

Data Protection Policy

(Shangrila Foods Private Limited)

Shangrila Foods is committed to safeguarding the privacy and personal data of its customers, employees, vendors, and partners. This policy outlines how personal information is collected, used, stored, shared, and protected, in line with applicable laws and responsible business practices.

1. Principles of Data Protection

Shangrila Foods follows the below principles while handling personal data:

1. **Transparency** – Individuals will be informed clearly about what data is collected, why it is collected, and how it will be used.
 2. **Purpose Limitation** – Personal data will only be used for legitimate business purposes such as processing orders, delivering products, managing accounts, and complying with legal obligations.
 3. **Data Accuracy** – Reasonable steps will be taken to ensure personal data is complete, accurate, and updated as needed.
 4. **Security** – Appropriate technical and organizational safeguards will be applied to prevent unauthorized access, alteration, disclosure, or loss of data.
 5. **Retention** – Personal data will be retained only for as long as it is needed to fulfill business or legal requirements, after which it will be securely deleted or anonymized.
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2. Data We Collect

Depending on the relationship with Shangrila Foods, the following types of data may be collected:

- **Customers:** Name, contact details, shipping/billing address, order history, payment information (processed securely via third-party gateways), feedback, and communication history.
 - **Employees:** Name, contact information, identification details (PAN, Aadhaar), bank details, employment records, payroll information, and emergency contact details.
 - **Vendors/Partners:** Business details, contact information, tax and banking details for transactions.
 - **Website Users:** Browsing data, IP addresses, cookies, and marketing preferences (where consent is provided).
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3. How We Use Personal Data

Personal data is used for:

- Processing and delivering orders placed by customers.
- Managing customer accounts, order history, and support queries.

- Communicating offers, updates, or marketing messages (only if the customer has opted in).
 - Managing employment relationships and fulfilling payroll/legal obligations.
 - Coordinating with vendors and partners for business operations.
 - Ensuring website functionality, analytics, and fraud prevention.
 - Complying with legal, taxation, and regulatory requirements.
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4. Customer Rights

Individuals whose data is processed by Shangrila Foods are entitled to the following rights:

- **Right of Access** – To request a copy of the personal data held.
- **Right of Correction** – To request correction of inaccurate or incomplete information.
- **Right of Deletion** – To request deletion of personal data, subject to legal or contractual obligations.
- **Right to Restrict Use** – To request that certain data is only used for limited purposes.
- **Right to Withdraw Consent** – To withdraw previously given marketing or communication consent.

Requests can be made by contacting support@shangrilafoods.com.

5. Data Sharing

Shangrila Foods may share data in the following cases:

- With trusted service providers such as courier partners, payment processors, and IT providers, solely to complete business operations.
- With government authorities or regulators where legally required.
- Internally within Shangrila Foods, only with employees who need the data to perform their duties.

Personal data will never be sold to third parties.

6. Data Security

We implement industry-standard security measures, including but not limited to:

- Encrypted data transfer (SSL) on our website.
- Restricted access to sensitive information.
- Secure contracts with third-party providers handling data.
- Regular monitoring of systems and processes to detect vulnerabilities.

7. Data Retention

- Customer order-related data will be retained for as long as required for business, tax, or legal obligations.
- Employee data will be retained during employment and for a legally defined period after termination.
- Marketing preferences will be stored until the customer opts out.
- Once retention is no longer required, data will be deleted or anonymized securely.

8. Data Breach Management

In the event of a suspected or actual data breach:

- Shangrila Foods will immediately investigate and take corrective steps.
- Affected individuals will be informed if their rights are at risk.
- Authorities will be notified where legally required.

9. Updates to Policy

This Data Protection Policy may be updated from time to time to reflect changes in business practices, technology, or legal requirements. Updated versions will be made available on the Shangrila Foods website.

10. Contact Information

For questions, requests, or concerns related to data protection, please contact:

Data Protection Officer

Shangrila Foods Private Limited

Email: support@shangrilafoods.com

Address: [Insert Registered Office Address]