

# **Privacy Policy**

**Kraft-Obench** is a website owned and operated by KRAFT-OBENCH LLP a company duly registered and incorporated pursuant to section 12(1) of the Limited Liability Partnership Act, 2008, whose address is at RZ/H2/60/B, Second Floor, Mahavir Enclave, Bengali Colony Palam, South West Delhi, New Delhi – 110045, India. KRAFT-OBENCH LLP, is strongly committed in protecting your privacy and has taken all necessary and reasonable measures to protect your personal information and handle the same in a safe and responsible manner in accordance with the terms and conditions of this policy (“Privacy Policy”) set out herein below:

**Kraft-Obench** (“Website”) is a place for people to engage and understand the Services/Products provided by Kraft-Obench LLP. We are duty bound to abide by the laws, regulations, rules, circulars, notifications etc governing privacy in India.

This Privacy Policy is applicable to all Users of the Products/Services provided by Kraft-Obench. The user is herein collectively referred to as “You”. You may note that this Privacy Policy may be found deficient with respect to certain privacy laws of some other countries. By visiting this Website you agree to be bound by the terms and conditions of this Privacy Policy. If you do not agree please do not use or access our Website. By mere use of the Website, you expressly consent to our use and disclosure of your personal information in accordance with this Privacy Policy

## **1. Collection of Personal Information:**

For availing the Services/Products from Kraft-Obench, you may have to share your personal information such as email address, name, phone number, address, sex and age with Kraft-Obench’s personnel. Some of these information provided above are personally sensitive information (“Personal Information”) and is collected for the purpose of verification of identity of the user and to ensure due compliances. We do use your contact information to send you offers based on your previous orders and your interests. In general, you can browse the Website without telling us who you are or revealing any Personal Information about yourself. Additionally, if you browse through this Website, our servers may automatically record information of certain kind. Such information includes information such as the name of the domain and host from which you access the Internet; the Internet Protocol (IP) address of the computer you are using; the date and time of your access. We use this information to monitor the usage of our Website and also whatever is necessary for our business. This information does not include Personal Information. If you choose to post messages on our message boards, chat rooms or other message areas or leave feedback, we will collect that information you provide to us. We retain this information as necessary to resolve disputes, provide customer support and troubleshoot problems as permitted by law. If you send us personal correspondence, such as emails or letters, or if other users or third parties send us correspondence about your activities or postings on the Website, we may collect such information into a file specific to you.

Authorization via Gmail provides you the option to share certain information with us, including your name, email address, and access to your email inbox and calendar in read-only mode, which you can revoke at any time. We may use this information for data analytics purposes but stay assured as your identity will remain highly anonymous.

## **2. Information collected from third party:**

We may collect your Personal Information as well as other information from third parties like business partners; contractors; vendors etc and add the same to our account information.

## **3. Information placed on your computer:**

We may store some information such as cookies on your computer. Cookies are pieces of information that an application transfers to the hard drive of a visitors computer for record-keeping purposes. This information facilitates your use of Website and ensures that you do not need to re-enter your details every time you visit it. You can erase or choose to block this information from your computer if you want to. Erasing or blocking such information may limit the range of features available to the visitor on Website. We also use such information to provide visitors a personalized experience on Website. We may use such information to allow visitors to use Website without logging in upon returning.

## **4. Information collected from your mobile device:**

- (a) Personal Information: All the information that we collect is related to provide Kraft-Obench services and its features. We never receive any of the following information unless you expressly choose to share it with us. It's as simple as that. Here are some references of the kind of information that we collect.
- (b) Contacts: We use read-only information for authenticate to log to the service. We will never import or scan your contacts unless you ask us to. If you opt to do so, we request an access of your contacts to help you find your friends who use Kraft-Obench.
- (c) Phone state: We access red only information to phone state including phone number, device network. This allows us to provide you with a seamless experience and a higher caliber of customer service.
- (d) Location: We will never gather or use your specific device location without first getting your explicit permission. It is used strictly to coordinate and complete your shipment for order delivery.
- (e) Camera: We will only access images that you specifically choose, and we will never scan or import your photo library or camera roll. This allows you to choose individual pictures to change your user profile picture or easy upload of documents. You can stop sharing photos and revoke access at any time.

## **5. Links:**

Our Website may contain links to other sites. Such other sites may use information about your visit to this Website. Our Privacy Policy does not apply to practices of such sites that we

do not own or control or to people we do not employ. Therefore, we are not responsible for the privacy practices or the accuracy or the integrity of the content included on such other sites. We encourage you to read the individual privacy statements of such websites.

## **6. Use of Personal Information:**

Website collects and uses your Personal Information to provide you better customer experience and also in the administration of our business. Website may use your Personal Information to administer this service, personalize the Website services for you enable your access to and use of Website services publish information about you on Website to keep you informed or update you on various products and services available from Website send you statements and invoices collect payments from you send you marketing communications to send you mails or contact you for various customer satisfaction surveys, market research, promotional activities or in connection with certain transactions make communications necessary to notify you regarding various security, privacy, and administrative issues to respond to your queries send you information that may be of interest to you, share this information with Services/Products made available through Website to respond to any of your legitimate claim, or to address you if we have reasonable belief, that you are violating the rights of any third party or any of the agreements or policies that govern your use of Website Services/Products conduct research and perform analysis in order to measure, maintain, protect, develop and improve our services. Website has no operations in other countries and we do not transfer Personal Information to other countries. However, if the server space provider as matter of backup or other general practices may transfer the server content between any of the countries in which server provider operates or servers are located to enable the use of the information in accordance with this Privacy Policy, You agree to such cross-border transfers of Personal Information and the risk associated with it. Where Website discloses your Personal Information to any third party for any purpose mentioned above, such third parties are obligated to use that Personal Information in accordance with the terms of this Privacy Policy. In addition to the disclosures reasonably necessary for the purposes identified above, Website may disclose your Personal Information to the extent that it is required to do so by law, in connection with any legal proceedings or prospective legal proceedings, and in order to establish, exercise or defend its legal rights. Kraft-Obench shall provide the services under the Agreement, either by itself or through any third-party. In case the services are required to be provided through any third-party, Kraft-Obench shall share the details (only to the extent required to provide the services) of the Customer to enable such third-party to provide the service. The Customer hereby authorises Kraft-Obench to share the details of the Customer with such third party.

## **7. Personal Information that we share:**

We are committed in protecting the privacy and security of your information. At no time will we sell your Personal Information without your permission unless set forth in this Privacy Policy to third parties. The information we receive about you or from you may be used by us or shared by us with our corporate affiliates, dealers, agents, vendors and other third parties. We do not share, sell, trade or rent your Personal Information to third parties for unknown reasons. We retain complete anonymity while in all analytics and none of the Personal Information is used, except in a limited set of circumstances as stated below. We

safeguard your email addresses. We don't sell the email addresses provided by you and we use them only as directed by you and in accordance with this Policy.

#### **8. We share your Personal Information as described below:**

Business Transfers: If we start up subsidiaries or get involved in mergers or acquisitions. In such case your Personal Information may be the matter of transfer. And we will provide notice on any such transfer and become subject to different privacy policy.

#### **9. DND Waiver:**

You agree and authorize the Company to use and share your information with its contractors and other third parties, in so far as required for joint marketing purposes/offering various services/report generations and/or to similar services to provide you with various value-added services, in association with the Services selected by you or otherwise. You agree to receive communications through emails, telephone and/or sms, from the Company including its contractors or its third-party vendors regarding the Services/ancillary services updates, information/promotional emails and/or product announcements. In this context, you agree and consent to receive all communications at the mobile number provided, even if this mobile number is registered under DND/NCPR list under TRAI regulations, and for such purpose, you further authorize Company to share/disclose the information to its contractors or any third-party service provider.

#### **10. Our commitment to Personal Information security:**

We recognize that your privacy is important to you, and therefore we endeavour to keep your Personal Information confidential. We will take reasonable technical and organizational precautions to prevent the loss, misuse or alteration of your Personal Information. We assure you of our best effort to protect Personal Information, HOWEVER, WE DO NOT REPRESENT, WARRANT, OR GUARANTEE THAT YOUR PERSONAL INFORMATION WILL BE PROTECTED AGAINST UNAUTHORIZED ACCESS, LOSS, MISUSE, OR ALTERATIONS, AND DO NOT ACCEPT ANY LIABILITY FOR THE SECURITY OF THE PERSONAL INFORMATION SUBMITTED TO US NOR FOR YOUR OR THIRD PARTIES USE OR MISUSE OF PERSONAL INFORMATION.

#### **11. Payment Gateway:**

Information relating to electronic transactions entered into payments via the Website shall be protected by encryption technology. We have partnered with secure payment gateway i.e. Razorpay. The Website does not have the ability to interfere and do not interfere with the payment gateway mechanism. The Website has no access to the information that you may enter for making the payment through the payment gateway. Your transaction and banking details or other information as required for internet banking or other payment instruments is held by our Payment Gateway partner. By creating a link to a payment gateway, we do not endorse the payment gateway, nor are we liable for any failure of products or services offered by such payment gateway. Such payment gateway may have a privacy policy different from that of ours. All failures/ errors/ omissions of the payment gateway shall be solely on the payment gateway. You hereby consent that you shall not sue

the Website for any disputes that you may have with the payment gateway for any wrong doing of the payment gateway.

#### **12. Security:**

We safeguard your privacy using known security standards and procedures and comply with applicable privacy laws. Our Website combines industry-approved physical, electronic and procedural safeguards to ensure that your information is well protected through its life cycle in our infrastructure. Personal Information is hashed or encrypted when it is stored in our infrastructure. Personal Information is decrypted, processed and immediately re-encrypted or discarded when no longer necessary.

#### **13. Opt-Out Policy:**

Please email us at [info@kraft-obench.com](mailto:info@kraft-obench.com) if you no longer wish to receive any information from us.

#### **14. Changes to the Privacy Policy:**

We reserve the right to modify this Privacy Policy and it is subject to change at any time without notice. If we decide to change our Privacy Policy, such changes will be posted on Website so that you are always aware of the latest amendments in this Privacy Policy and please review this Policy periodically.

#### **15. About this Privacy Policy:**

If you choose to visit our Website, your visit and any dispute over privacy is subject to this Privacy Policy and Terms of Use. The terms of this Privacy Policy do not govern Personal Information furnished through any means other than the Website. If you have any questions about this Privacy Policy or Website treatment of your Personal Information, please write to [info@kraft-obench.com](mailto:info@kraft-obench.com)

#### **16. Grievances:**

If you have any grievances against the Website privacy practices, or you apprehend that your privacy is compromised at the Website, please address your complaint/ concerns to [info@kraft-obench.com](mailto:info@kraft-obench.com). We assure, we shall pro-actively address your concerns. All disputes between us and you in this regard are subject to exclusive jurisdiction of Delhi courts.