# Privacy Policy – Indo Wagen

At Indo Wagen, a brand under Zeniak Innovation Limited, we are committed to protecting your privacy. This policy explains how we collect, use, and safeguard any personal information you provide when using our website [www.indowagen.com](http://www.indowagen.com/). We may update this policy periodically, and we encourage you to review it from time to time.

## 1. Information We Collect

### Personal Information

We collect personal data to enhance our services and improve user experience. The information we collect may include:

* Name, age, gender
* Contact details (email, phone number, mailing address)
* Location data and IP address
* Vehicle details (model, year, registration number, color, invoice, warranty details)

### How We Collect Information

We collect your personal data when:

* You register for events or participate in surveys.
* You request customer support or dealership information.
* You apply for dealership or distributorship opportunities.
* We receive information from partners, dealerships, or service providers.

We may also collect certain technical data (device type, browser, operating system) when you interact with our website.

## 2. How We Use Your Information

We use the information collected for:

* **Customer Support**: Processing inquiries, bookings, and after-sales services.
* **Product & Service Improvement**: Enhancing user experience and product quality.
* **Marketing & Promotions**: Sending offers, updates, and relevant news.
* **Market Research**: Conducting surveys to understand customer needs.
* **Compliance & Security**: Ensuring legal compliance and fraud prevention.

We don't sell or give away your personal info to outside parties without permission. When we share data with dealers, banks, insurance companies, or government offices, it's to process transactions.

## 3. Your Rights & Control Over Your Data

You have the right to:

* **Access Your Data** – Request the personal information we hold about you.
* **Correct Your Data** – Update incorrect or incomplete information.
* **Delete Your Data** – Request removal of your personal details.
* **Object to Processing** – Stop us from using your data for specific purposes.
* **Withdraw Consent** – Opt-out of marketing or data collection at any time.
* **Data Portability** – Request to transfer your data to another provider.

To exercise your rights, please contact us at [info@zeniak.com](mailto:info@zeniak.com). Verification of identity may be required before processing such requests.

## 4. Data Storage & Retention

We retain your personal data for as long as required to:

* Complete transactions and service requests.
* Comply with legal and regulatory requirements.
* Improve our services and customer experience.

Once the data is no longer needed, we securely delete or anonymize it.

## 5. Security Measures

We implement stringent physical, electronic, and managerial measures to protect your data from unauthorized access or breaches. However, we cannot guarantee 100% security due to the nature of internet transmissions.

In case of a data breach, affected users will be notified immediately, and corrective actions will be taken.

## 6. Third-Party Links & Services

Our website may contain links to third-party websites, including dealerships, financial institutions, or service providers. Indo Wagen is not responsible for the privacy policies of these external sites. Users are advised to review the privacy policies of third-party platforms before sharing personal data.

## 7. Dispute Resolution & Legal Compliance

Any disputes related to privacy or data protection will be resolved as per Indo Wagen’s company policies. Legal proceedings, if required, will fall under the jurisdiction of courts in Kolkata, West Bengal, India.

## 8. Contact Us

For any queries related to this privacy policy or your personal data, please contact:

**Toll-Free:** 1800 120 345 345  
**Email:** [info@zeniak.com](mailto:info@zeniak.com)  
**Website:** [www.indowagen.com](http://www.indowagen.com/)

### Your Privacy, Our Commitment!

Indo Wagen is dedicated to safeguarding your data while ensuring transparency and trust. By using our website and services, you agree to our Privacy Policy and terms.