

TEKIPOST

PRIVACY POLICIES

Tekies Retail Pvt. Ltd. (hereinafter referred as “Tekipost,” “We,” “Us,” “Our,” or “Company”) is a company incorporated under the Companies Act, 2013, with its registered office at 807 Ashoka Bhawan, 93 Nehru Place, New Delhi-110019. The Company provides logistics management services under the brand name “Tekipost.”

Please read this privacy policy carefully before accessing or using the website or any other platform or tool developed by Tekipost, or while availing of any services provided by the Company. By using our website and indicating your acceptance of this privacy policy, you consent to the collection, processing, use, and transfer of your personal information (including sensitive personal data) in accordance with the terms outlined herein.

1. INTRODUCTION:

This Privacy Policy (“Privacy Policy”) applies to the access and use of the domain name/website www.app.tekipost.com and sub domain www.Tekipost.com and any other platform or tool developed by Tekipost from time to time. It forms an essential part of the agreements, terms, and conditions of use between Tekipost and its merchants, users, and customers.

The website and other platforms/tools (both online and offline) developed by Tekipost are collectively referred to as the “**Platform.**” The Platform is designed to facilitate a seamless e-commerce experience by offering various technology-driven services, including but not limited to logistics management solutions, checkout services, early COD services, and other services that Tekipost may introduce over time, whether online or offline (collectively referred to as the “**Services**”).

The Services are available to individuals who have agreed to become users of the Platform (referred to as “**You,**” “**Your,**” “**Yourself,**” or “**User**”). This includes both registered users and visitors who access the Platform or avail of any Service. The use of the Platform and its Services is subject to the **Terms of Use**, as formulated and updated by Tekipost on its website from time to time.

2. PERSONAL INFORMATION:

“**Personal Information**” refers to any data associated with a specific individual or identity, including but not limited to name, address, contact number(s), and email ID.

“**Sensitive Personal Data or Information**” of a user includes details related to passwords, financial information (such as bank accounts, credit cards, debit cards, or other payment instruments), physical, physiological, and mental health conditions, sexual orientation, medical records and history, and biometric data. It also covers any information related to these aspects that is provided to or received by the Company for processing or storage. However, any data or information that is publicly available, accessible in the public domain, or disclosed under the Right to Information Act, 2005, or any other applicable law shall not be considered Sensitive Personal Data or Information.

3. LIST OF PERSONAL INFORMATION COLLECTED BY THE COMPANY:

- a) Name;
- b) User ID;
- c) Email address;
- d) Address (including country and ZIP/postal code);
- e) Gender;
- f) Age;
- g) Phone Number;
- h) Password chosen by the User;
- i) Geographical location through the IP address of the Users;
- j) Financial account information like bank account details, GST certificate, PAN Card, etc. and transactional information in relation to transactions where the Company is involved;
- k) Any of the aforesaid information pertaining to the customer/buyer of the User; and
- l) All other personally identifiable information/details as the User may share from time to time (including personally identifiable information/details of the customer/buyer of the User).

hereinafter collectively referred as “**User Information**”

The user may be required to add some additional documents (Aadhaar Card, PAN Card, GST Documents etc.) on the platform and/or E-mail the same to the Company. The term “**User Information**” includes all the additional documents submitted by the User on the platform or via E-mail.

You can choose not to provide any Personal Information that we may request of you, but, in general, the Personal Information we request is required in order to provide you with access to and use of the Services, and the lack of such information may prevent us from doing so and impact the service capability and certain features of the Services.

4. PURPOSE OF COLLECTING INFORMATION:

- a) Type of Personal Information we collect from the Users which also includes Sensitive and Personal Information.
- b) The purpose means and modes of Collection and Usage of such Personal Information by the Company.
- c) To Whom and How the company will disclose such Collected Information.
- d) How and What will the company do to protect such Information collected from the User
- e) How may users access or modify their Collected Information.

5. USAGE:

Tekipost respects and acknowledges the significance of user privacy and data protection for individuals who register on our platform, as well as the end customers of our users.

- We collect and use personal information to provide the services and products you explicitly request, resolve disputes, troubleshoot issues, ensure the safety of our services, collect payments, measure consumer interest, inform you about offers, products, and updates, personalize your experience, detect and prevent fraud or other illegal activities, and enforce our terms and conditions, among other necessary purposes.

- Tekipost does not sell, share, or rent your personal information to any third party.

- Your phone number and email may be used to share internal updates regarding Tekipost or its partners' products. Any emails or SMS messages sent by Tekipost will be strictly in connection with the provision of agreed-upon services and products and in compliance with this Privacy Policy.
- We may disclose aggregated statistical information about Tekipost and its users—such as visitor numbers or general purchase trends—without revealing any personally identifiable information.
- We reserve the right to disclose your personal information to any third party that submits a legally valid request for such disclosure.
- By accessing or using the Tekipost website, you consent to the collection, use, disclosure, storage, and processing of your data in accordance with this Privacy Policy. While you are not legally required to provide personal data, refusal to do so may limit your ability to fully utilize our website and services.
- If you do not agree with our data collection practices, please refrain from using our website and delete any cookies stored by it.
- This Privacy Policy is subject to periodic updates. To remain informed of any changes, we encourage you to review this policy regularly. The policy applies uniformly to the Tekipost desktop website and mobile website.
- We may use your information to send personalized offers based on your previous orders and preferences. Occasionally, we may invite you to participate in optional online surveys, which may request contact details and demographic information (e.g., postal code, age, gender). This data helps us tailor your experience and present relevant content and recommendations.
- We retain your personal information for as long as you engage our services and for a reasonable period thereafter.
- In line with industry practices, we may share or transfer your personal data to our affiliated entities, partner companies, credit rating agencies, subcontractors, consultants, advisors,

technology providers, service providers, and other third parties engaged to perform services on our behalf or as required to fulfill legitimate business needs.

6. AUTOMATIC DATA COLLECTION:

We may collect and store information about the User's browsing activity, including the URL of the site visited before accessing the Platform, the User's IP address (or the proxy server used to access the internet), the User's computer operating system, the type of web browser used, and the name of the User's Internet Service Provider (ISP). The Platform may also use temporary cookies to store certain data (excluding Sensitive Personal Data or Information), which is utilized for technical administration, research and development, and User administration purposes. Additionally:

a) We do not intentionally collect Personal Information from children; and

b) In the future, we may request additional optional information from the User, such as through surveys, to help us tailor the Platform to provide personalized information and for other purposes outlined in this Privacy Policy. This information may also be gathered during surveys or contests conducted by us. Any additional Personal Information collected will be processed in accordance with this Privacy Policy.

7. DISCLOSURE OF YOUR INFORMATION

Tekipost shares your information with third parties only in the following limited circumstances:

- **For the Stated Purposes:** We may use your information as necessary to fulfill the purposes outlined in our Privacy Policy.

- **Legal and Regulatory Requirements:** If required by law, court order, or any governmental authority, we may disclose your information for identity verification, fraud prevention, investigation of cyber incidents, prosecution of offenses, or any other legal compliance. Such disclosures are made in good faith, ensuring compliance with applicable laws and regulations.

• **Within Our Group Companies:** We may share your information with our group companies and their employees for processing personal data on our behalf. We require these recipients to handle the data in accordance with our instructions, this Privacy Policy, and appropriate confidentiality and security measures.

• **Fraud Prevention & Security Measures:** We may disclose your information to third parties to detect, prevent, or address fraud, security vulnerabilities, technical issues, or to protect the rights, property, or safety of our users, our company, or others.

We do not share your information with third parties unless we have your explicit permission or are legally required to do so.

8. IMPERSONIFICATION CLAUSE

The Company shall not be held liable for any loss, damage, liability, or legal consequence arising from the fraudulent, unauthorized, or misleading use of another individual's personal information, identity, or credentials by any person in the said platform. The User acknowledges that it is the user's sole responsibility to ensure that all details provided to the Company on the said platform are truthful, accurate, legally valid and related to them only.

In the event that the Company determines, at its sole discretion, that any individual has engaged in impersonation, identity fraud, or the unauthorized use of another person's details to access the Company's services, the Company reserves the right to:

1. Suspend or terminate any associated accounts, shipments, or transactions without prior notice.
2. Initiate civil or criminal proceedings against the individual responsible, in accordance with applicable laws, including but not limited to the relevant provisions of the Bharatiya Nyay Sanhita, 2024, the Information Technology Act, 2000, and other applicable regulations.
3. Report such fraudulent activities to law enforcement authorities and cooperate fully in any legal or investigative proceedings.

9. MINOR'S USE AND PARENTAL RESPONSIBILITY CLAUSE

If the User is under **18 years of age**, a **minor**, or otherwise **not of legal majority** as per the provisions of the **Indian Majority Act, 1875**, it shall be deemed that the User is accessing and utilizing the Website and Services under the **knowledge, supervision, and guidance** of their **parent(s) or legal guardian(s)**.

By allowing a minor to use the Company's Website and Services, the **parent(s) or legal guardian(s)** expressly agree to:

1. **Be bound by these Terms and Conditions** and ensure the compliance with them.
2. **Be fully responsible** for any transactions, activities, liabilities, or obligations arising from the minor's use of the Website and Services.
3. **Indemnify and hold harmless** the Company from any claims, damages, or liabilities arising from such use by a minor.

10. USER'S RIGHTS WITH RESPECT TO THE PERSONAL INFORMATION COLLECTED BY THE COMPANY:

All information provided by the User to the Company, including Sensitive Personal Data or Information, is given voluntarily. The User has the right to withdraw their consent at any time, in accordance with this Privacy Policy and the Terms of Use. However, please note that such withdrawal will not have a retrospective effect.

Users have the ability to access, modify, correct, and delete their voluntarily provided Personal Information, which has been collected by the Company in accordance with this Privacy Policy and the Terms of Use. If a User updates their information, the Company may retain a copy of the originally provided details in its archives for record-keeping purposes. To update or correct their Personal Information, Users can exercise their rights by emailing the Company at hello@tekipost.com and requesting the necessary changes to be reflected in the Company's records.

In case the user does not provide his/her information or consent for usage of the Personal Information so collected, the Company reserves the right to discontinue, in part or full, the services/associated features and benefits for which the information was sought.

11. HOW LONG DO WE HOLD YOUR DATA:

We retain your personal information in compliance with applicable laws and only for as long as necessary to fulfill the purpose for which it was collected or as required by law. However, we may retain certain data if we believe it is necessary to prevent fraud or future misuse, to protect Tekipost's legal rights, defend against legal claims, or for other legitimate purposes. Additionally, we may continue to retain your data in an anonymized form for analytical and research purposes.

12. CONSENT:

You acknowledge and understand that providing your information is entirely voluntary, and any personal information you share with us is done so with your full consent and willingness. By accessing this website, you are deemed to have accepted the terms and conditions outlined herein. If you do not wish to provide your information, please refrain from accessing this website.

13. INFORMATION SECURITY:

The Internet is not a fully secure medium for communication, and transmitting information online carries inherent risks, including potential access or interference by unauthorized third parties. It is your responsibility to keep your user ID and password confidential.

Tekipost implements appropriate security measures to prevent unauthorized access, alteration, disclosure, or destruction of data. These measures include internal security reviews, encryption, and physical safeguards to protect systems where personal data is stored. However, despite these precautions, there may be circumstances beyond our control that could lead to the unintended disclosure of your personal information, and you acknowledge and accept these risks.

While we take reasonable steps to prevent and remove viruses from our website, Tekipost does not guarantee or assume liability for their presence. By accessing this site, you agree to this condition. Users should take appropriate precautions before downloading any information.

We do not accept liability for the confidentiality, security, or integrity of your information during its transmission over the Internet. To ensure the security of our systems, protect our staff, record transactions, and, in some cases, prevent or detect crime or unauthorized activities, we reserve the right to monitor web and email traffic entering or leaving our domain.

14. JURISDICTION:

Any claims arising out of the use of the information from this website shall be governed by the laws of India and only the Courts in Delhi, and no other Courts, shall have jurisdiction over the same. By accessing this site, the user accepts this.

15. SEVERABILITY:

If any provision of this Privacy Policy is rendered void, illegal, or unenforceable in any respect under Applicable Law, the validity, legality, and enforceability of the remaining provisions shall not in any way be affected or impaired. Should any provision of this policy be or become unenforceable, the parties shall use reasonable endeavors to agree upon a new provision which shall as nearly as possible have the same commercial effect as the ineffective provision.

16. CHOICE/ OPT OUT:

We provide all users with the opportunity to opt-out of receiving non-essential (promotional, marketing-related) communications after setting up an account with us. If you do not wish to receive promotional communications from us, then you may please opt out by sending your request to hello@tekipost.com

17. OTHER LINKS TO THE SITE:

This site may contain links to other sites. While we try to link only to sites that share our high standards and respect for privacy, we are not responsible for the content, or the privacy practices employed by other sites. Users of this site who link to other sites through this site should read the privacy policy and terms of use of such sites before using the services on such sites.

From time to time, we may revise this Privacy Policy to reflect initiatives, changes in the law or technology or changes in our practices regarding the collection and use of personal information. Please check this page regularly to keep up to date.

The access and use of this site is provided to you on the condition that you accept all the terms and conditions contained herein in their entirety without modifications or reservation of any kind.

18. COOKIES:

Tekipost uses data collection tools like “cookies” on certain pages of its website. Cookies are small files stored on your hard drive that help us deliver personalized services. Some features are accessible only through the use of cookies, which allow us to provide information tailored to your interests. Cookies may be used regardless of whether you register with us or not.

19. TERMINATION

Tekipost reserves the right to terminate your access to the Services immediately in the following circumstances:

- (a) If the User violates any terms and conditions outlined in this Policy;
- (b) If Tekipost, at its sole discretion, determines that the User's actions could result in legal liability for the User or Tekipost, or if such actions are contrary to the terms of use of the Services or this Policy;
- (c) If Tekipost decides to terminate the User's access for its own convenience, without the obligation to provide a reason.

20. CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy periodically and will notify you about any revisions at least once a year. However, we encourage you to review this Policy regularly for any updates. Your

continued use of the Services after any modifications will be deemed as your acceptance of the revised Privacy Policy.

21. MISCELLANEOUS:

We continuously strive to enhance our services, ensuring they remain dynamic and innovative. As we introduce new features, some may involve the collection of additional information. If we begin gathering significantly different types of data or make substantial changes to how we manage your information, we will update this Privacy Policy accordingly.

NOTE: IF YOU DO NOT AGREE TO ANY OF THE FOREGOING TERMS AND CONDITIONS OR ARE NOT AUTHORIZED TO AGREE TO THESE TERMS AND CONDITIONS, PLEASE DO NOT USE OR ACCESS THIS WEBSITE.