

# 1StopMandi Privacy Policy

**Last Updated: July 10, 2025**

At 1StopMandi, a brand of Zyientkart Private Limited (“Zyientkart,” “1StopMandi,” “we,” “us,” or “our”), we deeply value the trust you place in us as your partner in sourcing farm-fresh produce and essentials. Your privacy is at the heart of our commitment to you, and we strive to handle your information with care, transparency, and respect. This Privacy Policy explains:

- The types of information we collect when you use our websites, mobile applications, or other services (collectively, “Services”).
- How we collect, use, store, protect, and share your information.

This policy applies to information collected through our Services, including orders placed via phone, app, or website, as well as communications related to our Services. It does not cover information collected by third parties, such as farmers, vendors, or payment processors, whose privacy practices may differ. We encourage you to review their policies directly.

By using our Services or registering an account with 1StopMandi, you agree to this Privacy Policy and consent to our collection, use, disclosure, and protection of your information as described here. If you choose not to provide certain information, we may be unable to deliver some of our Services.

## 1 . Who We Are

1StopMandi, operated by Zyientkart Private Limited, located at Sheohar, Bihar 843329, India, is the controller of your personal data collected through our Services. We may process and store your information on our servers in India or with trusted third-party service providers, in or outside India, under strict contractual agreements to ensure your data’s safety.

## 2 Changes to This Policy

We may update this Privacy Policy to reflect changes in our practices, legal requirements, or Services. Your continued use of our Services after such changes constitutes acceptance of the updated policy. We encourage you to check this page periodically for updates to stay informed.

## 3 Information We Collect

We collect various types of information to provide and enhance our Services, always with the goal of serving you better:

### 3.1 Information You Provide

- **Account Information:** When you create an account with 1StopMandi, you may provide your business name, contact person's name, email address, phone number, billing address, GSTIN, and other details. You may also provide a profile picture or logo, which may be publicly visible.
- **Order Information:** Details about your orders, including items, quantities, delivery schedules, and special requests (e.g., packaging preferences).
- **Payment Information:** Billing details, such as bank account details, UPI IDs, or credit/debit card information for processing payments. We use PCI-compliant payment gateways to secure this data.
- **Communications:** Messages, feedback, or inquiries sent to us or through our Services (e.g., via the app or customer support).
- **Preferences:** Settings like delivery time preferences, product categories, or language.
- **Business Details:** Information about your business type (e.g., restaurant, hotel, kirana store) to tailor our Services to your needs.

### 3.2 Information Collected Automatically

- **Usage Data:** Details about how you interact with our Services, such as pages visited, features used, order history, and search queries.
- **Device Information:** IP address, browser type, operating system, device type, and unique device identifiers.
- **Location Data:** If enabled, we may collect your device's GPS location to facilitate delivery or suggest nearby vendors. You can disable location services in your device settings.
- **Cookies and Tracking Technologies:** We use cookies, web beacons, and similar tools to enhance your experience, track usage, and deliver relevant content. For more details, see our Cookie Policy.

### 3.3 Information from Third Parties

- **Social Media:** If you sign in using social media accounts (e.g., Google, WhatsApp), we may collect information like your name or email, as permitted by those platforms.
- **Partners and Vendors:** We may receive information from farmers, FPOs, or other partners to verify orders or ensure quality.

### 3.4 Anonymous or Aggregated Data

We may anonymize or aggregate data to analyze trends, improve Services, or conduct research. Such data cannot be used to identify you and is not subject to this policy.

## 4 . How We Use Your Information

We use your information to deliver, personalize, and improve our Services, always with the aim of making your experience seamless and valuable. This includes:

- Processing and fulfilling your orders, including sourcing, packaging, and delivery.
- Managing your account and providing customer support.
- Communicating with you about orders, promotions, or updates via email, SMS, phone, or push notifications.
- Personalizing your experience by recommending products or vendors based on your preferences.
- Monitoring and improving our Services through analytics and usage data.
- Complying with legal obligations, such as tax reporting or fraud prevention.
- Sending relevant offers or updates, with your consent, about our Services or partner products.
- Supporting operational needs, such as inventory management, delivery tracking, and payment processing.

## 5 . How We Share Your Information

We share your information in the following ways, always prioritizing your privacy:

### 5.1 With Service Providers

- **Farmers and Vendors:** To fulfill orders, we share relevant details (e.g., order quantities, delivery address) with farmers or verified vendors.
- **Logistics Partners:** Delivery drivers or third-party logistics providers receive your business name, address, and contact details to complete deliveries.
- **Payment Processors:** We share payment details with PCI-compliant third-party processors to handle transactions securely.
- **Technology Providers:** Vendors providing ERP/CRM, hosting, or analytics services may access limited data under strict confidentiality agreements.

### 5.2 With Business Partners

- If you opt in, we may share limited information with partners for promotional purposes, such as offering packaging or dairy products.
- We may share aggregated, non-identifiable data with partners for market research or analytics.

### 5.3 For Legal Purposes

- We may disclose information to comply with legal obligations, respond to government requests, or protect the rights, safety, or property of Zyientkart Private Limited, our users, or others.
- In case of a merger, acquisition, or asset transfer, your information may be shared with the relevant entity.

### 5.4 With Your Consent

- We may share your information for other purposes if you explicitly consent, such as participating in a survey or promotion.

## 6 Your Choices

We empower you to manage your information with the following options:

- **Account Settings:** Update or delete your account details via the 1StopMandi app or website.
- **Communication Preferences:** Opt out of promotional emails or SMS by following the unsubscribe instructions or contacting us. Note that you cannot opt out of transactional communications (e.g., order confirmations).
- **Cookies:** Adjust your browser settings to manage cookies. Disabling cookies may affect some features of our Services.
- **Location Data:** Disable GPS or location services on your device to stop location tracking.

## 7 Data Security

We are committed to protecting your information with robust measures, including:

- Encryption of sensitive data (e.g., payment details) using industry-standard technologies.
- Access controls to limit data access to authorized personnel only.
- Regular security audits of our systems and third-party providers.

While we strive to safeguard your information, no system is entirely secure. You are responsible for protecting your account credentials and notifying us immediately of any unauthorized access.

## 8 Data Retention

We retain your information only as long as necessary to fulfill the purposes outlined in this policy or comply with legal requirements. You may request account deletion by contacting us. After deletion, we may retain anonymized data for analytics or legal compliance.

## 9 Permissible Age

Our Services are intended for businesses and individuals aged 18 or older. We do not knowingly collect personal information from users below this age. If we discover such data, we will delete it promptly.

## 10 Third-Party Links

Our Services may include links to third-party websites or services (e.g., payment gateways, vendor portals). We are not responsible for their privacy practices. Please review their policies before sharing information.

## 11 Your Rights

Depending on your jurisdiction, you may have the following rights:

- **Access:** Request a copy of the personal information we hold about you.
- **Correction:** Update or correct inaccurate information.
- **Deletion:** Request deletion of your data, subject to legal obligations.
- **Restriction:** Limit how we process your information.
- **Data Portability:** Request a copy of your data in a structured format.
- **Objection:** Opt out of certain data uses, such as marketing.

To exercise these rights, contact our Data Protection Officer at [support@1stopmandi.com](mailto:support@1stopmandi.com).

## 12 International Data Transfers

Your information may be processed or stored in India or other countries where our service providers operate. We ensure such transfers comply with applicable data protection laws and are protected by contractual safeguards.

## 13 Contact Us

We're here to answer any questions or address concerns about this Privacy Policy or your data. Please reach out to us at:

**Zyientkart Private Limited (1StopMandi)**

Sheohar, Bihar 843329, India

**Email:** [support@1stopmandi.com](mailto:support@1stopmandi.com)

**Phone:** +91-7292980098

Thank you for choosing 1StopMandi. We're dedicated to making your experience trans- parent, secure, and tailored to your business needs.