

PRIVACY POLICY

Applicability: This Privacy Policy applies to **NVYA Global Solutions** and all websites, online platforms, digital properties, products, services, and business initiatives owned, operated, managed, or administered by NVYA Global Solutions, unless a separate privacy notice is expressly provided for a particular service. This includes, without limitation, websites and services operating under different names, brands, or business divisions of NVYA Global Solutions.

At NVYA Global Solutions, we recognise that privacy, confidentiality, and responsible handling of personal information are fundamental to maintaining the trust of our customers, users, visitors, and business partners.

We are committed to protecting the personal information entrusted to us and to handling such information responsibly, transparently, and in accordance with applicable laws and regulations in India.

This Privacy Policy explains how we collect, receive, use, process, store, maintain, protect, and otherwise handle personal information when individuals access our websites, create or use accounts, communicate with us, purchase products or services, make or attempt to make payments, submit enquiries, or otherwise interact with us.

By accessing or using our websites or services, creating an account, submitting personal information, placing an order, or otherwise interacting with us, you acknowledge that you have had an opportunity to review this Privacy Policy. Where applicable law requires specific consent for a particular processing activity, such consent will be obtained through an appropriate mechanism.

1. PURPOSE AND SCOPE

This Privacy Policy has been established to provide transparency regarding our practices relating to personal information.

It applies to information collected through our websites, online platforms, account systems, e-commerce facilities, customer-service channels, contact forms, transactions, and other interactions with us.

This Privacy Policy is intended to explain:

- What personal information we collect;
- How personal information is collected;
- Why we collect personal information;
- How personal information is used;
- How personal information is stored;
- How personal information is protected;
- How account and login information is handled;
- How customer and order information is handled;
- How payment and transaction information is handled;
- The limited circumstances in which information may be disclosed;
- How long information may be retained;
- The rights and choices available to individuals; and
- How privacy-related questions, requests, and grievances may be submitted to us.

We seek to collect and process personal information only to the extent reasonably necessary for legitimate purposes.

2. PERSONAL INFORMATION

For the purposes of this Privacy Policy, “personal information” means information relating to an identifiable individual or information that may reasonably be associated with an individual.

The information we collect depends upon the nature of the individual's interaction with us.

For example, a visitor who merely browses our website may provide little or no personal information, whereas a registered customer who purchases a product may provide substantially more information because such information is necessary to create an account, process an order, complete payment, and fulfil delivery.

3. INFORMATION WE COLLECT

We may collect the following categories of personal and transaction-related information.

3.1 Name and Identification Information

We may collect:

- Full name;
- Username;
- Account name;
- Information provided during registration;
- Information provided during an enquiry;
- Information provided during an order; and
- Other identifying information voluntarily provided to us.

This information may be used to identify the relevant individual, maintain an account, process an order, respond to communications, and provide requested services.

3.2 Email Information

We may collect an individual's email address when the individual:

- Creates an account;
- Registers on a website;
- Places an order;
- Submits a contact form;
- Requests customer support;
- Sends an enquiry;
- Communicates with us; or
- Voluntarily provides an email address for another legitimate purpose.

Email addresses may be used for account administration, order communication, payment-related communication, customer support, security notifications, responses to enquiries, and other legitimate communications connected with the individual's relationship with us.

3.3 Telephone and Mobile Information

We may collect telephone or mobile numbers where they are required or voluntarily provided.

Telephone numbers may be used for:

- Account-related communication;
- Order-related communication;
- Customer support;
- Delivery-related communication;
- Payment-related communication;

- Verification;
- Responding to enquiries; and
- Other legitimate purposes directly connected with our services.

We do not sell, rent, trade, or provide telephone numbers to unrelated third parties for their independent marketing or commercial purposes.

4. ACCOUNT AND LOGIN INFORMATION

Where account registration and login functionality is available, we may collect information necessary to establish and maintain the account, including:

- Username;
- Registered email address;
- Password or authentication information;
- Account preferences;
- Account status;
- Login-related information;
- Security-related account information; and
- Other information associated with the account.

Account information may be used to:

- Create and maintain accounts;
- Authenticate users;
- Provide access to account functionality;
- Maintain account security;
- Display relevant account information;
- Maintain order history;
- Provide customer support; and
- Prevent unauthorised access.

Passwords and authentication credentials are intended to be protected using appropriate security measures and should not ordinarily be accessible to us in readable or plain-text form.

Individuals are responsible for maintaining the confidentiality of their login credentials.

If an individual believes that their account has been compromised or accessed without authorisation, they should contact us promptly.

5. CUSTOMER AND ORDER INFORMATION

When an individual purchases a product or service, we may collect information reasonably necessary to process and administer the transaction.

Such information may include:

- Customer name;
- Email address;
- Telephone number;
- Billing information;
- Delivery information;
- Shipping address;
- Residential address where provided;
- City;
- State;
- Postal or PIN code;
- Country;
- Products or services purchased;
- Quantity;
- Order value;
- Order number;
- Order date and time;
- Order status;
- Cancellation information;
- Return information;
- Replacement information;
- Refund information; and
- Communications concerning the transaction.

This information is used for legitimate purposes including order processing, fulfilment, delivery, customer support, payment verification, refunds, cancellations, record keeping, and related administrative activities.

6. ADDRESS AND LOCATION INFORMATION

Where an individual provides an address or location-related information, we may process that information where reasonably necessary for:

- Delivery;
- Order fulfilment;
- Billing;
- Customer support;
- Service provision;
- Verification;
- Security;
- Fraud prevention; and
- Other purposes directly connected with the relevant service or transaction.

We do not intentionally collect precise location information merely for the purpose of tracking individuals.

Where location information is not necessary for a particular service, individuals will not ordinarily be required to provide such information solely for accessing general website content.

7. PAYMENT AND TRANSACTION INFORMATION

We may accept payments through payment methods made available through our websites.

When an individual makes or attempts to make a payment, we may receive or maintain transaction-related information including:

- Payment amount;
- Payment date;
- Transaction identification number;
- Payment reference number;
- UPI transaction reference information;
- Payment method;
- Payment status;
- Successful transaction status;
- Failed transaction status;
- Pending transaction status;
- Cancellation status;
- Refund status; and
- Other information necessary to administer and reconcile the transaction.

We use payment and transaction information to determine whether a payment has been completed, associate the payment with the relevant order, administer refunds or cancellations, maintain transaction records, and provide customer support.

8. RAZORPAY PAYMENT PROCESSING

Where Razorpay is used as the payment gateway for transactions made through our websites, payment processing may be performed by Razorpay.

Razorpay may process payment-related information that is necessary to facilitate, authenticate, authorise, and complete a transaction.

We may receive transaction-related information indicating whether a payment has been successfully completed, failed, remained pending, been cancelled, or been refunded.

We do not intentionally request or store confidential payment authentication credentials such as:

- UPI PINs;
- ATM PINs;
- Banking passwords;
- Card PINs; or
- Similar confidential authentication credentials.

Individuals should never disclose such confidential credentials to us through email, telephone, WhatsApp, contact forms, messages, or any other ordinary communication.

Razorpay's handling of payment information is subject to the terms, privacy practices, security measures, and legal obligations applicable to Razorpay.

9. CONTACT FORMS AND ENQUIRIES

When an individual submits an enquiry through a contact form or other communication facility, we may collect the information contained in that communication.

This may include:

- Name;
- Email address;
- Telephone number;

- Subject of the enquiry;
- Message;
- Attachments, where supported; and
- Other information voluntarily provided.

We use such information to understand and respond to the individual's enquiry, provide requested assistance, address complaints, provide customer support, or otherwise respond to the purpose for which the communication was submitted.

10. CUSTOMER COMMUNICATIONS

We may retain communications between individuals and us where reasonably necessary for:

- Customer support;
- Responding to enquiries;
- Processing orders;
- Resolving complaints;
- Addressing payment-related matters;
- Resolving disputes;
- Maintaining appropriate business records;
- Protecting our legal rights; and
- Improving the quality of customer service.

We do not use customer communications for purposes unrelated to legitimate business or service requirements.

11. TECHNICAL INFORMATION

When an individual accesses our websites, certain technical information may be automatically generated or recorded by the website infrastructure.

Depending upon the functionality and security systems implemented, this may include:

- IP address;
- Browser type;
- Device type;
- Operating system;
- Date and time of access;

- Pages accessed;
- General website interaction information;
- Technical error information; and
- Security-related technical information.

Such information may be used to:

- Maintain website functionality;
 - Diagnose technical problems;
 - Protect website security;
 - Identify unusual or unauthorised activity;
 - Improve reliability; and
 - Maintain the proper operation of our digital services.
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12. COOKIES AND SIMILAR TECHNOLOGIES

Our websites may use cookies and similar technologies where necessary for legitimate website functionality and operational purposes.

Cookies may be used to:

- Maintain login sessions;
- Remember user preferences;
- Support shopping-cart functionality;
- Maintain account functionality;
- Improve website performance;
- Support website security; and
- Understand general website usage.

Individuals may control certain cookies through their browser settings.

Disabling certain cookies may affect functionality, particularly features that require authentication, account sessions, or shopping-cart functionality.

We do not intentionally use cookies for purposes inconsistent with this Privacy Policy.

13. PURPOSES OF PROCESSING PERSONAL INFORMATION

We may use personal information for legitimate purposes including:

Account Administration

To create, maintain, authenticate, secure, and administer user accounts.

Order Processing

To process and fulfil orders for products and services.

Payment Administration

To process, verify, reconcile, and maintain records of payments and transactions.

Delivery and Fulfilment

To use relevant customer information for delivery and fulfilment where applicable.

Customer Support

To respond to enquiries, complaints, requests, and service-related communications.

Security

To protect our websites, accounts, systems, customers, and business operations against unauthorised access, fraud, misuse, and security threats.

Record Keeping

To maintain appropriate records relating to accounts, transactions, communications, payments, and other legitimate business activities.

Legal Compliance

To comply with applicable laws, regulations, lawful governmental requirements, court orders, and other legally binding obligations.

Business Administration

To conduct reasonable administrative and operational activities necessary to maintain our services and business operations.

14. RESPONSIBLE USE OF PERSONAL INFORMATION

We recognise that personal information is entrusted to us by individuals and should therefore be handled responsibly.

We do **not** sell, rent, trade, lease, or commercially exploit customer personal information.

We do **not** intentionally misuse personal information.

We do not intentionally use customer information for unrelated purposes or treat customer information as a commercial database available for sale or independent use by unrelated organisations.

Personal information is used primarily for providing requested services, administering accounts, processing transactions, communicating with customers, maintaining security, fulfilling legitimate business requirements, and complying with applicable law.

15. DISCLOSURE OF PERSONAL INFORMATION

We do not ordinarily provide customer personal information to unrelated third parties for their independent use, marketing, advertising, or commercial exploitation.

We maintain control over customer information and use it for the purposes described in this Privacy Policy.

The principal third-party exception applicable to our payment operations is **Razorpay**, where payment-related processing is necessary to facilitate transactions made through our websites.

We may also disclose information where such disclosure is required or permitted by applicable law, including where necessary to:

- Comply with applicable legislation;

- Respond to a valid court order;
- Comply with a lawful governmental or regulatory request;
- Respond to lawful law-enforcement requirements;
- Prevent or investigate fraud;
- Address serious security incidents;
- Protect our legal rights; or
- Protect the safety or rights of individuals where legally permitted.

Except in circumstances such as those described above, we do not ordinarily provide personal information to unrelated third parties.

16. DATA STORAGE IN INDIA

Personal information collected through our websites and services is stored and maintained **within India**.

We do not intentionally transfer customer personal information outside India for ordinary storage or processing as part of our normal business operations.

Our data-storage practices are intended to maintain personal information within India and under appropriate security measures.

17. DATA SECURITY

We take reasonable technical, organisational, and administrative measures designed to protect personal information against:

- Unauthorised access;
- Unauthorised disclosure;
- Unauthorised alteration;
- Accidental loss;
- Destruction;
- Misuse;
- Unauthorised account access; and
- Other unlawful or unauthorised processing.

Depending upon the nature of the information and our systems, security measures may include appropriate access controls, authentication mechanisms, password protection, system safeguards, monitoring, backups, and other reasonable security practices.

However, no website, electronic database, online platform, or method of electronic transmission can be guaranteed to be completely secure.

Accordingly, while we take reasonable measures to protect personal information, we cannot guarantee absolute security against every possible threat or security incident.

18. ACCOUNT SECURITY

Individuals are responsible for maintaining the confidentiality of their account credentials.

Individuals should:

- Maintain a strong and reasonably secure password;
- Avoid sharing login credentials;
- Avoid using easily predictable passwords;
- Log out when using a shared device; and
- Notify us promptly if unauthorised access is suspected.

We will not knowingly request passwords through unsolicited communications.

Where we reasonably believe that an account has been compromised, we may take appropriate security measures, including restricting access or requesting identity verification.

19. DATA RETENTION

We retain personal information only for as long as reasonably necessary for the purposes for which it was collected, including:

- Maintaining customer accounts;
- Processing transactions;
- Providing customer support;
- Maintaining business records;
- Processing refunds and cancellations;
- Resolving disputes;
- Preventing fraud;

- Maintaining security; and
- Complying with applicable legal, accounting, taxation, or regulatory requirements.

Retention periods may vary depending upon the nature of the information, the purpose for which it is maintained, and applicable legal requirements.

When personal information is no longer reasonably required and there is no legal or legitimate reason to retain it, we may securely delete, destroy, anonymise, or otherwise dispose of it.

20. ACCURACY AND CORRECTION OF INFORMATION

We seek to maintain accurate and reliable personal information.

Individuals may contact us if they believe that personal information associated with their account, order, or other interaction with us is inaccurate, incomplete, or outdated.

Subject to applicable law and reasonable verification requirements, we may correct or update such information where appropriate.

21. REQUEST FOR DELETION

Individuals may contact us to request deletion of personal information, subject to applicable law.

A deletion request may not result in immediate deletion where information must be retained for purposes including:

- Legal compliance;
- Accounting or taxation;
- Fraud prevention;
- Security;
- Dispute resolution;
- Enforcement or protection of legal rights; or
- Other legitimate purposes permitted by applicable law.

Where information is no longer required to be retained, we may securely delete or anonymise it.

22. WITHDRAWAL OF CONSENT

Where processing of personal information is based upon consent, an individual may withdraw such consent in accordance with applicable law.

Withdrawal of consent does not affect the lawfulness of processing undertaken before the withdrawal.

Where certain information is necessary to provide a requested service, withdrawal of consent may prevent us from continuing to provide that service.

Where another lawful basis permits continued processing, we may continue processing the relevant information to the extent permitted by applicable law.

23. CHILDREN'S PRIVACY

Our websites and services are not intended to knowingly collect personal information from children in circumstances where such collection is prohibited by applicable law.

Where applicable law requires parental or guardian consent for the processing of a child's personal information, we will comply with the applicable requirements.

If a parent or legal guardian believes that personal information relating to a child has been provided to us in circumstances requiring attention, they may contact us using the contact details provided in this Privacy Policy.

24. THIRD-PARTY WEBSITES

Our websites may contain links to external websites or online services.

Such links may be provided for convenience or informational purposes.

We do not control the privacy practices, security practices, content, or policies of websites that are independently operated by third parties.

Individuals should review the privacy policy applicable to an external website before submitting personal information to that website.

The presence of a link to an external website does not necessarily constitute an endorsement, partnership, or affiliation.

25. FRAUD PREVENTION AND SECURITY

We may process personal information where reasonably necessary to detect, prevent, investigate, and address:

- Fraudulent transactions;
- Suspicious payment activity;
- Unauthorised account access;
- Identity misuse;
- Attempts to compromise our systems;
- Cybersecurity threats;
- Abuse of our websites;
- Unlawful activity; and
- Other unauthorised activities.

Such processing is intended to protect our customers, users, websites, systems, business operations, and the integrity of our services.

26. BUSINESS AND TRANSACTION RECORDS

We may maintain appropriate records relating to:

- Customer accounts;
- Orders;
- Payments;
- Refunds;
- Cancellations;
- Communications;
- Customer support;
- Complaints;
- Disputes;
- Security matters;
- Consent records; and

- Other legitimate business activities.

Such records may be retained where reasonably necessary for business administration, legal compliance, accounting, taxation, security, dispute resolution, or protection of our legal rights.

27. PRIVACY RIGHTS AND INDIVIDUAL REQUESTS

Subject to applicable Indian law, individuals may have rights concerning their personal information.

Depending upon the circumstances and applicable legal requirements, these may include rights relating to:

- Access to information concerning processing;
- Correction of inaccurate or incomplete personal information;
- Erasure or deletion where applicable;
- Withdrawal of consent where consent is the applicable basis;
- Grievance redressal; and
- Other rights provided under applicable law.

Requests may be subject to reasonable identity verification procedures.

We may decline or limit a request where such action is permitted or required by applicable law.

28. GRIEVANCE REDRESSAL

We take privacy concerns seriously.

Any individual who has a concern, complaint, request, or grievance regarding the collection, use, processing, storage, or protection of personal information may contact us using the contact details provided below.

We will review legitimate grievances and take appropriate steps based upon the nature of the matter and applicable legal requirements.

A privacy-related request should contain sufficient information to enable us to understand the issue and, where necessary, identify the relevant account, individual, or transaction.

For security purposes, we may request reasonable verification before processing requests involving personal information.

29. CHANGES TO THIS PRIVACY POLICY

We may modify this Privacy Policy where reasonably necessary to reflect changes in:

- Our websites;
- Products or services;
- Business operations;
- Technology;
- Security practices;
- Data-processing practices; or
- Applicable laws and regulations.

Any revised version of this Privacy Policy will be made available through the relevant website.

Where applicable law requires additional notice or consent in connection with a material change, we will take the appropriate steps.

30. GOVERNING LAW

This Privacy Policy is intended to be governed by and interpreted in accordance with the applicable laws of India.

The collection, processing, storage, protection, and handling of personal information described in this Privacy Policy shall be undertaken subject to applicable Indian privacy, data-protection, information-technology, consumer-protection, contractual, and other relevant laws and regulations.

Nothing in this Privacy Policy is intended to restrict, remove, or exclude any mandatory legal right or protection available to an individual under applicable law.

31. SEVERABILITY

If any provision of this Privacy Policy is determined to be invalid, unlawful, or unenforceable under applicable law, such provision shall be interpreted or modified to the extent necessary to make it lawful and enforceable.

The invalidity or unenforceability of any individual provision shall not affect the validity and enforceability of the remaining provisions.

32. CONTACT INFORMATION

For privacy-related questions, requests, concerns, complaints, or grievances, individuals may contact us using the following details:

NVYA Global Solutions

Email: support@nvyaglobal.solutions

Additional Email: navyaamishra2026@gmail.com

Telephone: +91 9990942602

Individuals submitting requests relating to access, correction, deletion, consent, account information, or other personal-information rights should provide sufficient information for us to understand and process the request.

For the protection of personal information, we may require reasonable verification of the identity of the person making the request.

33. OUR COMMITMENT TO PRIVACY

We recognise that personal information is entrusted to us by individuals and that responsible handling of such information is essential to maintaining trust.

Accordingly:

- We do not sell personal information;
- We do not rent personal information;
- We do not trade personal information;
- We do not intentionally misuse personal information;

- We do not ordinarily provide personal information to unrelated third parties for their independent use;
- We maintain personal information within India;
- Razorpay may process payment-related information where necessary to facilitate transactions;
- We take reasonable measures to protect personal information; and
- We seek to process personal information only for legitimate and appropriate purposes.

We remain committed to handling personal information with care, confidentiality, responsibility, and respect for the privacy of the individuals who entrust such information to us.

34. FINAL NOTICE

By using our websites, creating an account, submitting information, placing an order, making a payment, requesting our services, contacting us, or otherwise interacting with us, you acknowledge that you have had an opportunity to review this Privacy Policy.

Where applicable law requires affirmative consent, such consent will be obtained through an appropriate consent mechanism.

This Privacy Policy should be read together with any applicable Terms and Conditions, Disclaimer, Refund Policy, Shipping or Delivery Policy, and other policies governing the relevant website, product, service, or transaction.

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