

Krishimuni Privacy Policy

Effective Date: [04/01/2025] | Last Updated: [04/01/2025]

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1. Information Collection and Use

We collect information to provide, enhance, and secure our services. Below is the type of data collected and its purpose.

Type of Data	Purpose	Examples
Profile Information	To create and update accounts	Name, Contact Number, Email ID, Profile Picture
Current Location	To fetch the weather report of the location	Location of the mobile device
Device Data	To monitor and improve platform performance	Hardware model, OS version, Device identifiers
Usage Data	To enhance features and support	Access times, app crashes, browser type
Communication Data	To resolve conflicts and improve support	Call times, texts, and in-app messages

2. Data Retention

We retain your information as long as necessary to provide our services or comply with legal obligations. Typically, this period does not exceed 7 years.

Users may request deletion of their accounts at any time. However, Krishimuni may retain data after deletion requests to comply with legal or regulatory requirements or resolve outstanding issues.

3. User Rights

You have the right to access, add, remove, or modify your profile information on the Platform. To exercise these rights, contact us at customersupport@krishigati.com or Raise a General Query ticket in Application.

4. Data Security

We follow global security standards, such as ISO 27001, to protect your information. Data is encrypted during transit and at rest.

5. Disclosures and Transfers

We share your data with third parties to provide services securely and efficiently. We only do so with your consent or where legally required.

- Examples of third-party sharing include:
 - Hosting and IT service providers
 - Payment processors and banking partners

6. Grievances

If you have questions or concerns regarding this policy, contact our grievance officer:

Grievance Officer: Tukaram Bhikaji Sonawane

Address: 13, Tower 1-1303 No - 5758/A, Mahindra Centralis, Pimpri Bhosari Road, Mahindra Centralis, Nehru Nagar, Pimpri Chinchwad, Pune, Maharashtra - 411018

Email: customersupport@krishigati.com

Phone: +91 7030806000.

7. Updates

We may update this policy from time to time. Significant changes will be communicated via email or in-app notifications at least 7 days prior to implementation.

8. Refund Policy

If an order does not meet your expectations, you may request a refund under certain conditions. Refunds will be issued at Krishimuni's discretion.

- Eligible for Refunds:
 - Technical issues with your order
 - Incorrect charges
 - Undelivered orders
- Not Eligible for Refunds:
 - User errors, such as ordering the wrong vehicle
 - Issues related to non-safety vehicle conditions