

# Privacy Policy for TensaX Innovations Pvt. Ltd.

## What information do we get and what do we do with it?

As you explore our website and decide to sign up for our services, as part of the process, we collect personal information such as your name, email address, phone, address, etc...

We also automatically store your computer's internet protocol (IP) as part of the browsing process. It basically helps us to learn about your browser and operating system.

Different tabs may give you the option to sign up to receive our newsletters and/or product updates. Therefore, with your permissions, we may send you emails regarding the same.

## What about my consent?

That's a great question and very important one.

When you share personal information for the purposes of completing a transaction, we imply that you consent to our collecting that information and to use it for that specific reason only.

In case we ask for your personal information for a secondary reason, like marketing, we will either:

- Ask you directly to provide your consent, OR
- You will have an opportunity to say no.

## So what if I want to withdraw my consent?

If you initially gave us consent and change your mind, you may withdraw your consent for us to contact you, or discontinue collection, use or disclosure of your information, at anytime by contacting us at: [business@tensax.com](mailto:business@tensax.com) or by getting in touch with our support team at +91 9887777187.

## Disclosure

We may disclose your personal information if we are required by law to do so or upon breach of our policies.

## Payment

We use Razorpay for processing payments. We/Razorpay do not store your card data on our/their servers. The data is encrypted through the Payment Card Industry Data Security Standard (PCI-DSS) when processing payment. Your purchase transaction data is only used as long as is necessary to complete your purchase transaction. After that is complete, your purchase transaction information is not saved.

Our payment gateway adheres to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover.

PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

Gain more insights into the Razorpay Terms and Conditions on <https://razorpay.com>

## Third Party Services

In general, the third-party providers used by us will only collect, use and disclose your information to the extent necessary to allow them to perform the services they provide to us.

However, certain third-party service providers, such as payment gateways and other payment transaction processors, have their own privacy policies in respect to the information we are required to provide to them for your purchase-related transactions.

For these providers, we recommend that you read their privacy policies so you can understand the manner in which your personal information will be handled by these providers.

In particular, remember that certain providers may be located in or have facilities that are located a different jurisdiction than either you or us. So, if you elect to proceed with a transaction that involves the services of a third-party service provider, then your information may become subject to the laws of the jurisdiction(s) in which that service provider or its facilities are located.

Once you leave our store's website or are redirected to a third-party website or application, you are no longer governed by this Privacy Policy or our website's Terms of Service.

## Links

When you click on links on our store, they may direct you away from our site. We are not responsible for the privacy practices of other sites and encourage you to read their privacy statements.

## Security

Our team takes reasonable precautions and follow industry best practices to ensure that it is not inappropriately accessed, misused, disclosed, altered or destroyed.

## Cookies

We do not use cookies on any of our subsidiary websites.

## Age of Consent

With your use of this site, you confirm that:

- you are at least the age of majority in your state/province/ country of resident, OR
- you are the age of majority in your state/province/country of residence and you have given us your consent to allow any of your minor dependents to use this site.

#### **Changes/Modifications to this Privacy Policy**

We reserve the right to modify this privacy policy at any time, so please review it frequently. Any changes and modifications to this Privacy Policy will take effect immediately upon being shared to the website.

If there are any material changes to this policy, we will notify you here that it has been updated, so that you are aware of the changes and the information that is collected, its use, and under which circumstances we would use and/or disclose it.

#### **QUESTIONS AND CONTACT INFORMATION**

If you would like to: access, correct, amend or delete any personal information we have about you, register a complaint, or simply want more information contact our team at [business@tensax.com](mailto:business@tensax.com) or get in touch with our team at +91 9887777187.