

## **Privacy Policy & Terms and Conditions**

**Effective Date: 01.01.2025**

**Sanjana Enterprises** (“Company,” “we,” “our,” or “us”) is a trusted service provider with over 30 years of expertise in waterproofing and flooring solutions. We are committed to protecting your privacy and ensuring transparency in our business practices. This document outlines both our Privacy Policy and Terms & Conditions.

### **Section A: Privacy Policy**

#### **1. Information We Collect**

We may collect the following information when you engage with us:

Personal Information – Full name, phone number, email address, and residential or project site address.

Business Information – Company name, project details, billing, and payment details.

Technical Information – Device details, IP address, and browsing data (if using our website).

#### **2. Purpose of Collection Your information is used to:**

Provide professional waterproofing and flooring services.

Prepare quotations, process payments, and execute contracts.

Maintain customer records and service history.

Improve our service quality and client experience.

Send service-related updates, invoices, and notifications.

Comply with legal and regulatory obligations.

#### **3. Sharing of Information**

We respect confidentiality and do not sell your information. It may be shared only with:

Authorized contractors, suppliers, or logistics partners involved in your project.

Payment service providers and technology partners for secure processing.

Government authorities or regulators, if legally required.

#### **4. Data Protection & Security**

We use reasonable administrative and technical safeguards to protect your personal information. While we strive for security, no system is completely risk-free, and we cannot guarantee absolute protection.

#### **5. Data Retention**

Personal information is retained only for as long as required to:

Deliver services and complete projects.

Fulfill financial, tax, or regulatory obligations.

Resolve disputes and enforce contracts.

#### **6. Your Rights**

You may:

Request access, correction, or deletion of your personal data.

Withdraw consent for marketing communications.

Raise concerns about how your data is handled by contacting us directly.

#### **7. Cookies (If Applicable)**

Our website may use cookies to track usage and improve functionality. You may adjust your browser settings to disable cookies if you prefer.

#### **8. Updates to Privacy Policy**

We reserve the right to update this Privacy Policy. Changes will be reflected with a revised "Effective Date."

## **Section B: Terms & Conditions**

### **1. Services**

Sanjana Enterprises provides professional waterproofing and flooring solutions tailored to client requirements. Services will be executed as per written quotations, agreements, or work orders.

### **2. Payment Terms**

To ensure smooth project execution, our standard payment terms are as follows:

50% Advance Payment – Payable at the time of work order/contract confirmation.

30% Payment – Payable immediately after material dispatch to the project site.

20% Balance Payment – Payable upon completion of the project and final handover.

Note: Payments are non-refundable once materials are procured or services initiated. Delay in payment may result in suspension of work and additional charges.

### **3. Quotations & Validity**

All quotations are valid for a period of 30 days.

Any changes in scope, materials, or project specifications may result in a revised quotation.

### **4. Project Execution**

Work will be performed using industry best practices and quality materials.

Project timelines are estimated and may vary due to external factors such as site access, weather, or client delays.

Clients must ensure timely site readiness and clear access for execution.

## **5. Warranty & Liability**

Specific warranties (if any) will be outlined in the project agreement.

The Company is not liable for damages resulting from improper use, lack of maintenance, or third-party alterations.

Liability is limited to the value of the contract.

## **6. Client Responsibilities**

Clients must:

Provide accurate project details and site information.

Ensure timely payments as per agreed terms.

Obtain necessary permits, approvals, and compliances, if applicable.

## **7. Termination**

Either party may terminate the agreement in case of material breach.

Advance payments made for confirmed projects are non-refundable in case of client-initiated termination.

## **8. Intellectual Property**

All proposals, drawings, designs, and materials shared remain the intellectual property of Sanjana Enterprises and cannot be copied, distributed, or used without written consent.

## **9. Governing Law & Jurisdiction**

These Terms & Conditions shall be governed by the laws of Karnataka State. Any disputes shall fall under the exclusive jurisdiction of the courts in Karnataka State.

## **Contact Information**

For inquiries regarding this Privacy Policy or Terms & Conditions, please contact:

**Sanjana Enterprises**

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