

# Privacy Notice and Cookie Policy

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## Introduction

This website is operated by Origin Techserve Private Limited company registered in Chennai, India with our registered office at 63,64-A, 6th Street, Porur Gardens Phase 1, Vanagaram, Chennai- 600 095. We are the “data controller” for information you supply to us via this website. Origin Techserve Private Limited is registered with the Indian Companies Act.

Comments, questions or complaints regarding this notice can be addressed to:

support@origindigistore.in

We are committed to safeguarding the information you provide to us via this website, or other means. This notice describes the ways in which we use this information.

Our website contains links to external third party sites. We do not control these websites and you are encouraged to review the privacy notices of these third parties.

## Information Collected

### Accounts and Orders

When you open an account with us, or place any order, we collect certain information via forms, including your name, address and contact information and products ordered or returned. We do not store complete payment card or bank account information, but our payment processor, finance partner and merchant bank do so where required.

### Product Reviews

If you provide a review on our website, and choose not to remain anonymous, your name and location will be stored along with your review score and content.

### Electronic Marketing

If you express an interest in receiving marketing material from us, we will collect your email address for this purpose. You can opt-out at any time from your account. Opting out only affects marketing emails, not order or service related contact. Emails queued before you opt-out may still arrive for up to 14 days.

If you contact us by phone, chat or email, we may store information regarding your enquiry.

We collect information on each individual's usage of this website, including pages visited.

## Uses Of Information

We use your information for the following purposes:

- Provision of Goods and Services
  - To personalise your access to this website
  - To process and deliver your orders
  - To keep you updated
  - To ask for your feedback
- Management of Customers
  - To update our records
  - To process returns and refunds
  - To handle warranty and other claims
  - To respond to questions and complaints from you
  - To resolve defects in orders
- Marketing
  - To send you occasional marketing emails
  - To send you occasional postal information
- Staff Recruitment and Training
  - To select new employees
  - To train new and existing employees
  - To update our records
- Statistical
  - To help us anticipate customer demand and manage stock levels
- Legal Obligations
  - To maintain records for tax and auditing purposes
  - To comply with any law, regulation or court order
- Security
  - To prevent and detect fraud
  - To report crime
  - To secure your account and orders
  - To secure our website and premises
- Other
  - For any other purpose to which you have agreed

## Disclosure

Information you provide to us will be disclosed to third parties for the following reasons:

- To process payments or credit applications
- To deliver goods or services to you
- For warranty or other service registration and processing
- Where required to answer any enquiry made by you
- For crime and fraud prevention, detection and reporting
- Where required by law or court order

- For any other purpose to which you have agreed

These third parties may be our employees, subcontractors, suppliers, agents or other service providers.

This website may reject orders where you provide incomplete information, or where our systems, our payment processors or finance partner suspect fraud.

Additional post-order fraud checks will also be applied where appropriate, which may result in your order being cancelled after completion.

### **Security**

We will take all reasonable steps to secure your information against loss, unauthorised access or alteration.

The information we collect is not stored outside of India.

### **Data Storage:**

We will store data provided by you for as long as is necessary to provide you with service, to comply with any regulation or tax requirement, or to defend any potential claim.

We will maintain a record of your account with us for six years since your last login, as well as any related orders. If you log into your account at least once every six years, your order history will be maintained indefinitely. Orders not linked to any account, or previously linked to a deleted account, are deleted after six years.

If you no longer wish us to retain your account information, you can request immediate deletion by writing us to [support@origindigistore.in](mailto:support@origindigistore.in)