Privacy Policy

We value the trust You (defined below) place in Us (defined below). That's why We (defined below) insist upon the highest standards for secure transactions and customer information privacy. Please read the following statement to learn about Our (defined below) information-gathering and dissemination practices.

Techno Sportswear Private Limited ("TSPL"), which also includes its affiliates), having its registered office address at 102A, Leeds International Compound, Industrial Estate Kasipalayam Main Road, Nallur Village, Tirupur Coimbatore 641606 India.

TSPL is committed to respecting the privacy of every person who shares information with it or whose information it receives. Your (defined below) privacy is important to Us (defined below) and We (defined below) strive to take care and protect the information We (defined below) receive from You (defined below) to the best of Our (defined below) ability.

This Privacy Policy ("Privacy Policy") applies to the collection, receipt, storage, usage, processing, disclosure, transfer and protection ("Utilization") of your Sensitive Information (defined below) when You use the TSPL website available at URL: www.technosport.in*** (where *** represents various domain names) operated by TSPL ("Website") or mobile application of brand name "TechnoSport" available for download at Google Play Store, Apple App Store, Windows App Store ("Application") operated by TSPL or avail any Services offered by TSPL through the Website or Application.

The terms 'You' or 'Your' refer to you as the user (registered or unregistered) of the Website, Application or Services and the terms 'We', 'Us" and 'Our' refer to TSPL.

The capitalized terms that are used but not defined in this Privacy Policy shall have the same meaning as in our Terms of Use.

1. CONSENT:

1. You acknowledge that this Privacy Policy is a part of the Terms of Use of the Website and the other Services, by accessing the Website or Application or by otherwise providing Us Your Sensitive Information (defined hereunder) Yourself or through a User or by making use of the Services provided by the Website or Application, You unconditionally signify Your (i) assent to the Privacy Policy, and (ii) consent to the Utilisation of your Sensitive Information in accordance with the provisions of this Privacy Policy.
2. You acknowledge that You are providing Your SensitiveInformation out of Your free will. Further, You hereby acknowledge that the Utilization of Your Sensitive Information by TSPL is necessary for the purposes identified hereunder. You hereby consent that the Utilization of any Sensitive Information in accordance with the provisions of this Privacy Policy shall not cause any wrongful loss to You.
3. YOU HAVE THE OPTION NOT TO PROVIDE US THE SENSITIVE INFORMATION SOUGHT TO BE COLLECTED. YOU WILL ALSO HAVE AN OPTION TO WITHDRAW YOUR

CONSENT AT ANY POINT, PROVIDED SUCH WITHDRAWAL OF THE CONSENT IS INTIMATED TO US IN WRITING. If You do not provide Us Your Sensitive Information or if You withdraw the consent to provide Us Your Sensitive Information at any point in time, We shall have the option not to fulfill the purposes for which the said Sensitive Information was sought and We may restrict You from using the Website, Application or Services.

4. The Application and its contents are not targeted to minors (those under the age of 18). However, TSPL has no way of distinguishing the age of individuals who access our Platform. If a minor has provided TSPL with Sensitive Information without parental or guardian consent, the parent or guardian should contact Us at contact@technosport.in if You are aware that We may have inadvertently collected Sensitive Information and We will delete that information as soon as possible.

2. CHANGES TO THE PRIVACY POLICY:

1. We reserve the right to update (change, modify, add and/or delete) this Privacy Policy from time to time at our sole discretion. There is a tab at the end of the Privacy Policy which indicates when the Privacy Policy was last updated.

2. When We update Our Privacy Policy, we will intimate You of the amendments on Your registered email ID or on the Website or Application. Alternatively, TSPL may cause Your account to be logged-off and make Your subsequent account log-in conditional on acceptance of the Agreement. If You do not agree to the amendments, please do not use the Website, Application or Services any further.

3. INFORMATION COLLECTED: In order to provide Services to You we might require You to voluntarily provide Us certain information that personally identifies You. You hereby consent to the collection of such Sensitive Information by TSPL. The Sensitive Information that We may collect from You, about You, may include but are not limited to, the following:

1. GST Certificate
2. Udhyam Adhaar Certificate
3. Business Name
4. Business address (including country and pin/postal code),
5. Location information, including Your GPS location,
6. Phone number/mobile number,
7. Email address,
8. Valid financial information at time of purchase of merchandise and/or online payment,
9. Application Login ID and password,
10. User details as provided at the time of registration or thereafter,
11. Records of interaction with TSPL representatives,
12. Your usage details such as time, frequency, duration and pattern of use, features used and the amount of storage used,
13. Master and transaction data and other data stored in Your user account,
14. Internet Protocol address, browser type, browser language, referring URL, files accessed, errors generated, time zone, operating system and other visitor details collected in Our log files, the pages of our Website or Application that You visit, the time and date of Your visit, the time spent on those pages and other statistics ("Log Data"),

15. User's tracking Sensitive Information such as, but not limited to the device ID, Google Advertising ID and Android ID,
16. Any other information that is willingly shared by You.
(Collectively called as "Sensitive Information")

4. HOW WE COLLECT SENSITIVE INFORMATION: The methods by which We collect Your Sensitive Information include but are not limited to the following:
1. When You register on Our Website or Application,
2. When You provide Your Sensitive Information to Us for registration and verification purpose,
3. During the course of Services provided to You by Us,
4. When You use the features on Our Website or Application,
5. Through Your device, once You have granted permissions to Our Application (discussed below),
6. By the use of cookies (also discussed below),
7. We collect information that Your browser/app sends whenever You visit Our Website or Application, such as the Log Data.

5. USE OF SENSITIVE INFORMATION: Your Sensitive Information may be used for various purposes including but not limited to the following:
1. To provide effective Services;
2. To verify Your business identity;
3. To process User registration;
4. To enable communication between Users on the Application and/or processing Users transactions on the Application;
5. To debug customer support related issues;
6. To operate and improve the Website or Application;
7. TO PERFORM RESEARCH AND ANALYSIS FOR OUR UNDERSTANDING, INFORMATION, ANALYSIS, SERVICES, AND TECHNOLOGIES IN ORDER TO PROVIDE ALL USERS IMPROVED QUALITY OF CARE; AND ENSURING THAT THE CONTENT AND ADVERTISING DISPLAYED ARE CUSTOMIZED TO YOUR INTERESTS AND PREFERENCES;
8. To contact You via phone, SMS, email, or third-party communication services such as WhatsApp, etc. for appointments, technical issues, payment reminders, obtaining feedback, and other security announcements;
9. To send promotional and marketing emails from Us via SMS, email, snail mail or third-party communication services such as WhatsApp, Facebook, etc.;
10. To advertise products and Services of TSPL and third parties;
11. To transfer information about You, if We are acquired by or merged with another company;
12. To share with Our business partners for provision of specific services You have ordered so as to enable them to provide effective Services to You;
13. To administer or otherwise carry out Our obligations in relation to any Agreement You have with Us;

14. To respond to subpoenas, court orders, or legal process, or to establish or exercise Our legal rights or defend against legal claims; and
15. To investigate, prevent, or take action regarding illegal activities, suspected fraud, violations of Our Terms of Use, breach of Our agreement with You or as otherwise required by law
(collectively referred to as “Purpose(s)”).

6. SHARING AND TRANSFERRING OF SENSITIVE INFORMATION:
1. You hereby consent and authorize Us to publish feedback obtained by You on Our Website or Application.
2. User’s financial information are transacted upon secure sites of approved payment gateways which are digitally under encryption, thereby providing the highest possible degree of care as per current technology. However, User is advised to exercise discretion while saving the payment details.
3. To the extent necessary to provide You with the Services, We may provide Your Sensitive Information to third party contractors who work on Our behalf to provide You with Services. These third-party contractors have access to information needed to process Services only and shall not use it for other purposes. Each third-party contractor, the data processor to which We transfer Sensitive Information shall have to agree to comply with the procedures and policies or put in place adequate measures on their own for maintaining the confidentiality and secure Your Sensitive Information.
4. You acknowledge that TSPL may be obligated by law to disclose or transfer your Sensitive Information with Courts and Government agencies in certain instances such as for verification of identity, or for prevention, detection, investigation, prosecution, and punishment for offenses, or in compliance with laws such as intimation of diagnosis of an epidemic disease. You hereby consent to the disclosure or transfer of Your Sensitive Information in these instances.
5. Notwithstanding the above, We are not responsible for the confidentiality, security, or distribution of Your Sensitive Information by third parties outside the scope of Our Agreement. Further, We shall not be responsible for any breach of security or for any actions of any third parties or events that are beyond our reasonable control of Us including but not limited to, acts of government, computer hacking, unauthorized access to computer data and storage device, computer crashes, breach of security and encryption, poor quality of Internet service or telephone service of the User etc.
6. We may share Your Sensitive Information with Our other corporate and/or associate entities and affiliates to (i) help detect and prevent identity theft, fraud and other potentially illegal acts and cyber security incidents, and (ii) help and detect co-related/related or multiple accounts to prevent abuse of Our Services.

7. PERMISSIONS: Once the App is downloaded and installed, you may be prompted to grant certain permissions to allow the App to perform certain actions on your device. These actions include permission to:
1. Location: Permission is required to deliver the order

2. Photos/Media/Files/Storage: Permission is required for easy uploading/downloading of the pictures/documents/files from your device storage
3. Phone Number: Permission is required to initiate the call (phone dialer) to customer support
4. Bluetooth: Permission is required to take audio/video calls over a bluetooth device
5. Microphone: Permission is required to send the voice notes to customer support
6. Wifi: Permission is required to connect the Application

8. USE OF COOKIES:

1. Cookies are files with a small amount of data, which may include an anonymous unique identifier. Cookies are sent to You on the Website and/or Application.
2. We may store temporary or permanent ‘cookies’ on Your computer/device to store certain data (that is not Sensitive Information). You can erase or choose to block these cookies from Your computer. You can configure Your computer’s browser to alert You when We attempt to send You a cookie with an option to accept or refuse the cookie. If You have turned cookies off, You may be prevented from using certain features of the Website or Application.
3. We do not control the use of Cookies by third parties.
4. We use minimum cookies required for better customer experience like login and cart expiry is set.

9. SECURITY:

1. The security of Your Sensitive Information is important to Us. We have adopted reasonable security practices and procedures including usage of http, role-based access, secure communication, password protection, encryption, CORS implementation etc. to ensure that the Sensitive Information collected is secure. You agree that such measures are secured and adequate. We restrict access to Your Sensitive Information to Our and Our affiliates’ employees, agents, third-party service providers, partners, and agencies who need to know such Sensitive Information in relation to the Purposes as specified above in this Policy, provided that such entities agree to abide by this Privacy Policy.
2. While We will endeavor to take all reasonable and appropriate steps to keep secure any information that We hold about You and prevent unauthorized access, You acknowledge that the internet is not 100% secure and that We cannot guarantee absolute security of Your Sensitive Information. We will not be liable in any way in relation to any breach of security or unintended loss or disclosure of information caused in relation to Your Sensitive Information.

10. ACCOUNT DELETION POLICY :

If the user wish to delete their Technodirect account, they can write to us at "retailsales@technosport.in". We will prompty respond to the user's request and take the necessary action to delete their account and associated data within 2 weeks from the date of request. In case there is an active order from the user, i.e. an order which order which is is under return time window, account deletion request will be processed only after closure of the return window.

Following personal data will be deleted :-

1. Name
2. Phone number
3. Email id
4. Business verificatioin details i.e. GST Certificate or Udhyam Adhaar Certificate
3. Business Name
4. Business address (including country and pin/postal code),

Please note that if you request deletion of your account, we may retain and use your personal information to the extent necessary to comply with our legal obligations. For example, Technodirect may keep information for tax, legal reporting, and auditing obligations. This data can be retained for upto 1 year time period from the date of request. Such data includes order details data such as order id, item details, time of order, quantity, amount of purchase. System generated user id will be retained to identify orders placed by different users.

11. THIRD PARTY LINKS: During Your interactions with Us, it may happen that We provide/include links and hyperlinks of third-party websites not owned or managed by Us ("Third-party Websites"). It may also happen that You or other Users may include links and hyperlinks of Third-party Websites. The listing of such Third-Party Websites (by You, other Users or by Us) does not imply endorsement of such Third-party Websites by TSPL. Such Third-party Websites are governed by their own terms and conditions and when You access such Third-party Websites, You will be governed by the terms of such Third-party Websites. You must use Your own discretion while accessing or using Third-party Websites. We do not make any representations regarding the availability and performance of any of the Third-party Websites. We are not responsible for the content, terms of use, privacy policies, and practices of such Third-party Websites. We do not bear any liability arising out of Your use of Third-party Websites.

12. ACCESS: If You need to update or correct Your Sensitive Information or have any grievance with respect to the processing or use of Your Sensitive Information, or request that We no longer use Your Sensitive Information to provide You Services, or opt-out of receiving communications such as promotional and marketing-related information regarding the Services, for any reason, You may send Us an email at contact@technosport.in and We will take all reasonable efforts to incorporate the changes within a reasonable period of time.

13. COMPLIANCE WITH LAWS: You are not allowed to use the services of the Website or Application if any of the terms of this Privacy Policy are not in accordance with the applicable laws of Your country.

14. TERM OF STORAGE OF SENSITIVE INFORMATION:

1. TSPL may keep records of communications, including phone calls received and made for making enquiries, orders, feedback or other purposes for rendering services effectively and efficiently. TSPL will be the exclusive owner of such data and records. However, all records are

regarded as confidential. Therefore, will not be divulged to any third party, unless required by law.

2. TSPL shall store Your Sensitive Information at least for a period of three years from the last date of use of the Services, Website or Application or for such period as may be required by law.

15. GRIEVANCE OFFICER: We have appointed a grievance officer, whose details are set out below, to address any concerns or grievances that You may have regarding the processing of Your Sensitive Information. If You have any such grievances, please write to Our grievance officer at contact@technosport.in and Our officer will attempt to resolve Your issues in a timely manner.

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