payment processors, delivery and logistics partners, technology providers and customer-support providers. We may also disclose information where required by law, legal process or a lawful government request.

6. Data Security

We take reasonable measures to protect information against unauthorised access, loss, misuse or disclosure. However, no method of transmission or electronic storage can be guaranteed to be completely secure.

7. Data Retention

We retain information for as long as reasonably necessary to provide our services, maintain business and transaction records, resolve disputes, prevent misuse and comply with applicable legal requirements.

8. Third-Party Links and Services

Our website may contain links to or integrations with third-party websites and services. Their privacy practices are governed by their respective policies, and we encourage users to review those policies before providing information.

9. Children's Privacy

Our services are intended for general users and are not specifically directed at children. We do not knowingly seek to collect personal information from children where such collection is restricted by applicable law.

10. Your Rights and Choices

Subject to applicable law, you may contact us regarding access, correction or other requests concerning your personal information. We will consider and respond to valid requests in accordance with applicable legal requirements.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our services, technology or legal requirements. The updated version will be posted on our website with the revised effective date, where appropriate.

12. Contact Us

If you have questions, concerns or requests regarding this Privacy Policy or the handling of your information, please contact Vihan Venture Pvt Ltd using the contact details provided on our website.