

Privacy Policy

At House of Kaarigar, we value your trust and are committed to protecting your personal information. This Privacy Policy outlines how we collect, use, store, and safeguard your data when you interact with our website and digital platforms.

1. Introduction

House of Kaarigar is dedicated to ensuring the privacy and security of your personal data. This Privacy Policy explains how your information is collected, processed, and protected in accordance with applicable data protection laws.

Our website may contain links to third-party platforms for your convenience. Please note that we are responsible only for the privacy practices of our own digital platforms. We recommend reviewing the privacy policies of any external websites you visit.

2. Collection & Use of Personal Data

2.1 Definition of Personal Data

Personal Data refers to any information that can identify or contact an individual. This includes, but is not limited to:

- Name and address
- Email address and username
- Telephone number
- Age, date of birth, and gender
- Educational qualifications
- Posts and any content submitted on our platforms

2.2 Compliance with Data Laws

All personal data collected by House of Kaarigar is recorded, used, and protected in accordance with applicable data protection legislation. We may supplement the information you provide with data obtained from our interactions with you or from trusted partners.

If you choose not to provide the requested personal data, we may be unable to offer certain products or services.

2.3 Purpose of Collecting Personal Data

We use your personal data for the following purposes:

1. To administer and provide products and services you request.
2. To communicate regarding orders, services, or product availability.
3. To prevent fraud and ensure secure transactions.
4. To maintain internal records.
5. To conduct market research and improve our offerings.
6. To monitor and analyze activity on our digital platforms.
7. To create personalized user profiles.
8. To enhance and personalize your experience.
9. To tailor communications and updates.
10. To send marketing communications, subject to your consent.

3. Information Collected During Transactions

When you purchase products or engage with our services, we may collect and store:

- Name and contact details
- Billing and delivery addresses
- Email address and phone number
- Order and transaction details

Where necessary and voluntarily provided, we may also record accessibility or health-related requirements to better serve you.

4. Data Collected through Registration Forms

When you:

- Create an account
- Subscribe to newsletters or marketing communications
- Participate in surveys or promotions
- Fill out online or offline forms

We may collect and store your personal data to personalize your experience, provide services, and conduct research and analytics.

5. Automatically Collected Information

When you interact with our digital platforms, we may automatically collect:

- IP address and source of access
- Browser type, version, and operating system
- Navigation paths, searches, and time spent on pages
- Content preferences, likes, and shares
- Advertisement interactions

- Responses to pop-ups and notifications
- Subscription status
- Information submitted through forms

This data helps us enhance functionality and improve user experience.

6. Location & Marketing Insights

We may infer your approximate location from your IP address. Additionally, we analyse marketing campaigns and user behaviour to improve our communication, services, and content.

7. Payment Security

House of Kaarigar does not store or retain sensitive payment information such as:

- Credit or debit card details
- Net banking credentials
- UPI or digital wallet information

All payments are processed securely through trusted third-party payment gateways.

8. Marketing Communication & Offers

With your consent, we may inform you about new products, exclusive collections, and special offers. You may opt out of receiving marketing communications at any time by contacting us or using the unsubscribe link provided in our emails.

9. Processing of Information

We process your personal data only for lawful purposes necessary to provide our products and services and operate our business effectively.

We may process your personal data for purposes including:

- Delivering requested products and services
- Processing and fulfilling orders
- Maintaining customer relationships and support services
- Preventing fraud, misuse, and unauthorized activities
- Complying with legal and regulatory obligations
- Improving our products, services, website functionality, and customer experience
- Personalizing communications and services where consent has been provided

We process personal data only for the purposes for which consent has been obtained or where processing is otherwise permitted under applicable laws.

10. Children's Privacy

House of Kaarigar does not collect personal data related to individuals below 18 years of age without express consent from parents or legal guardians, as per required under applicable laws.

If it is brought to our knowledge that the personal data relating to minors has been collected without appropriate authorization, we may take reasonable steps to remove such information.

Parents or guardians, who believe that a minor may have provided personal data, may contact us using the contact information below.

11. Sharing of Personal Data

We may share your personal data with:

- Affiliates and business partners
- Service providers and logistics partners
- Payment gateways and analytics providers
- Legal or government authorities, when required by law

All third parties are required to maintain strict confidentiality and use data solely for specified purposes.

12. International Data Transfers

Your personal data may be processed by service providers, technology providers, payment processors, logistics partners, or cloud infrastructure providers that may operate in jurisdictions outside your country.

Where such transfers occur, we take reasonable measures to ensure that personal data remains protected in accordance with applicable legal requirements.

13. Retention of Personal Data

We retain personal data only for as long as necessary for the purposes for which it was collected or as required under applicable laws.

Generally:

- Order and transaction information may be retained for legal, taxation, accounting, and compliance purposes.
- Marketing preferences and communication records are retained until consent is withdrawn or unsubscribe requests are received.
- Account information may be retained until account deletion requests are received or accounts remain inactive for extended periods.
- Data no longer required shall be deleted, anonymized, or securely disposed of.

14. Cookies Policy

We use cookies to enhance your browsing experience and analyse website performance.

14.1 What are Cookies?

Cookies are small data files stored on your device that help us understand user behaviour and improve our services.

14.2 Information Collected via Cookies

- Domain name and IP address
- Date and time of visits
- Pages viewed
- Referring website addresses

This information is used solely for analytical and statistical purposes. We may provide cookie preferences or consent mechanisms where required for certain categories of cookies or tracking technologies.

15 Safeguarding Your Personal Data

We implement appropriate technical and organizational measures to protect your data from unauthorized access, misuse, or disclosure. Access to personal data is restricted to authorized personnel on a need-to-know basis.

16 Your Privacy Rights

You have the right to:

- Access your personal data
- Correct inaccurate or incomplete information
- Request deletion of your data
- Withdraw consent for marketing communications
- Object to or restrict certain data processing activities
- Report misuse of your personal data

You may exercise your rights by contacting us using the contact details below. We may verify identity before processing requests to protect customer information.

17 Grievance Redressal Mechanism

If you have concerns regarding collection, processing, usage, correction, deletion, or misuse of your personal data, you may contact our Grievance Officer.

Grievance Officer

Name: Himadri Shikhar Prajapati

Email: hello@houseofkaarigar.com

Phone: +91-9368720565

We will make reasonable efforts to acknowledge and address grievances within a reasonable period in accordance with applicable laws.

18 Contact Information

If you have any questions or concerns regarding this Privacy Policy, please contact us at:

Email: hello@houseofkaarigar.com

19 Updates to This Privacy Policy

We may update this Privacy Policy periodically. Any changes will be posted on this page. We encourage you to review it regularly to stay informed.

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