

PRIVACY POLICY

Caduceus Marketing Private Limited

Website: www.mycaduceus.com

1. Purpose

- Protect personal information of customers, distributors, business partners and website users.
- Explain what information we collect, why we use it, how we protect it, and when it may be shared.
- Applies to the Caduceus website, services, forms and related online facilities.

2. Information We Collect

- Personal: name, mobile, email, address and order information.
- KYC/business: PAN, identification and address verification where required.
- Technical: IP address, browser/device information, pages visited and usage data.
- Cookies and similar technologies may be used for functionality, security and analytics.

3. How We Use Information

- Process orders, payments, deliveries, returns and refunds.
- Manage customer and independent distributor accounts.
- Provide customer support and important service notifications.
- Improve products, website and services.
- Prevent fraud, misuse and security threats.
- Meet legal, tax, accounting and regulatory obligations.

4. Communications

- We may contact users by phone, SMS, email, WhatsApp or other available channels.
- Communications may concern orders, accounts, KYC, customer support and business information.
- Promotional communications are sent where permitted by applicable law.
- Users may opt out of non-essential promotional messages.

5. Sharing & Disclosure

- Information may be shared with trusted service providers when reasonably necessary.
- Examples include payment gateways, logistics partners, IT/hosting providers and customer-support providers.
- Information may also be disclosed to regulators, courts, law-enforcement agencies or professional advisers where required.
- Caduceus does not intend to sell personal information as a commercial product.

6. Payment & KYC

- Payments may be processed through third-party payment providers.
- Sensitive payment credentials such as PINs, passwords and CVV should never be shared with Caduceus.
- KYC information may be processed for identity verification, compliance, fraud prevention and business records.
- Reasonable safeguards are applied to protect KYC information.

7. Data Security & Retention

- Reasonable administrative, technical and organizational safeguards are used.
- No internet or electronic storage system can be guaranteed completely secure.
- Information is retained only as reasonably necessary for business, legal, regulatory and dispute-resolution purposes.
- Information may be deleted, anonymized or securely disposed of when no longer required, subject to law.

8. User Privacy Rights

- Subject to applicable law, users may request access to personal information held by us.
- Users may request correction of inaccurate or incomplete information.
- Deletion or withdrawal of consent may be requested where legally permitted.
- Users may raise privacy-related grievances and exercise other rights available under applicable law.

9. Children & Third-Party Services

- Services are not intentionally directed toward children where applicable law restricts collection.
- Third-party websites, payment services and social platforms may have their own privacy policies.
- Caduceus is not responsible for the privacy practices of external websites.
- Users should review third-party privacy policies before providing information.

10. Policy Changes & Governing Law

- This Privacy Policy may be updated to reflect changes in services, technology, business practices or law.
- Material changes may be published on the website with an updated date.
- Policy is interpreted in accordance with applicable laws of India.
- Disputes are subject to competent courts in Chandauli, Uttar Pradesh, subject to applicable law.

11. Privacy Contact

- Caduceus Marketing Private Limited
- Registered Office: C/o Shabnam Raza Ansari, Eid Gah Dangal Road, Sakaldiha, Kamalpur, Chandauli, Uttar Pradesh – 232106, India
- Customer Care: +91 9208246129
- Email: info@mycaduceus.com
- Website: www.mycaduceus.com

12. Consent

By using the website, submitting information, creating an account, placing an order or registering as a distributor/business partner, you acknowledge that you have read and understood this Privacy Policy. Please review the complete Privacy Policy on www.mycaduceus.com before use.

ONLY FOR WEBSITE VIEW PURPOSE