



Zoho
Commerce

Privacy Policy Page

Privacy Policy

At _____ (Insert Seller name), your privacy is important to us. We are committed to being transparent about how we collect, use, share, and protect personal data. This Privacy Policy describes how _____ (Insert Seller name) (we", "our", or "us") collect, use, share, and protect personal data when individuals interact with our business through our website or online marketplace platform (collectively, the "Services").

I. Information we collect

1) Information you provide directly

We collect personal details such as name, phone number and/or email address, shipping address, and payment information when you place an order or contact us.

2) Information that we collect automatically

When you visit our website, we automatically collect information such as IP address, device and browser details, preferences, interaction logs, and information collected through cookies or similar technologies.

3) Information that we collect from third-parties

We may receive certain information from third-parties such as payment service providers, delivery and logistics partners, and customer support service providers, in connection with providing the Services.

II. Purposes for using information

We may use your information for the following purposes:

- To provide, operate, and manage the Services.
- To process and fulfill orders, payments, returns, and refunds.
- To communicate with you regarding inquiries or support requests.
- To keep you posted on new products and services.
- To facilitate delivery and logistics.
- To comply with applicable legal, regulatory, and contractual obligations.
- To improve our services, operations, and user experience.

III. Legal bases for collecting and using information

Where required under applicable data protection laws, we process personal data based on one or more of the following legal bases:

- Performance of a contract, including to provide products or services requested by you.
- Legitimate interests, such as operating our business, preventing fraud, and improving our services, provided such interests do not override your rights.
- Consent, which may be withdrawn at any time.

IV. Who we share your information with

We may share personal data with:

- Our group entities
- Marketplace or platform operators through which our Services are offered
- Payment processing providers
- Shipping and logistic providers
- Government authorities or regulators, where required by law

V. Your rights over how he handle your personal data

We provide you with certain rights in relation to your personal data, including the right to access, correct, update, or delete your personal data, object to or restrict certain processing activities, and request a copy of your personal data. You may exercise these rights by contacting us at _____ (Insert contact details).

VI. Retention of personal data

We retain personal data only for as long as necessary to fulfill the purposes described in this Privacy Policy.

VII. Security measures

We implement reasonable technical and organizational measures to protect your personal data against unlawful destruction, loss, alteration, or unauthorized disclosure.

VIII. Notification of changes

We may update this Privacy Policy from time to time. Any changes will be effective when the updated Privacy Policy is posted. We encourage you to review this Privacy Policy periodically.

IX. Contact us

If you have any questions, concerns, or requests regarding this Privacy Policy or our handling of your personal data, please contact us at _____ (Insert email address).