

## **Privacy Policy**

*Last Updated: 01-08-2025*

Quicky Retail India Pvt Ltd we, respects your privacy and is committed to protecting your personal data. This Privacy Policy explains how we collect, use, store, and protect your information when you use our e-commerce mobile application (Quicky) and related services.

By downloading, accessing, or using our App, you agree to this Privacy Policy. If you do not agree, please discontinue use immediately.

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### **1. Information We Collect**

We may collect the following types of information:

#### **(a) Personal Information**

- Name, email address, phone number, billing/shipping address
- Login details (username, password)
- Payment information (credit/debit card, UPI, wallets, etc.) processed through secure third-party payment gateways

#### **(b) Non-Personal Information**

- Device information (model, OS version, IP address, device ID)
- Browser/app usage data, cookies, and analytics
- Location data (if enabled by you)

#### **(c) Transaction Information**

- Order history, preferences, and saved items
- Communication history with customer support

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### **2. How We Use Your Information**

We use your data to:

- Process and deliver orders, payments, and refunds
- Provide secure account access and authentication
- Improve app functionality, user experience, and personalization
- Communicate about offers, updates, and customer support
- Detect fraud, unauthorized activity, and ensure security

- Comply with legal obligations
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### 3. Sharing of Information


We **do not sell or rent** your personal data. However, we may share it with:

- **Service providers:** payment gateways, logistics partners, cloud hosting, analytics tools
  - **Legal authorities:** if required by law, regulation, or government request
  - **Business transfers:** in case of mergers, acquisitions, or restructuring
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### 4. Data Security

We implement strict security measures, including:

- SSL encryption for transactions
- Secure servers and firewalls
- Restricted employee access to personal data
- Regular audits and monitoring

 While we take all reasonable precautions, no method of transmission or storage is 100% secure. Users are responsible for keeping login credentials safe.

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### 5. Cookies & Tracking

We use cookies and tracking technologies to:

- Save preferences and enhance browsing experience
- Analyze usage patterns and app performance
- Show personalized offers and ads

You can manage or disable cookies in your device/app settings.

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### 6. Your Rights

Depending on your location, you may have the right to:

- Access, update, or delete your personal data
- Opt-out of marketing communications
- Request data portability

- Withdraw consent for certain processing activities

To exercise these rights, contact us at [info@quickyindia.com](mailto:info@quickyindia.com) ,9497 494 494 ,9544435558.

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## 7. Children's Privacy

Our App is **not intended for children under 13 years** (or relevant age as per local law). We do not knowingly collect data from minors. If such information is found, it will be deleted immediately.

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## 8. Third-Party Links & Services

Our App may contain links to third-party sites (e.g., payment gateways, social media). We are not responsible for their privacy practices, and you should review their policies separately.

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## 9. Changes to This Policy


We may update this Privacy Policy from time to time. Changes will be posted within the App, and the "Last Updated" date will be revised. Continued use of the App after changes means acceptance.


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## 10. Contact Us

For questions, concerns, or complaints regarding this Privacy Policy, contact us at:

 Email: [info@quickyindia.com](mailto:info@quickyindia.com)

 Phone: 9497 494 494 ,9544435558

 Address: 17-78/E,Puthuvype(PO),Puthuvype,Kochi,Kerala,682508