

Privacy Policy

1. Introduction

1.1 We value your trust and respect your privacy.

1.2 This Privacy Policy is an electronic record in terms of the Information Technology Act, 2000 and applicable rules, including the amended provisions pertaining to electronic records in various statutes.

1.3 This electronic record is generated by a computer system and does not require physical or digital signatures.

1.4 This Privacy Policy is published in accordance with Rule 3(1) of the Information Technology (Intermediaries Guidelines) Rules, 2011, requiring publication of rules, regulations, privacy policy, and Terms of Use for access or usage of the www.thb.co.in website and its mobile applications ("Platform").

1.5 By using this Platform, you agree to the terms and conditions of this Privacy Policy. If you do not agree, please discontinue use of the Platform.

1.6 This Privacy Policy is subject to change at any time without notice. Please review it periodically to remain informed.

1.7 This Privacy Policy is incorporated into and subject to the Terms of Use of the Platform.

1.8 For the purpose of this Privacy Policy, "You" or "User" shall mean any natural or legal person who has agreed to become a buyer on the Platform by providing Personal Information while registering as a User.

2. Information Collection and Usage

2.1 This Privacy Policy explains how we collect personal and non-personal information, classified as mandatory or voluntary, and how such information is used, disclosed, and protected.

2.2 Personal Information refers to data that can be used to uniquely identify or contact a single person. It includes, but is not limited to:

- (a) Name
- (b) Address
- (c) Telephone number
- (d) Date of birth
- (e) Gender
- (f) Email address
- (g) Residential and billing addresses

2.3 You may provide Personal Information during activities such as:

- (a) Creating a User ID or registering on the Platform
- (b) Uploading content
- (c) Participating in surveys or contests
- (d) Communicating with customer service
- (e) Providing reviews or feedback

2.4 We collect only relevant information necessary to:

- (a) Record, support, and facilitate your participation on the Platform
- (b) Inform you about products, offers, and services
- (c) Assist with customer service or technical support
- (d) Prevent fraud and unlawful use.

3. Browsing and Registration

3.1 In general, you can browse the Platform without revealing personal information.

3.2 Certain activities, such as placing an order or submitting a requisition, require registration.

3.3 Once you provide personal information, you are no longer anonymous to us.

3.4 Required and optional fields are indicated where applicable. You may choose not to provide information by opting out of specific services or features.

4. Technical and Anonymous Data Collection

4.1 Each time you visit the Platform, certain technical information may be collected and stored in server logs.

4.2 This data includes:

(a) IP address of your server

(b) Browser type (e.g., Internet Explorer, Firefox, Chrome)

(c) Operating system

(d) Referring website

(e) Duration of your stay, date, and time of access

4.3 These encrypted statistics do not identify you personally but help us understand usage patterns.

4.4 Anonymous information may be shared with developers, strategic partners, and vendors to enhance the Platform, but will never include your Personal Information.

5. Cookies and Tracking Technologies

5.1 We may use cookies, which are small data files stored on your computer.

5.2 Cookies help track activities on the Platform but are not linked to Personal Information.

5.3 You may decline or delete cookies, but doing so may limit your ability to use certain features of the Platform.

5.4 We recommend keeping cookies enabled for optimal functionality.

5.5 Pixel tags and similar technologies may be used to collect anonymous information, consistent with industry standards.

6. Third-Party Services and Advertising

6.1 We may use third-party service providers to serve ads across the internet and on the Platform.

6.2 These providers may collect anonymous information about your visits and interactions with our products and services.

6.3 No personally identifiable information is collected or used in this process.

7. Log Files

7.1 Like other website servers, we use log files as a standard measure.

7.2 Log files may include:

(a) Internet Protocol (IP) addresses

(b) Browser type

(c) Internet Service Provider (ISP)

(d) Referring/exit pages

(e) Platform type

(f) Date/time stamps

(g) Number of clicks

8. Data Privacy Commitment

8.1 We adhere to the highest standards of data privacy and will never sell, lease, or otherwise disclose your personal information to third parties for marketing or unrelated purposes.

8.2 Any sharing of such information shall occur only with your explicit consent and solely with entities that are recognised as clients, affiliates, or partners of the firm.

9. Applicability and Transfer of Information

9.1 Unless stated otherwise, this Policy applies to all information we have about you and your account.

9.2 By using the Platform, you agree that your Personal Information may be:

- (a) Transferred across national boundaries
- (b) Stored and processed globally, including by trusted third-party vendors such as web hosting providers, communication services, and analytics providers.

10. Policy Updates

10.1 We may update this Privacy Policy at our sole discretion or due to changes in law.

10.2 While we may send periodic reminders, you are encouraged to check the Platform frequently for updates.

The revised Privacy Policy will be available on the Platform, and continued use constitutes acceptance of the changes.

11. Governing Law and Disputes

11.1 If you choose to visit the Platform, your visit and any dispute over privacy are subject to this Privacy Policy and the Platform's Terms of Use/Terms and Conditions.

11.2 Any disputes arising under this Privacy Policy shall be governed by the laws of India.

12. Grievance Officer

12.1 In accordance with the Information Technology Act, 2000 and rules made thereunder, the Grievance Officer for complaints or concerns, including breaches of Terms of Use/Terms and Conditions, is:

Name: Ms. Lavina Yadav

Email: THBPrivacy@thb.co.in

Users may contact the Grievance Officer for:

- (a) Data access or correction requests.
- (b) Withdrawal of consent.
- (c) Complaints regarding misuse of Personal Data.
- (d) Any privacy-related concerns