

PRIVACY POLICY

Shippockets Private Limited which is incorporated as a Private Limited company, under The Company Act, 2013 and has registered office Office NO 438, Balaji Tower- 6 near Hotel Radisson BLU, Tonk Road, Jaipur, Rajasthan 302018. **Shippockets** is the platform between the user/merchant and the courier company. This website provides accomplished shipping services and co-ordinated with all the courier partners.

Shippockets has no direct role in shipping or delivering of the items. **Shippockets** is the accumulator between the user and the courier partners.

Introductions

Shippockets Private Limited Company ('**Shippockets**', or '**we**', '**us**'). In dealing with *Shippockets website* you are bound to **accept the terms and conditions** listed in this agreement. Kindly read the terms and condition policy, once you click the box of "*I Agree*"/ "*Accept*" button or sign up to the website. These terms will be effective from the time you access the website and you understand and accept them till the time you use the website.

If you are using this platform then it indicates that you understand and accept the policy, but, if you do not accept or agree with these Terms and Conditions then you are advised to not use this website. Any access to the website through registration/subscription is not refundable if you disagree with the policy, thereby you are advised to read the agreement carefully before signing in.

These '**Terms and Conditions**' are applicable to all the users of Shippockets. All the platforms of Shippockets offline and online come under this policy.

Shippockets does not warrant that the service provided by the courier company will be uninterrupted, timely, or error free. You understand the service you choose from Shippockets is provided to you at your own risk. The platform provides service without any warranty or condition.

You agree and accept that the content uploaded on the platform by the 'Third Party' (courier partners or the users), Shippockets has not control over and has no responsibility and by accessing the website you are confirming that Shippockets is relieved from all the liability arising from the 'Third Party' Content (includes, audio clip, video clip, or words). You acknowledged that you may be revealed to the abusive, offensive, amiss, or inaccurate knowledge or content and Shippockets will not be responsible under this contract. This 'Term and Conditions' will be applicable till cancel or terminate the subscription.

You acknowledge and accept that Shippockets shall not be responsible for any damage or loss of any kind.

‘Terms and Condition’ are Subject to Change

Shipdockets can revise these terms and conditions from time to time without any prior notice, it's the user (‘**You**’, ‘**Your**’, ‘**Yourself**’, or ‘**User**’) responsibility to check the terms and conditions timely. Your access to the website is considered as your agreement to follow these ‘**Terms and Conditions**’ as changes or modified. For this we suggest you check these policies every time you access the website.

Eligibility to Access the Website

Your presence on our website represents that you are above 18 years old and legally adequate to be bound by these terms. You shall not access this website if you are not competent by this policy under the contract.

You are required to create an Account on the platform, before you access the website. You are needful to enter the correct details and ensure all the details include full legal name, residential and corporate address, email address, contact details and any other information needed to complete the subscription.

You are responsible to maintain the privacy and **confidentiality** of your **credentials** and other log in details. You are fully responsible for all the activities performing under your account provided by Shipdockets.

If there are some changes in your information or personal details, then it's your responsibility to update the changes instantly in your Shipdockets account, for continuous access to the services smoothly.

You can cancel your registration at any time, by informing us through email or simply delete your Shipdockets account.

If you do not want Shipdockets to save your personal information or details in our records, you can write to us and we will immediately delete your information.

You must ensure not to transfer any destructive code or virus to the platform or website of Shipdockets, while accessing the site.

You agree and accept the ‘**Terms and Conditions**’ out of your free will. You have an option to not to agree with the terms or later withdraw your agreement and cancel your registration by informing the concerned authority.

The platform or website of Shipdockets may deny you to access some service of the site.

Ownership of Rights

1). All the content (includes, Text, Graphics, Images, Audio, Data Compilations, Software, Underlying Code, and Other Information) is the property of the Shipdockets Platform. If you are using this platform, you acknowledge that all the information and data are protected by the copyright of the platform.

2). Nothing on this platform can be used without the prior permission of Shipdockets. Shipdockets is the only owner and has only license or right to utilize the content of the site. You must not use the content otherwise for personal or commercial use, as it will have illegal consequences.

3). You acknowledge that any transfer or leak of this content or data is the violation of this clause. This 'Terms and Conditions' will bind you to transfer to your legal heirs, successors and permitted assignees. You cannot assign to anyone your rights. Shipdockets may transfer rights to the third parties without your consent or knowledge.

Termination

Shipdockets website may cancel, suspend, restrict or block your account's registration at any time, if you violate the 'Terms and Conditions' or the 'Privacy Policy', breach of any applicable laws, outrage of any intellectual property rights, any Machiavellian activity on the platform. Once your account is blocked all your data and information will be deleted immediately. We reserve the right to terminate or modify the service for any reason, without any prior notice.

Payment

- 1) Shipdockets platform and website provides different payment terms and policies. The terms will depend upon the payment mode. Depending upon the term user/merchant has to pay pre-decided monthly, quarterly, half yearly, yearly or any other term, as mutually decided.
- 2) All the payments need to be deposited within the 5 Days of the date of invoice, any delay in the payment will have to bear additional interest.
- 3) All the other fees and charges are exclusive of the state and central taxes eligible on the order including the goods and service tax and all the taxes and fees now in charge or staged in future.

- 4) You can set up direct deduction from the account, however Shipdockets will not deduct the charges till the due date.
- 5) Any disagreement related to the invoice must be made in writing within 15 (Fifteen) Days from the date of invoice.
- 6) Any increment or modification of the fees and charges will be informed to you in 7 (Seven) Days advance from Shipdockets.
- 7) Invoice will be sent via Email and Application unless requested otherwise by the user/merchant.

Confidentiality

You cannot disclose any data or information without the prior permission from the Shipdockets, provided by the platform which includes User List, Name and Addresses, Contact Details, Business Models, Process, Concepts, etc. with the third party. You agree and accept that all the information provided to you is the property of Shipdockets, and any breach in this law shall allow Shipdockets to take required actions.

Further Acknowledgments

Shipdockets is not liable for any delay or failing in performance, or any of its obligations if, and to the extent, if failure is caused by event which is beyond its control, including war, terrorism, floods, fire, pandemics, civil unrest, or riots. Limited to the act of the enemy, government authority in its sovereign, and any other activities.

Jurisdiction Law

In any dispute arising between the parties with respect to the policies, the proceeding will be according to the Conciliation Act of 1996. The agreement shall be subject to exclusive jurisdiction court of Rajasthan and India shall be governed by the India Laws.

Shipdockets Private Limited ('Shipdockets') believes in customer trust and satisfaction. We provide services to millions of our customers across the country. Our customers trust us with utmost sensitive information. We handle user/merchant's personal information with care. These policies are related to the use of collection, personal data disclosure when you see access to our services and the choices you have associated with the data.

This policy includes the questions and query you might have and will make you understand the 'Privacy Policy' better

1. What do we do with your data?
2. Why do we collect your data?
3. How do we collect your data?
4. With whom we share your data?
5. How do we secure your personal data?
6. How long do we keep your personal data?

1. What do we do with your data?

While using the website, we may ask you for your personal data or information that can be used as your identity or to contact you. It may include Email Address, First Name and Last Name, Phone Number, Residential and Corporate Address, Province, ZIP/Postal Code, City, KYC Documents, Geographical Location, but it is not limited to this only.

Cookies Data

Cookies and similar tracking technologies to track the activity of the user while using our service and store some information.

You can refuse to accept all the cookies to your browser. However, if you do not accept the cookies, the system might restrict you to access some services of the platform.

2. Why do we collect your data?

We use your data for the following purposes listed but not limited to

- To deliver services and product like (parcel transportation, warehousing, freight, reverse logistics, cross-border and technology services)

- When you choose to participate in interactive services, to allow you.
- To improve our services on the basis of the analysis and valuable information collected from you.
- To monitor the uses of service or product.
- To detect and prevent technical issues.
- For customer support and respond to your query, issues, questions or comments.
- To send the tracking updates to the user/merchant and the third party (parcel company).
- To provide the best options for convenient delivery.
- To analyze data which includes, market, customer search, trend analysis, financial analysis and anonymisation of personal information.
- To execute with applicable legal requirements and policies.
- To prevent the site from illegal activities, prevent fraud, and other prohibited, claims and liabilities.
- To grow and improve our business (like launching new services and products in demand, enhancing our website, improving and maintaining the quality of customer support and services, etc.)

3. How do we collect your data?

In order to provide you with our services and product, we collect your personal data or information in a number of ways which includes: Website Forms, Off-Site Services, APIs, Applications used to provide you various services.

4. With whom we share your data?

As a law, we do not share your data with the third party but we may disclose your Personal Data in the good faith as some actions are necessary to take are mentioned below –

- To comply with a legal obligations
- To protect and defend the rights or property of Shipdockets Private Limited.
- To anticipate and investigate possible wrongdoing in connection with the service.

- To protect the personal safety of the users.

Third Party

We may employ third party and individuals to ease our services for the user or to perform service-related transactions. Shipdockets Private Limited takes all the necessary actions to protect your data and maintain your privacy with respect to this ‘Privacy Policy’. Before tying up with the Third Party we ensure their practices and regularly check their security and privacy assessments.

These parties are obligated to not to share these information and data with any other purpose other than performing the assign service or task on behalf of the platform. Also, these parties are bind with the legal contract to ensure your data by putting monetary liabilities and surveillance practices and hence, adhering to this policy.

5. How do we secure your personal data?

Considering “Right to Privacy” is the fundamental right of an individual, we have adopted enough security measures to protect this right of our user. Our key focus is Applications, Data, Infrastructure, and Network Security where data security practices are enforced. If any data or information available on the package or letter, it is considered as an exception and may be exposed to unauthorized individuals.

We take administrative, technical and physical safeguards to protect the personal data or information, if you register any incidence against accidental, unlawful or unauthorized destruction, loss, access, or disclosure.

6. How long do we keep your personal data?

We will keep your personal information for as long as needed to fulfil the requirements to integrate the service and products and for a suitable period thereafter in order to comply with the audit. We may retain the data and information to an indefinite period for platform betterment and growth.

Your Consent

By using our services, we have consent to our Privacy Policy.

Contact Us

If you have any queries or questions about this Privacy Policy, please contact us at info@shipdockets.com