

Privacy Policy – Rai & Co

Effective Date: 02-06-2024

Rai & Co (“we,” “our,” or “us”) respects your privacy and is committed to protecting the personal information you share with us when using our mobile application (“App”).

1. Information We Collect

When you use the Rai & Co App, we may collect:

- **Basic details:** Name, phone number, email, and address (only when placing an enquiry/order).
- **Order/enquiry details:** Products you are interested in or purchase.
- **Device information:** Limited technical information for improving app performance.

We do not collect unnecessary personal data.

2. How We Use Your Information

Your information may be used to:

- Respond to product enquiries or orders.
 - Deliver your products or connect you with our authorized dealers/partners.
 - Provide customer support.
 - Improve catalog browsing experience.
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3. Information Sharing

- We **do not sell or rent** your personal information.
- Information is shared only with:

- Delivery partners or dealers (for fulfilling your order).
 - Payment service providers (if you pay online).
 - Legal authorities if required by law.
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4. Data Security

We use reasonable safeguards to protect your data against unauthorized access or misuse.

5. Your Rights

You may:

- Request access, update, or deletion of your personal data.
 - Contact us anytime for privacy-related concerns.
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6. Children's Privacy

Our app is **not intended for children under 13 years of age**.

7. Changes to Policy

We may update this Privacy Policy as needed. Updates will be communicated through the App.

8. Contact Us

If you have any questions or concerns, please contact us:

 Email: team@graphketing.com