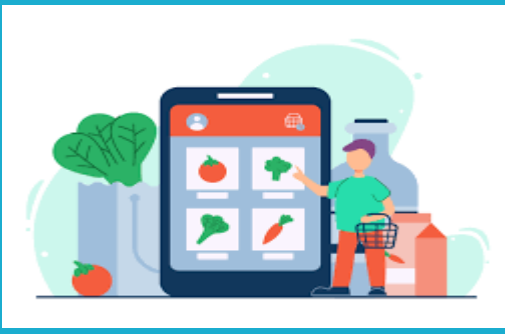


Online Grocery Shop Services: Regulations and Criticisms



Introduction

Online grocery shop service offers grocery items to purchase online and delivers it to the customer’s doorstep.

Some online grocery service providers are: MeenaClick, Shwapno, Chaldal, PandaMart, dMart etc.



Regulations/Guidelines regarding online grocery service in Bangladesh

- From oldest to the most recent:**
- The Sale of Goods Act, 1930
 - Consumers’ Right Protection Act, 2009
 - Digital Commerce Operation Guidelines were issued by the Ministry of Commerce in accordance with the Digital Commerce (Amended) Policy of 2020
- All providers must ensure :**
- Confidentiality
 - Integrity
 - Authorization
 - Non-repudiation
- A mandatory requirement:**
- Ensure authentication by account holders using secure way such as OTP
- Obtain Unique Business Identification Number (UBID) for providers**
- A practice encouraged:**
- Second authentication factor

Regulation’s Criticisms

- Does not specify how this can be done online correctly
- No mention of Digital security act 2018

Terms of Service(ToS), End-User License Agreement (EULA) and Privacy Policy

	MeenaClick	Shwapno	Chaldal
ToS	Stated	Stated	Stated
EULA	Not clearly stated	Not clearly stated	Stated
Privacy Policy	Stated	Stated	Stated

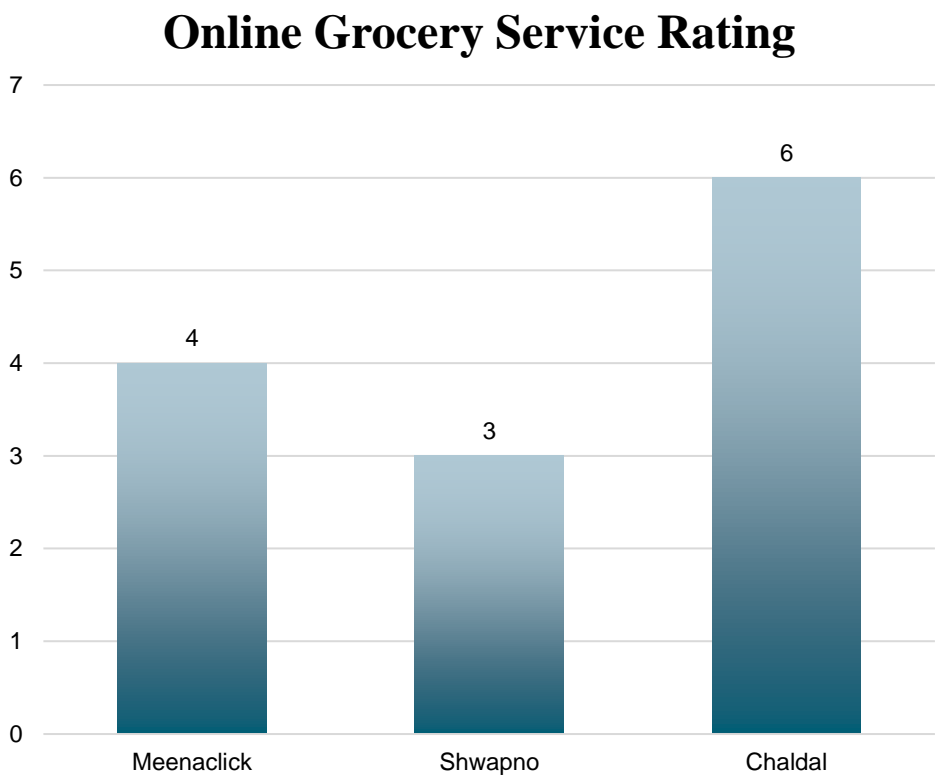
Analyzing the ToS, EULA and Privacy Policy

	meenaclick	কষ্টের টাকায় শ্রেষ্ঠ বাজার	Chaldal .com
1. Information collected and how is it used	Personal information: <ul style="list-style-type: none">- name- email address- billing address- Shipping address- phone number- debit/credit card information How the information is used: <ul style="list-style-type: none">- For improving customer service and site- For processing transactions- For sending periodic emails	Personal information: <ul style="list-style-type: none">- name- email address- billing address- Shipping address- phone number- debit/credit card information How the information is used: <ul style="list-style-type: none">- For delivering the products- For improving customer service- For a third party for product delivery	Personal information: <ul style="list-style-type: none">- name- email address- billing address- Shipping address- phone number- debit/credit card information How the information is used: <ul style="list-style-type: none">- For responding to requests- For customizing future shopping- For improving stores- For communication
2. Does this service Inform users before collecting data?	Yes	Yes	Yes
3. How to opt out?	No information given	No information given	Create a request at the "Contact Us" page.
4. Is stronger protection provided for sensitive data?	No information given	No information given	No information given
5. How long the data will be kept for	No information given	No information given	Until requested to remove
6. How to access and correct the stored data?	No information given	No information given	Create a request at the "Contact Us" page.
7. Maintaining accuracy and security of collected data	<ul style="list-style-type: none">- Collects personal details on a secure server- Occasionally request proof of identity before we disclose personal information- No third-party involvement.	<ul style="list-style-type: none">- All personal details is collected on a secure server with firewalls.- Uses cookies to collect visitor information.	<ul style="list-style-type: none">- No warranty or guarantee related to the security measures of the personal information- Exchanges information with other companies and organizations for fraud protection.

Criticism of Online Grocery Service Companies

- Not a single company uses a secondary authentication factor.
- Opt-Out option is only available in Chaldal.
- No extra protection option is given for sensitive data.
- There is no clear mention about how long the data will be kept in MeenaClick and Shwapno.

Rating According to ToS, EULA and Privacy Policy



MeenaClick, Shwapno, Chaldal, which one is safer?

Among MeenaClick, Shwapno and Chaldal according to the rating based on ToS, EULA and privacy policy, Chaldal is safer to use because of their data safety and transparency to its customers.

Conclusion

- Some suggestions:
- Letting customers know before sharing customer’s information with third party.
 - Before making big transaction, sending customer a confirmation message via phone number or email.