

# PRIVACY POLICY



## PRIVACY POLICY

This Privacy Policy applies to ("Website", and all other "Platform",), which is owned and operated by Rappidx Global Business Solutions Private Limited ("Company"), a private limited company incorporated under the Companies Act, 2013.

At [Rappidx](#), we recognize and respect the privacy of our users, including both registered account holders and their end customers. This Policy outlines how personal information, cookies, and similar data are collected, used, and safeguarded as part of delivering our logistics and shipping solutions.

By accessing or using our Website, you agree to the collection, use, disclosure, storage, and processing of your personal information as outlined in this Privacy Policy. If you do not accept the terms of this Policy, please discontinue use of the Website and remove any cookies placed through its use.

Note: We periodically update this Privacy Policy. We encourage you to review it from time to time to stay informed about how we protect your data. This Policy applies to all users accessing [Rappidx](#) via desktop, mobile site, or any other supported interfaces.

### 1. INFORMATION SAFEGUARD MECHANISM

- [Rappidx](#) does not sell, rent, or trade your personal information to third parties.
- Your phone number and email may be used to send essential updates about [Rappidx](#) and its affiliated services.
- Communications via email or SMS will only relate to services you have opted into or requested.
- Aggregated, non-personal data (e.g., user traffic, general trends) may be disclosed for analytical or
- We may disclose personal data to third parties only in response to legally compliant requests from governmental or regulatory authorities.

### 2. PERSONAL INFORMATION COLLECTED

- Name
- Address
- Email address
- Phone number
- Any other relevant identifiers

We may also collect technical information such as:

- IP address
- Internet service provider (ISP) details
- Browser type and access logs
- Usage and interaction statistics

This data helps us enhance user experience and maintain the security of our platform.

### 3. UTILIZATION OF PERSONAL INFORMATION

Your personal information may be used for purposes including, but not limited to:

- Processing your transactions and service requests
- Communicating account or service updates
- Resolving disputes and addressing customer concerns
- Detecting and preventing fraud or unlawful activities
- Improving service delivery and user experience
- Sending promotional offers or service recommendations tailored to your interests
- Enforcing our terms, policies, and applicable laws

We may also conduct optional surveys to understand user demographics and preferences, which help in personalizing your experience on [Rappidx](#).

**Cookie data** is used strictly for internal platform development and is not shared or sold to any third party.

## **4. DATA SECURITY SYSTEM**

We implement robust technical and organizational measures to protect your data against unauthorized access, misuse, or alteration. For example:

- Secure servers are used when accessing or changing account information.
- Regular internal audits and industry-standard practices are followed to safeguard stored data.

## **5. CONSENT AND INFORMATION SHARING**

By using [Rappidx](#), you consent to the collection and use of your personal data as described in this Policy. In line with industry norms, we may share your information with trusted partners and entities such as:

- Group companies
- Logistics and technology service providers
- Subcontractors and consultants
- Credit rating and verification agencies
- Regulatory bodies when required

These parties are contractually bound to use such information solely for the purposes defined by [Rappidx](#) and in compliance with applicable data protection laws.

## **6. CONTACT AND GRIEVANCE REDRESSAL MECHANISM**

If you have any questions, concerns, or would like to exercise your rights under applicable privacy laws, you may reach out to our Privacy or Grievance Officer by emailing us at [support@rappidx.com](mailto:support@rappidx.com)