

Saha

EVERY PRODUCT HAS A PAST | EVERY PURCHASE CREATES A FUTURE

Privacy Policy

wearesaha.earth — a conscious product brand by Kashvi Foundation

Note before publishing: This document is a general-purpose privacy policy template prepared for the Saha website. It is provided as a starting point to help you communicate your data practices clearly, and is **not a substitute for legal advice**. Before publishing this on a live website that collects real customer data and processes real payments, please have it reviewed by a qualified legal professional to ensure it accurately reflects your actual practices and fully complies with applicable law, including India's Digital Personal Data Protection Act, 2023 (DPDP Act) and any other rules that apply to your business. Replace all bracketed placeholders [like this] with your organisation's actual details before publishing.

1. Introduction

This Privacy Policy explains how Saha ("we", "us", "our"), a conscious product brand operated by Kashvi Foundation, a Section 8 nonprofit based in Varanasi, Uttar Pradesh, India, collects, uses, shares, and protects your personal information when you visit or make a purchase on wearesaha.earth (the "Website").

By using this Website, you agree to the collection and use of information in accordance with this policy.

Organisation	Kashvi Foundation (operating the Saha product brand)
Website	www.wearesaha.earth
Location	Varanasi, Uttar Pradesh, India
Contact	wearekashvi@gmail.com

2. Information We Collect

Information you provide to us directly:

- Name, email address, and phone number (when you create an account, place an order, or contact us)
- Shipping and billing address
- Order details (products purchased, quantities, order history)
- Any message you send us through the Contact Us form or a chatbot on the Website

Information collected automatically:

- Device and browser information, IP address, and approximate location
- Pages visited, time spent on the Website, and referring pages (via cookies and similar technologies)

Payment information:

- When you pay online, your card, UPI, or netbanking details are collected and processed directly by our payment gateway partner, Razorpay, in accordance with their own security standards and privacy policy. We do not store your full card or banking details on our own servers.
- If you choose Cash on Delivery (COD), no online payment information is collected.

3. How We Use Your Information

We use the information we collect to:

- Process and fulfil your orders, including shipping, billing, and customer support
- Create and manage your account, and show you your order history
- Communicate with you about your order, delivery updates, or support requests
- Improve our Website, products, and customer experience
- Send updates about new collections, offers, or Kashvi Foundation's work — only where you have opted in, and you can unsubscribe at any time
- Detect and prevent fraud, abuse, or security issues
- Comply with applicable legal and tax obligations

4. How We Share Your Information

We do not sell your personal information. We may share your information with:

- **Payment processors** (e.g. Razorpay) to securely process your payment
- **Logistics and courier partners** to deliver your order to you
- **Hosting and technology service providers** who help us operate the Website (e.g. our web hosting provider)
- **Legal or regulatory authorities**, where required to comply with the law, protect our rights, or ensure the safety of our users

We require any third party we share data with to handle it securely and only for the purpose it was shared.

5. Cookies

Our Website may use cookies and similar technologies to remember your cart, preferences, and login session, and to understand how visitors use the Website. You can control or disable cookies through your browser settings; however, some features of the Website (such as your shopping cart) may not work correctly if cookies are disabled.

6. Data Security

We take reasonable technical and organisational measures to protect your personal information from unauthorised access, loss, misuse, or alteration. This includes using secure connections (HTTPS), restricting access to personal data, and relying on a PCI-DSS compliant payment gateway for handling payment details. However, no method of transmission or storage over the internet is completely secure, and we cannot guarantee absolute security.

7. Data Retention

We retain your personal information for as long as necessary to fulfil the purposes described in this policy, including maintaining order records for accounting and legal purposes, unless a longer retention period is required or permitted by law.

8. Your Rights

Depending on applicable law, including India's Digital Personal Data Protection Act, 2023, you may have the right to:

- Access the personal information we hold about you
- Correct inaccurate or incomplete information
- Request deletion of your personal information, subject to our legal and legitimate business requirements (e.g. order and tax records)
- Withdraw consent for marketing communications at any time
- Raise a grievance regarding how your data is handled

To exercise any of these rights, please contact us using the details in Section 11 below.

9. Children's Privacy

This Website is not directed at children, and we do not knowingly collect personal information from individuals under the age of 18. If you believe a child has provided us with personal information, please contact us so we can remove it.

10. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or for legal, operational, or regulatory reasons. The updated version will be posted on this page with a revised "Last updated" date.

11. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or how your personal information is handled, please contact us at:

Organisation	Kashvi Foundation
Email	wearekashvi@gmail.com
Address	Plot No. 15, Kashvi Foundation, Shiv Nagar Colony, Pandeypur, Sikraul, Varanasi, Uttar Pradesh 221002

Reminder: please fill in the bracketed placeholders above (contact email, phone, and registered address) before publishing this policy live.