

# Privacy Policy

**Effective Date:** [Insert Date]

**Last Updated:** [Insert Date]

At **Cronida Industrro Tools & Supply Equipment**, we are committed to protecting the privacy and security of our users. This Privacy Policy explains how we collect, use, store, and protect your personal and business information when you interact with our platform.

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## 1. Who We Are

Cronida Industrro Tools & Supply Equipment (“we”, “us”, or “our”) is a B2B eCommerce platform based in **Assam, India**, that connects **manufacturers and distributors** (suppliers) with **retailers and individuals** (buyers) for industrial tools and equipment.

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## 2. Information We Collect

We collect the following types of data:

### a. Personal and Business Information

- Name
- Email ID
- Business Information (e.g., Company Name, Address)
- GST Number
- Bank Details

### b. Verification Documents (from Suppliers)

- GST Certificate
  - Business PAN
  - Business Registration Documents
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## 3. How We Collect Information

We collect information through the following means:

- Directly via our website forms and account registration
  - Indirectly through email communications with users
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## 4. Purpose of Data Collection

Your data is collected and used for the following purposes:

- Account creation and management

- Order fulfilment and processing
  - Business verification (for suppliers)
  - Marketing and promotional communication
  - Analytics and platform improvement
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## 5. Data Sharing and Disclosure

We do **not** sell or share user data with third parties for advertising or unrelated purposes. However, we **do share necessary data** with trusted service providers strictly for the following:

- **Logistics partners** (for order delivery)
- **Payment gateways** (for payment verification and transaction processing)

All such third parties are required to maintain the confidentiality and security of your data.

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## 6. International Data Transfers

We do **not** transfer user data outside of India. All data is stored and processed within the country to ensure compliance with Indian data protection norms.

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## 7. Data Security

We implement strong security measures to protect your data, including:

- Data encryption
- Secure servers and restricted access protocols

Despite these measures, no system can be completely secure. We cannot guarantee absolute security, but we strive to protect your data using industry best practices.

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## 8. Data Retention

We retain user data for the **lifetime of the company**, unless otherwise required by law.

**Note:** Users **cannot request access to or deletion of confidential business data** submitted for verification purposes.

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## 9. Marketing Communications

We may send you emails, messages, and other communications related to:

- New product launches
- Offers and promotions

- Platform updates

You may unsubscribe from marketing emails using the link provided in the message. However, transactional and service-related messages will continue as long as your account is active.

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## **10. User Rights**

While we respect your privacy, certain user rights such as access to confidential data, deletion, or editing of business verification documents may not be granted due to legal, operational, or platform-specific policies.

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## **11. Changes to This Policy**

We may update this Privacy Policy from time to time to reflect changes in our practices or applicable laws. We encourage you to review this page periodically. Continued use of our services indicates your acceptance of the current version.

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*By using our platform, you agree to the terms outlined in this Privacy Policy.*