# Privacy Policy

This Privacy Policy (“**Policy**”) describes the policies and procedures on the collection, use, disclosure and protection of your information when you use our Agrocrt platform (agrocrt.com web, mobile application).

Please read this Policy carefully before using the Agrocrt Platform or submitting any personal information to Agrocrt. This Policy is a part of and incorporated within, and is to be read along with, the Terms of Use. We respect your privacy and is committed to protecting it through its compliance with its privacy policies. If you do not provide the information Agrocrt requires, Agrocrt may not be able to provide all of its Services to you.

Website located at www.agrocrt.com, or the Agrocrt mobile application (collectively, “**Agrocrt** **Platform**”) (“**Agrocrt**”, “**Company**”, “**we**”, “**us**” and “**our**”), a private company established under the laws of India having its registered office.

**Privacy Policy Changes**

We may occasionally update this Policy and such changes will be posted on this page. Please check this page carefully or periodically for changes. Use of information we collect is subject to the Privacy Policy in effect at the time such information is used. Your continued use of the Services following the posting of changes to this Privacy Policy will constitute your consent and acceptance of those changes.

**Links To Other Websites**

Agrocrt platforms may contain links to other websites. Any personal information collected by you by visiting such websites is not governed by this policy. Agrocrt will not be responsible for and has no control over the practices and content of accessing any website using the links on the Agrocrt platform. This policy will not apply to any information you disclose to any of our service providers / service personnel, for which we are not required to disclose to you or any of our service providers under this policy.

**Information you give us –**

**Agrocrt ("Agrocrt,"** the **"Company," "we," "us,"** and **"our”)** collects several types of information from and about users of our Services, including:

1. **Your Personal Information("PI")** –

Personal Information is the information that can be associated with a specific person and could be used to identify that specific person whether from that data, or from the data and other information that we have, or is likely to have access to. We do not consider personal information to include information that has been made anonymous or aggregated so that it can no longer be used to identify a specific person, whether in combination with other information or otherwise.

1. **Your account information :**

In Create or update your Agrocrtaccount we may collect following information likes full name, email address, postal code, phone number, login name and password, address, language, payment or banking information, date of birth and profile picture gender. If you sign in to the Agrocrt Platform through third-party sign-in services such as Facebook, Google Plus or Gmail or other social networking or similar site (collectively, “SNS”), In such cases, we fetch and store whatever information is made available to us by you through these sign-in services.

1. **Your content:**

Information you provide through our Services, including your reviews, favourite vendors, photographs, comments, lists, followers, the users you follow, current and prior store reservation details, fruit vegetable ordering details and history, special store requests, contact information of people you add to, or notify of, and other information you provide on the agrocrt Platform. How long you used our Services and which features you used; the ads you clicked on and also Report problems for troubleshooting.

1. **Your communications:**

Communications between you and other users, customer support , merchants through our Services; your participation in a survey, poll, sweepstakes, contest or promotion scheme; your request for certain features (e.g., newsletters, updates or other products); your communication with us about employment opportunities posted to the services.

1. **Your transactional information:**

Use our Services, we may collect and store information about you to process your requests and automatically complete forms for future transactions, including (but not limited to) your phone number, address, email, billing information and credit or payment card information. This information may be shared with third-parties which assist in processing and fulfilling your requests, including PCI compliant payment gateway processors. When you submit credit or payment card information, we encrypt the information using industry standard technologies, as further described below under "Payment Card Information." If you write reviews about businesses with which you conduct transactions through our Services, we may publicly display information that you transacted with those businesses.

1. **Your Public Posts:**

You also may provide information (such as ratings, reviews, tips, photos, comments, likes, bookmarks, friends, lists, etc.) to be published or displayed (hereinafter, "posted") on publicly accessible areas of our Services, or transmitted to other users of our Services or third-parties (collectively, "User Contributions"). Your User Contributions are posted on and transmitted to others at your own risk. Although we limit access to certain pages, you may set certain privacy settings for such information by logging into your account profile. Please be aware that no security measures are perfect or impenetrable (see "Security" section below). Additionally, we cannot control the actions of other users of our Services with whom you may choose to share your User Contributions. Therefore, we cannot and do not guarantee that your User Contributions will not be viewed by unauthorized persons. We may display this information on the Services, share it with businesses, and further distribute it to a wider audience through third party sites and services. You should be careful about revealing any sensitive details about yourself in such postings. Participate in the interactive services offered by the Agrocrt Platform such as discussion boards, competitions, promotions or surveys, other social media functions or make payments etc., or If you sign up to use our Services as a merchant or a delivery partner, we may collect location details, copies of government identification documents and other details (KYC), call and SMS details.

**Information We Collect About You**

The information we collect on or through our Services may include:

1. With regard to each of your visits to the Agrocrt Platform, we will automatically collect and analyse the following demographic and other information.
2. When you communicate with us (via email, phone, through the Agrocrt Platform or otherwise), we may maintain a record of your communication; and collect your Information about your activity on the Services, such as your search queries, comments, search results selected, number of clicks, pages viewed and the order of those pages, how long you visited our Services, the date and time you used the Services, error logs, and other similar information.
3. **Location information**: We may collect your real time information and approximate location information as determined through data such as GPS, IP address Depending on the Services that you use, and your app settings or device permissions
4. **Usage information:** Details of your use of our Services, including traffic data, location data, logs and other communication data and the resources that you access and use on or through our Services.
5. **Your preferences:** Your preferences and settings such as time zone and language.
6. **Transaction Information**: We collect transaction details related to your use of our Services, and information about your activity on the Services, including the full Uniform Resource Locators (URL), the type of Services you requested or provided, comments, domain names, search results selected, number of clicks, information and pages viewed and searched for, the order of those pages, length of your visit to our Services, the date and time you used the Services, amount charged, details regarding application of promotional code, methods used to browse away from the page and any phone number used to call our customer service number and other related transaction details
7. **Device Information**: We may collect information about your Computer device and mobile devices you use to access our Services, in Information about your computer, Internet connection and mobile device, including your IP address, operating systems, platforms, browser type, other browsing information (connection, speed, connection type etc.), device type, device's unique device identifier, mobile network information and the device's telephone number.
8. **Mobile device IDs:** Unique mobile device identifier (e.g. IDFA or other device IDs on Apple devices like the iPhone and iPad), if you're using our Services on a mobile device, we may use mobile device IDs (the unique identifier assigned to a device by the manufacturer), instead of cookies, to recognize you. We may do this to store your preferences and track your use of our applications. Unlike cookies, mobile device IDs cannot be deleted. Advertising companies may use device IDs to track your use of our applications, track the number of advertisements displayed, measure advertising performance and display advertisements that are more relevant to you. Analytics companies may use mobile device IDs to track your usage of our applications.
9. **Stored information and files:** Our applications also may access metadata and other information associated with other files stored on your mobile device. This may include, for example, photographs, audio and video clips, personal contacts and address book information and online or offline status of your application.
10. If you are a partner vendor, merchant or a delivery partner, we will, additionally, record your calls with us made from the device used to provide Services, related call details, SMS details location and address details.

**Information we receive from other sources -**

We may receive information about you from third parties, such as other users, partners (including ad partners, analytics providers, search information providers), or our affiliated companies or if you use any of the other websites/apps we operate or the other Services we provide. Users of our Ad Services and other third-parties may share information with us such as the cookie ID, device ID, or demographic or interest data, and information about content viewed or actions taken on a third-party website, online services or apps. For example, users of our Ad Services may also be able to share customer list information (e.g., email or phone number) with us to create customized audience segments for their ad campaigns.

**Information from Third Parties -**

We may collect, process and store your user ID associated with any social media account (such as your Facebook and Google account) that you use to sign into the Services or connect with or use with the Services. When you sign in to your account with your social media account information, or otherwise connect to your social media account with the Services, you consent to our collection, storage, and use, in accordance with this Privacy Policy, of the information that you make available to us through the social media interface. This could include, without limitation, any information that you have made public through your social media account, information that the social media service shares with us, or information that is disclosed during the sign-in process. Please see your social media provider's privacy policy and help center for more information about how they share information when you choose to connect your account.

We may also obtain information about you from third parties such as partners, marketers, third-party websites, and researchers, and combine that information with information which we collect from or about you.

When you sign in to Agrocrt Platform with your SNS account, or otherwise connect to your SNS account with the Services, you consent to our collection, storage, and use, in accordance with this Policy, of the information that you make available to us through the social media interface. This could include, without limitation, any information that you have made public through your social media account, information that the social media service shares with us, or information that is disclosed during the sign-in process.  Please see your social media provider’s privacy policy and help center for more information about how they share information when you choose to connect your account.

If you are partner vendor, merchant or a delivery partner, we may, additionally, receive feedback and rating from other users.

**OPT-OUT**

1. When you sign up for an account, you are opting in to receive emails from Agrocrt. You can log in to manage your email preferences or you can follow the “unsubscribe” instructions in commercial email messages, but note that you cannot opt out of receiving certain administrative notices, service notices, or legal notices from Agrocrt.
2. If you wish to withdraw your consent for the use and disclosure of your personal information in the manner provided in this Policy, please write to us at [customerhelpagrocrt@gmail.com]. Please note that we may take time to process such requests, and your request shall take effect no later than 5 (Five) business days from the receipt of such request, after which we will not use your personal data for any processing unless required by us to comply with our legal obligations. We may not be able offer you any or all Services upon such withdrawal of your consent.

**COOKIES**

Our Agrocrt Platform and third parties with whom we partner, may use cookies, pixel tags, web beacons, mobile device IDs, “flash cookies” and similar files or technologies to collect and store information with respect to your use of the Services and third-party websites.

We use cookies and similar technologies for purposes such as:

* Authenticating users;
* Remembering user preferences and settings;
* Determining the popularity of content;
* Delivering and measuring the effectiveness of advertising campaigns;
* Analysing site traffic and trends, and generally understanding the online behaviours and interests of people who interact with our services.
* A pixel tag (also called a web beacon or clear GIF) is a tiny graphic with a unique identifier, embedded invisibly on a webpage (or an online ad or email), and is used to count or track things like activity on a webpage or ad impressions or clicks, as well as to access cookies stored on users' computers. Agrocrt uses pixel tags to measure the popularity of our various pages, features and services. We also may include web beacons in e-mail messages or newsletters to determine whether the message has been opened and for other analytics.

To modify your cookie settings, please visit your browser’s settings. By using our Services with your browser settings to accept cookies, you are consenting to our use of cookies in the manner described in this section.

We may also allow third parties to provide audience measurement and analytics services for us, to serve advertisements on our behalf across the Internet, and to track and report on the performance of those advertisements. These entities may use cookies, web beacons, SDKs and other technologies to identify your device when you visit the Agrocrt Platform and use our Services, as well as when you visit other online sites and services.

Please see our Cookie Policy for more information regarding the use of cookies and other technologies described in this section, including regarding your choices relating to such technologies.

**How we use the information we collect**

We use the information we collect from and about you for a variety of purposes, including to:

* Process and respond to your queries
* Understand our users (what they do on our Services, what features they like, how they use them, etc.), improve the content and features of our Services (such as by personalizing content to your interests), process and complete your transactions, and make special offers.
* Administer our Services and diagnose technical problems.
* Send you communications that you have requested or that may be of interest to you by way of emails, or courier, or registered post, or telephone calls, or any other mode of communication. We may also share your preferences or the Services availed by you with your network followers on Agrocrt for marketing and other promotional activities of our Services.
* Send you questions from other users that you may be able to answer if you have registered with Agrocrt.
* Enable us to show you ads that are relevant to you.
* Generate and review reports and data about, and to conduct research on, our user base and Service usage patterns.
* Administer contests and sweepstakes.
* Provide you with customer support.
* Provide you with policies about your account.
* Carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection.
* Notify you about changes to our Services.
* Allow you to participate in interactive features offered through our Services.
* In any other way we may describe when you provide the information.
* For any other purpose with your consent.

We may also use your information to contact you about our own and third-party goods and services that may be of interest to you. If you do not want us to use your information in this way, please check the relevant box located on the form on which we collect your data and/or adjust your user preferences in your account profile.

We may use the information we have collected from you to enable us to display advertisements to our advertisers'/service providers' target audiences. Even though we do not disclose your personal information for these purposes without your consent, if you click on or otherwise interact with an advertisement, the advertiser may assume that you meet its target criteria.

**How we share the information we collect**

We may disclose personal information that we collect or you provide, as described in this privacy policy, in the following ways:

**DISCLOSURE AND DISTRIBUTION OF YOUR INFORMATION**

We may share your information that we collect for following purposes:

* **With Service Providers:**We may share your information with our vendors, consultants, marketing partners, research firms and other service providers or business partners, such as Payment processing companies, to support our business. For example, your information may be shared with outside vendors to send you emails and messages or push notifications to your devices in relation to our Services, to help us analyse and improve the use of our Services, to process and collect payments. We also may use vendors for other projects, such as conducting surveys or organizing sweepstakes for us.
* **With Partner store/Merchant:** While you place a request to order fruit vegetable through the Agrocrt Platform, your information is provided to us and to the store/merchants with whom you may choose to order. In order to facilitate your online food order processing, we provide your information to that store/merchant in a similar manner as if you had made a fruit vegetable directly with the restaurant. If you provide a mobile phone number, Agrocrt may send you text messages regarding the order’s delivery status.
* **With Other Users:**If you are a delivery partner, we may share your name, phone number and/or profile picture (if applicable), tracking details with other users to provide them the Services.
* **For Crime Prevention or Investigation:**We may share this information with governmental agencies or other companies assisting us, when we are:
* Obligated under the applicable laws or in good faith to respond to court orders and processes; or
* Detecting and preventing against actual or potential occurrence of identity theft, fraud, abuse of Services and other illegal acts;
* Responding to claims that an advertisement, posting or other content violates the intellectual property rights of a third party;
* Under a duty to disclose or share your personal data in order to enforce our Terms of Use and other agreements, policies or to protect the rights, property, or safety of the Company, our customers, or others, or in the event of a claim or dispute relating to your use of our Services. This includes exchanging information with other companies and organisations for the purposes of fraud detection and credit risk reduction.
* **For Internal Use:**We may share your information with any present or future member of our “Group” (as defined below)or affiliates for our internal business purposes The term “Group” means, with respect to any person, any entity that is controlled by such person, or any entity that controls such person, or any entity that is under common control with such person, whether directly or indirectly, or, in the case of a natural person, any Relative (as such term is defined in the Companies Act, 1956 and Companies Act, 2013 to the extent applicable) of such person.
* **With Advertisers and advertising networks:**We may work with third parties such as network advertisers to serve advertisements on the Agrocrt Platform and on third-party websites or other media (e.g., social networking platforms). These third parties may use cookies, JavaScript, web beacons (including clear GIFs), Flash LSOs and other tracking technologies to measure the effectiveness of their ads and to personalize advertising content to you.

While you cannot opt out of advertising on the Agrocrt Platform, you may opt out of much interest-based advertising on third party sites and through third party ad networks (including DoubleClick Ad Exchange, Facebook Audience Network and Google AdSense). For more information, visit [www.aboutads.info/choices](http://www.aboutads.info/choices). Opting out means that you will no longer receive personalized ads by third parties ad networks from which you have opted out, which is based on your browsing information across multiple sites and online services. If you delete cookies or change devices, your opt out may no longer be effective.

* **Social Networks.** If you interact with social media features on our Services, such as the Facebook Like button, or use your social media credentials to log-in or post content, these features may collect information about your use of the Services, as well as post information about your activities on the social media service. Your interactions with social media companies are governed by their privacy policies.

**Choices about how we use and disclose your information**

We strive to provide you with choices regarding the personal information you provide to us. You can set your browser or mobile device to refuse all or some browser cookies, or to alert you when cookies are being sent. To learn how you can manage your Flash cookie settings, visit the Flash player settings page on Adobe's website. If you disable or refuse cookies, please note that some parts of our Services may then be inaccessible or not function properly. We do not share your personal information with any advertising agency.

**Reviewing, changing or deleting information**

If you would like to review, change or delete personal information we have collected from you, or permanently delete your account, please use the "Contact Us" link at the bottom of page (customerhelpagrocrt@gmail.com).

If you delete your User Contributions from our websites, copies of your User Contributions may remain viewable in cached and archived pages, or might have been copied or stored by other users of our websites. Proper access and use of information provided on our websites, including User Contributions, is governed by our Terms of Use.

**Accessing & correcting your personal information**

We will take reasonable steps to accurately record the personal information that you provide to us and any subsequent updates.

We encourage you to review, update, and correct the personal information that we maintain about you, and you may request that we delete personal information about you that is inaccurate, incomplete, or irrelevant for legitimate purposes, or are being processed in a way which infringes any applicable legal requirement.

Your right to review, update, correct, and delete your personal information may be limited, subject to the law of your jurisdiction:

* If your requests are abusive or unreasonably excessive,
* Where the rights or safety of another person or persons would be encroached upon, or
* If the information or material you request relates to existing or anticipated legal proceedings between you and us, or providing access to you would prejudice negotiations between us or an investigation of possible unlawful activity. Your right to review, update, correct, and delete your information is subject to our records retention policies and applicable law, including any statutory retention requirements.

**Payment Card Information**

To use certain of our Services, such as to make reservations at certain restaurants and to make payments to certain restaurants, we may require credit or debit card account information. By submitting your credit or debit card account information through our Services, you expressly consent to the sharing of your information with restaurants, third-party payment processors, and other third-party service providers (including but not limited to vendors who provide fraud detection services to us and other third parties), and you further agree to the following terms:

* When you use a credit or debit card to secure a reservation through our Sites, we provide your credit or debit card account information (including card number and expiration date) to our third-party payment service providers and the applicable restaurant.
* When you initially provide your credit or debit card account information through our Services in order to use our restaurant payment services, we provide your credit or debit card account information to our third-party payment service providers. As explained in our Terms of Use, these third parties may store your credit or debit card account information so you can use our restaurant payment services through our Services in the future.
* For information about the security of your credit or debit card account information, see the "Security" section below.

**Analytics and tailored advertising**

To help us better understand your use of the Services, we may use third-party web analytics on our Services, such as Google Analytics. These service providers use the sort of technology described in the "Automatically-Collected Information" Section above. The information collected by this technology will be disclosed to or collected directly by these service providers, who use the information to evaluate our users' use of the Services. We also use Google Analytics as described in the following section. To prevent Google Analytics from collecting or using your information, you may install the Google Analytics Opt-Out Browser add-on.

**Tailored Advertising**

Third parties whose products or services are accessible or advertised via the Services may also use cookies or similar technologies to collect information about your use of the Services. This is done in order to help them-

* Inform, optimize, and serve ads based on past visits to our website and other sites and
* Report how our ad impressions, other uses of ad services, and interactions with these ad impressions and ad services are related to visits to our website. We also allow other third parties (e.g., ad networks and ad servers such as Google Analytics, OpenX, Pubmatic, DoubleClick and others) to serve tailored ads to you on the Services, and to access their own cookies or similar technologies on your computer, mobile phone, or other device you use to access the Services. We neither have access to, nor does this Privacy Policy govern, the use of cookies or other tracking technologies that may be placed by such third parties. These parties may permit you to opt out of ad targeting. If you are interested in more information about tailored browser advertising and how you can generally control cookies from being put on your computer to deliver tailored advertising (i.e., not just for the Services), you may visit the Network Advertising Initiative's Consumer Opt-Out Link, and/or the Digital Advertising Alliance's Consumer Opt-Out Link to opt-out of receiving tailored advertising from companies that participate in those programs. To opt out of Google Analytics for Display Advertising or customize Google Display Network ads, you can visit the Google Ads Settings page. Please note that to the extent advertising technology is integrated into the Services, you may still receive ads even if you opt-out of tailored advertising. In that case, the ads will just not be tailored to your interests. Also, we do not control any of the above opt-out links and are not responsible for any choices you make using these mechanisms or the continued availability or accuracy of these mechanisms.

When accessing the Services from a mobile application you may also receive tailored in-application advertisements. Each operating system: iOS, Android and Windows Phone provides its own instructions on how to prevent the delivery of tailored in-application advertisements. You may review the support materials and/or the privacy settings for the respective operating systems in order to opt-out of tailored in-application advertisements. For any other devices and/or operating systems, please visit the privacy settings for the applicable device or operating system or contact the applicable platform operator.

**DATA SECURITY PRECAUTIONS**

We have in place appropriate technical and security measures to secure the information collected by us.

We use vault and tokenization services from third party service providers to protect the sensitive personal information provided by you. The third-party service providers with respect to our vault and tokenization services and our payment gateway and payment processing are compliant with the payment card industry standard (generally referred to as PCI compliant service providers). You are advised not to send your full credit/debit card details through unencrypted electronic platforms. Where we have given you (or where you have chosen) a username and password which enables you to access certain parts of the Agrocrt Platform, you are responsible for keeping these details confidential. We ask you not to share your password with anyone.

Please be aware that the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted through the Agrocrt Platform. Once we have received your information, we will use strict physical, electronic, and procedural safeguards to try to prevent unauthorised access.

**Third party links and services**

The Services may contain links to third-party websites. Your use of these features may result in the collection, processing or sharing of information about you, depending on the feature. Please be aware that we are not responsible for the content or privacy practices of other websites or services which may be linked on our services. We do not endorse or make any representations about third-party websites or services. Our Privacy Policy does not cover the information you choose to provide to or that is collected by these third parties. We strongly encourage you to read such third parties' privacy policies.

**EU privacy/data protection rights**

EU General Data Protection Regulation (GDPR) has provided the below rights to the EU residents:

* **Right to information** - including contact details to the DPO, the purposes for processing Personal Information and the rights of the individual.
* **Right to access** the Personal Information that are processed
* **Right to erasure** (”Right to be forgotten”)
* **Right to rectification**
* **Right to restriction of processing**
* **Right to data portability** of the Personal Information supplied to Agrocrt by the EU resident
* **Right to object** (opt-out) to processing (unless Agrocrt otherwise has compelling legitimate grounds)

EU residents can exercise these rights by raising a request directly at [agrocrtjpr@gmail.com](mailto:agrocrtjpr@gmail.com).

**Data retention and account termination**

You can close your account by visiting your profile settings page on our website. We will remove your public posts from view and/or dissociate them from your account profile, but we may retain information about you for the purposes authorized under this Privacy Policy unless prohibited by law. Thereafter, we will either delete your personal information or de-identify it so that it is anonymous and not attributed to your identity. For example, we may retain information to prevent, investigate, or identify possible wrongdoing in connection with the Service or to comply with legal obligations.

**Job applicants**

If your information is submitted to us through our Service when applying for a position with our company, the information will be used to consider your application. We may retain your information for any period of time. This information may be shared with other companies for the purpose of evaluating your qualifications for the particular position or other available positions, as well as with third-party service providers retained by us to collect, maintain and analyse candidate submissions for job postings. For more details please refer Privacy Policy at our careers page.