

**PRIVACY POLICY**  
**SAFEGUARDING YOUR INFORMATION AND TRUST**

**1. INTRODUCTION**

The brand Saivana Garments and website [www.saivanagarments.com](http://www.saivanagarments.com) is owned and operated by Saivana Garments Pvt. Ltd. (“our”, “us”, “we”, “the Company”), having its registered office at B-1102, Sankalp Iconic Tower , Opp. Vikram Nagar , Bopal Ambli Road, Bodakdev, Ahmedabad-380054, Gujarat. We are a leading manufacturer of premium quality Garments, dedicated to providing seamless distribution and supply through our website. This Privacy Policy is related to [www.saivanagarments.com](http://www.saivanagarments.com) which describes in detail how we treat user information we collect on our website at <https://saivanagarments.com>. This Privacy Policy applies to all users (You” or “Your”) of the website. By visiting and/or using our website, you agree to this Privacy Policy.

In the course of using the Company website for availing the products, Company may become privy to the personal information of its users, including information that is of a confidential nature. Company is committed to protecting and respecting the privacy of the users and has taken all necessary and reasonable measures to protect the confidentiality of the user information.

Company shall not be held liable for disclosure of the confidential information if such disclosure is in accordance with this Privacy Policy (“Policy”) or in accordance with the terms of any agreements entered with the users. Company also assures not to disclose all information (except in some limited circumstances as mentioned below) that it learns during the transactions and payments made to the user’s account(s).

“User(s)” shall mean and include all companies and private organizations that visit the website and provide information to Company through any of the modes referred to in the clause on "Information We Collect" below.

This Privacy Policy is an integral part of the Terms & Conditions of the Site.

**2. INFORMATION WE COLLECT**

We collect the details and information listed below, which may be used by the Company. This includes, but is not limited to, the following:

- Registration information you provide when you fill a user form, enter a promotion, or link your profile on a third-party site or platform with your registration account, such as your first name and surname, country of residence, gender, email address, username.
- Transaction information you provide when you request information, contact services, or purchase, a plan or service from us, such as your postal address and telephone number.
- Details related to the name of the user, date of incorporation, GST number, billing address, turnover, operating locations (Countries and States), website details, company type, contact details of the concerned person.
- Information you provide in public forums on our websites.
- Information sent either one-to-one or within a limited group using our message, chat, post, or similar functionality, where we are permitted by applicable law to collect this information.
- Information we obtain from a third party, such as a site or platform provider, on third-party platforms or devices.
- Location information, including location information provided by a mobile or other device interacting with one of our sites, or physical properties, or associated with your IP address or other online or device identifier, where we are permitted by law to process this information.
- Usage, viewing, technical, and device data when you visit our sites, on third-party sites or platforms, or open emails we send, or connect with our wireless Internet access services and other similar technologies, including your browser or device type, unique device identifier, and IP address.

**3. HOW WE COLLECT YOUR INFORMATION**

- We collect information you provide to us when you request or purchase product, services, or information from us, register with us (including when you link your profile on a third-party site or platform with your registration account), or other activities on our sites, respond to guest surveys, visit our physical properties, call our customer centers, or otherwise (including emails and WhatsApp) interact with us using one or more devices. You may provide information in a variety of ways, including by typing or using voice commands
- We collect information through a variety of technologies, such as cookies, flash cookies, pixels, tags, software development kits, application program interfaces, and Web beacons, including when you visit our sites and on third-party sites or platforms using one or more devices, whether or not you are logged in or registered.
- We acquire information from other trusted sources to update or supplement the information you provided, or we collected automatically, such as when we validate postal address information using third party services. A
- applicable law may require that you authorize the third party to share your information with us before we can acquire it.

#### **4. USE OF YOUR INFORMATION BY THE COMPANY**

The Company that is the data controller for your information is responsible for and may use your information for the purposes described in this policy. Other group companies may access your information where they perform services on behalf of the data controllers (as data processors) and, unless prohibited under applicable law, for use on their own behalf (as data controllers) for the purposes described in this policy. Consistent with applicable law and choices and controls that may be available to you, we may use information collected from you, or from devices associated with you, to:

- Provide you with the experiences, products, and services you request, view, engage with, or purchase
- Communicate with you about your account or transactions with us and send you information or request feedback about features on our sites or changes to our policies
- Send you offers and promotions for our products and services or third-party products and services
- Personalize content and experiences
- Provide you with targeted advertising based on your activity on our sites and on third-party sites and applications
- Operate, understand, optimize, develop, or improve our sites, products, services and operations, including by using survey research and analytics tools; and
- Detect, investigate and prevent activities that may violate our policies, pose safety issues, or be fraudulent or illegal; and
- Notify you of product recalls or safety issues.
- Company will use the data including personal data in the legitimate manner and the information will not be further processed by Company in any manner without your consent.

#### **5. CONTROL OVER INFORMATION AND CHOICES**

We provide you the ability to exercise certain controls and choices regarding our collection, use and sharing of your information. In accordance with applicable law, your controls and choices may include but not limited to:

- Choosing or changing your choices for subscriptions, newsletters, and alerts
- Choosing whether to receive from us offers and promotions for our products and services, or products and services that we think may be of interest to you
- Choosing whether we share your personal information with other companies so they can send you offers and promotions about their products and services
- Controlling targeted advertising from many ad networks and partners; data exchanges; and marketing analytics and digital advertising and marketing service providers
- Choosing to control targeted advertising you receive by using the settings and choices made available to you through your device(s), for example, by re-setting your device's advertising identifier and/or opting out of interest-based ads
- Requesting removal of your personal information from a public forum on one of our sites ; and
- Requesting access to the personal information we hold about you and that we amend or delete it

Please be aware that if you do not allow us to collect personal information from you, we may not be able to deliver certain experiences, products, and services to you, and some of our services may not be able to take account of your interests

and preferences. If collection of information is mandatory, we will make that clear at the point of collection so that you can make an informed decision whether to participate.

## **6. DATA SECURITY, INTEGRATION AND RETENTION**

We have in place various procedures to safeguard your information, including technical, administrative and physical procedures intended to keep your information secure. In this regard, we follow the measures set out under the International Standard IS/ISO/IEC 27001 on “Information Technology-Security Techniques – Information Security Management System – Requirements”. However, please note that no website, Internet transmission, computer system or wireless connection is completely secure.

User information will be retained for as long as needed to provide products or services to the user or otherwise required under any other law for the time being in force. If the user wishes to delete information or requests that Company no longer uses its information to provide services, the user may contact Company at [itsupport@saivana.com](mailto:itsupport@saivana.com). In addition, we take reasonable steps to ensure that we retain personal information about you only for so long as is necessary for the purpose for which it was collected, or as required under any contract or by applicable law.

## **7. CONSENT AND EXCLUSION**

- This Policy does not apply to any information other than information collected by Company through the website including such information collected in accordance with the clause on “Collection of Information” above.
- This Policy shall not apply to any unsolicited information provided by the users through this website or through any other means. This includes, but is not limited to, information posted to any public areas of the website. All such unsolicited information shall be deemed to be non-confidential, and Company shall be free to use, disclose such unsolicited information without limitation.

By using the website, you shall be deemed to have expressly consented to our use of your information and data as aforementioned. Further the Company and our service providers may collect, transfer, store and process your information outside of your country of residence subject to applicable law. By providing us with your information or using the Site, you consent to the transfer and processing of your information outside your country of residence.

## **8. SHARING OF INFORMATION WITH THIRD PARTIES**

- We collect certain personal information and other information from You when You access the Platform or our Services, or when fill a form or submit details on our Platform (<https://saivanagarments.com>). The information we collect from you includes, but not limited to your name, residential address, contact number, E-mail address or any other data or information as may be required etc. We may disclose your personal information and other information to any of our associate brands, associate entities, subsidiary, group entities, license providers, third party vendors, consultants, and other service providers who work for us or provide services and are bound by contractual obligations to keep such information confidential and use it only for the purposes for which we disclose it to them. This disclosure may be required for us, for instance, to improve our products or services, to develop the business, as and when needed, to facilitate and assist our marketing and advertising activities/initiatives, for undertaking auditing or data analysis, or to prevent, detect, mitigate, and investigate fraudulent or illegal activities related to our services or to provide obtain any other facility or service.
- We may share information if we think we have to in order to comply with the law or to protect ourselves. We will share information to respond to a court order or judicial summons. We may also share it if a government agency or investigatory body requests. Or we might also share information when we are investigating potential fraud.

We may share your information for reasons not described in this policy. We will tell you before we do this.

## **9. COOKIES**

Company collects certain information from the user’s browser using small data files called “cookies.” Company uses session ID cookies to confirm that users are logged in. This type of cookie helps Company recognize a user if he or she visits multiple pages on the website during the same session. These cookies terminate once the user closes the browser.

The user may remove or block this cookie using the user's browser settings to disable the feature. Company also stores transaction history. Company may collect additional information in ways not specifically described herein. For example, Company may track information related to interactions with customer service or responses from surveys or other feedback tools. Company uses this information to continually improve the service provided to the users. Company's Privacy Policy does not cover the use of cookies by its partners and affiliates. Company does not have access or control over these cookies. Company's partners and affiliates may use session ID cookies to provide a custom user experience and to track the success of Company's partnership with them.

#### **10. WEB BEACONS**

The web pages of the website contain electronic images known as "web beacons" (sometimes called single-pixel gifs) and are used along with cookies to compile aggregated statistics to analyze how the website is used. Web beacons may also be used in some of Company's emails to so as to know which emails and links recipients have opened, allowing it to gauge the effectiveness of its customer communications and marketing campaigns.

#### **11. CHANGES TO PRIVACY POLICY**

In the event Company modifies this Privacy Policy, the same will be updated on the website. This policy may be changed, but any changes will be posted, and changes will only apply to activities and information on a going forward, not retroactive basis. The users are encouraged to periodically review this page for the latest information on its privacy practices.

#### **12. RIGHT TO RECTIFICATION AND ERASURE**

To opt out of email correspondence from Company or make a change to (or delete) the user information stored in Company's records, please contact Company at [itsupport@saivana.com](mailto:itsupport@saivana.com).

#### **13. DATA PROTECTION OFFICER**

Company has designated Mr. Harish Kumar, of the Company as the grievance officer in compliance with Rule 5(9) of the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011. In case of any grievance regarding the use of your Information, please write at

Email: [itsupport@saivana.com](mailto:itsupport@saivana.com)

#### **14. GOVERNING LAW**

If you choose to visit the Site, your visit and any dispute over privacy are subject to this Policy. In addition to the foregoing, any disputes arising under this Privacy Policy shall be governed by the laws of India.