

Privacy Policy for Nukkad Tea Cafe Ventures LLP

Effective Date: March 06, 2025

Last Updated: March 06, 2025

At Nukkad Tea Cafe Ventures LLP ("Nukkad," "we," "us," or "our"), we are committed to protecting your privacy while delivering a welcoming and inclusive experience. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you visit our cafes, interact with us online (including through our website or social media), or engage with our services. Our mission is to empower marginalized communities and foster social inclusion, and we extend this ethos to handling your data responsibly.

By using our services, visiting our cafes, or accessing our website, you agree to the terms of this Privacy Policy. If you do not agree, please refrain from using our services.

1. Information We Collect

We may collect the following types of information:

a. Personal Information

- Contact Details: Name, email address, phone number (e.g., when you make a reservation, provide feedback, or contact us).
- Order Information: Details related to your purchases (e.g., food and beverage orders, payment details if processed by us).
- Event Participation: Information you provide when attending events hosted by Nukkad (e.g., workshops, open mic sessions, or community programs).

b. Non-Personal Information

- Usage Data: Information about how you interact with our website or social media pages (e.g., pages visited, time spent, IP address, browser type).
- Cookies and Tracking Technologies: Data collected via cookies or similar technologies to enhance your online experience (see Section 6 for details).

c. Information from Third Parties

- Social Media: If you interact with us on platforms like Facebook, Instagram, or LinkedIn, we may collect publicly available information (e.g., your username or comments).
- Payment Processors: We may receive transaction-related data from third-party payment providers when you pay at our cafes or online.

We do not intentionally collect sensitive personal data (e.g., religion, health information) unless voluntarily provided by you for specific purposes (e.g., dietary preferences).

2. How We Collect Information

We collect information:

- **Directly from You:** When you place an order, sign up for events, submit feedback, or contact us.
- **Automatically:** Through website analytics, cookies, or tracking tools when you visit our online platforms.
- **From Third Parties:** Via social media interactions or payment processing services.

3. How We Use Your Information

We use your information to:

- Provide and improve our services (e.g., process orders, respond to inquiries).
- Communicate with you (e.g., send confirmations, updates, or promotional offers).
- Organize and manage events (e.g., workshops, community initiatives).
- Enhance your experience (e.g., personalize offerings, analyze website usage).
- Comply with legal obligations (e.g., tax or regulatory requirements).
- Promote our mission of social inclusion (e.g., share stories or testimonials with your consent).

4. How We Share Your Information

We do not sell your personal information. We may share it with:

- **Service Providers:** Third parties who assist us (e.g., payment processors, website hosting services, marketing partners) under strict confidentiality agreements.
- **Legal Authorities:** When required by law or to protect our rights, safety, or property.
- **Business Partners:** For franchise-related inquiries or collaborations, with your consent where applicable.

5. Your Choices and Rights

You have the right to:

- **Access:** Request details of the personal data we hold about you.
- **Correct:** Update or rectify inaccurate information.
- **Delete:** Request deletion of your data, subject to legal obligations.
- **Opt-Out:** Unsubscribe from marketing communications at any time via the "unsubscribe" link in emails or by contacting us.

To exercise these rights, connect to contactus@Nukkadteacafe.com

6. Cookies and Tracking Technologies

Our website may use cookies to improve functionality and analyze usage. Cookies are small files stored on your device. You can manage cookie preferences through your browser settings, though disabling them may affect your experience.

7. Data Security

We implement reasonable measures (e.g., encryption, access controls) to protect your information from unauthorized access, loss, or misuse. However, no system is completely secure, and we cannot guarantee absolute security.

8. Data Retention

We retain your information only as long as necessary for the purposes outlined in this policy or as required by law. For example:

- Order data may be kept for 5 years for tax purposes.
- Feedback or event data may be retained until no longer relevant to our operations.

9. Third-Party Links

Our website or social media may contain links to third-party sites. We are not responsible for their privacy practices. Please review their policies before sharing information.

10. Children's Privacy

Our services are not directed at individuals under 13 years of age. We do not knowingly collect data from children. If you believe we have such data, please contact us immediately.

11. International Data Transfers

If you access our services from outside India, your data may be processed in India, where our servers are located. We comply with applicable data protection laws for such transfers.

12. Changes to This Privacy Policy

We may update this policy periodically. Changes will be posted on this page with an updated "Last Updated" date. Please review it regularly.

13. Contact Us

If you have questions, concerns, or requests regarding this Privacy Policy, please reach out to:

Nukkad Tea Cafe Ventures LLP

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Email: [contactus@nukkadteacafe.com]

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