

PRIVACY POLICY

At Mohdak's website, accessible from <https://www.mohdak.com>, one of our main priorities is the privacy of our visitors. This Privacy Policy document contains types of information that is collected and recorded by <https://www.mohdak.com> how we use it.

If you have additional questions or require more information about our Privacy Policy, do not hesitate to contact us through email at getme@mohdak.com

SECTION 1 – WHAT DO WE DO WITH YOUR INFORMATION?

At Mohdak, will retain your personal information only for as long as is necessary for the purposes set out in this Privacy Policy. We will retain and use your information to the extent necessary to comply with our legal obligations, resolve disputes, and enforce our policies.

We follow a standard procedure of using log files. These files log visitors when they visit websites. All hosting companies do this and a part of hosting services' analytics. The information collected by log files include internet protocol (IP) addresses, browser type, Internet Service Provider (ISP), date and time stamp, referring/exit pages, and possibly the number of clicks. These are not linked to any information that is personally identifiable. The purpose of the information is for analysing trends, administering the site, tracking users' movement on the website, and gathering demographic information.

When you purchase something from our store, as part of the buying and selling process, we collect the personal information you give us such as your name, address and email address.

Email marketing: With your permission, we may send you emails about our store, new products and other updates.

When visitors leave comments on the site we collect the data shown in the comments form, and also the visitor's IP address and browser user agent string to help spam detection.

For users that register on our website (if any), we also store the personal information they provide in their user profile. All users can see, edit, or delete their personal information at any time (except they cannot change their username). Website administrators can also see and edit that information.

SECTION 2 – CONSENT

By using our website, you hereby consent to our Privacy Policy and agree to its terms.

When you provide us with personal information to complete a transaction, verify your credit card, place an order, arrange for a delivery or return a purchase, we imply that you consent to our collecting it and using it for that specific reason only.

If we ask for your personal information for a secondary reason, like marketing, we will either ask you directly for your expressed consent, or provide you with an opportunity to say no.

How do I withdraw my consent?

If after you opt-in, you change your mind, you may withdraw your consent for us to contact you, for the continued collection, use or disclosure of your information, at any time, by contacting us at <https://www.mohdak.com> or mailing us at getme@mohdak.com or our workshop address mentioned below:

MOHDAK FOODS PRIVATE LIMITED
84-B, Kamgar Nagar, Kurla East, Mumbai 400 024

If you have an account on this site, or have left comments, you can request to receive an exported file of the personal data we hold about you, including any data you have provided to us. You can also request that we erase any personal data we hold about you. This does not include any data we are obliged to keep for administrative, legal, or security purposes.

SECTION 3 – DISCLOSURE

We may disclose your personal information if we are required by law to do so or if you violate our Terms of Service.

SECTION 4 – PAYMENTS

We use Razorpay for processing payments. We do not store your card data on our servers. The data is encrypted through the Payment Card Industry Data Security Standard (PCI-DSS) when processing payment. Your purchase transaction data is only used as long as is necessary to complete your purchase transaction. After that is complete, your purchase transaction information is not saved.

Our payment gateways adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover.

PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

SECTION 5 – THIRD-PARTY SERVICES

In general, the third-party providers used by us will only collect, use and disclose your information to the extent necessary to allow them to perform the services they provide to us.

However, certain third-party service providers, such as payment gateways and website analytics, have their own privacy policies in respect to the information we are required to provide to them for your purchase-related transactions.

For these providers, we recommend that you read their privacy policies so you can understand the manner in which your personal information will be handled by these providers.

In particular, remember that certain providers may be located in or have facilities that are located in a different jurisdiction than either you or us. So if you elect to proceed with a transaction that involves the services of a third-party service provider, then your information may become subject to the laws of the jurisdiction(s) in which that service provider or its facilities are located.

Once you leave our store's website or are redirected to a third-party website or application, you are no longer governed by this Privacy Policy or our website's Terms of Service.

Links

When you click on links on our store, they may direct you away from our site. We are not responsible for the privacy practices of other sites and encourage you to read their privacy statements.

SECTION 6 – SECURITY

To protect your personal information, we take reasonable precautions and follow industry best practices to make sure it is not inappropriately lost, misused, accessed, disclosed, altered or destroyed.

SECTION 7 – COOKIES

Our website, www.mohdak.com uses 'cookies'. These cookies are used to store information including visitors' preferences, and the pages on the website that the visitor accessed or visited. The information is used to

optimize the users' experience by customizing our web page content based on visitors' browser type and/or other information. We use cookies to maintain your user session on our website. It is not used to personally identify you on other websites.

If you leave a comment on our site you may opt in to saving your name, email address and website in cookies. These are for your convenience so that you do not have to fill in your details again when you leave another comment. These cookies will last for one year.

If you visit our login page, we will set a temporary cookie to determine if your browser accepts cookies. This cookie contains no personal data and is discarded when you close your browser.

When you log in, we will also set up several cookies to save your login information and your screen display choices. Login cookies last for two days, and screen options cookies last for a year. If you log out of your account, the login cookies will be removed

We reserve the right to modify this privacy policy at any time.

Section 8 – Shipping Policy

GENERAL SHIPPING RULES:

1. All orders placed post 12.00 noon will be ready for dispatch within 24 hours and shall be delivered as per timelines mentioned below.
2. All orders placed post 12.00 noon on Saturday will be ready for dispatch on Monday or the next working day evening since we do not have courier service pick up on weekends and Government holidays.
3. Orders placed during festival months, might be delayed in dispatch/delivery in comparison to its normal delivery timelines due to shipment overload and stock shortage.
4. Shipping details while placing orders should be correct and any delay in delivery due to wrong details will be sole responsibility of the customer only.

SHIPPING AND OTHER CHARGES:

1. Free shipping on orders upto Rs 5000
2. Shipping charges for orders above Rs 5000 will be 5% of the order total.

GRIEVANCE CELL:

1. All product and shipping related concerns will be entertained within 24 hours of delivery only.
2. Pictures of concerned is must.
3. All email should marked to getme@mohdak.com

DELIVERY TIMELINES:

- **Delivery for Mumbai and MMR – within 48 hrs only.**
- **Delivery for all Metro cities – within 3-4 days only.**
- **Delivery for all Non-metro cities – within 5-7 days only.**