

# Privacy Policy

**Effective Date:** 01 April, 2024

At **Stellanova Globaltech Pvt Ltd** ("we", "our", or "us"), your privacy is of utmost importance to us. This Privacy Policy explains how we collect, use, share, and protect your information. We are committed to safeguarding the privacy of individuals who visit our website or use our services. By using our website or services, you agree to the terms of this Privacy Policy.

## 1. Information We Collect

We collect both personal and non-personal information from users. The types of data we collect include:

### a. Personal Information

This refers to information that can directly identify you or be used to identify you when combined with other information. This includes:

- Full name
- Email address
- Phone number
- Postal address
- Payment and billing information
- Company details

### b. Non-Personal Information

This is information that cannot be directly linked to an individual and includes:

- Browser and device information (IP address, device type, browser type)
- Information about your interactions with our services (e.g., pages viewed, time spent)
- Location data (when enabled by your device)

## 2. How We Use Your Information

We use the information collected for the following purposes:

- To provide and improve our services
- To personalize user experience
- To process transactions and payments
- To communicate with you regarding services, updates, and promotional materials
- To ensure compliance with legal obligations
- To improve security and prevent fraud

### 3. Sharing of Information

We may share your information with:

- **Service Providers:** Third-party vendors who help us operate our website, process transactions, or provide other services on our behalf.
- **Business Transfers:** In case of a merger, acquisition, or sale of assets, your information may be transferred as part of the transaction.
- **Legal Obligations:** We may disclose information to comply with applicable laws, legal processes, or government requests.

### 4. Cookies and Tracking Technologies

We use cookies and similar technologies to track user activity on our website and to improve the user experience. Cookies are small text files that are stored on your device when you visit a website.

- **Types of Cookies We Use:**
  - **Essential Cookies:** These are necessary for the website to function properly.
  - **Analytics Cookies:** These allow us to analyse how users interact with our website.
  - **Advertising Cookies:** These are used to deliver advertisements that are relevant to you.

**Managing Cookies:** You can disable cookies in your browser settings. However, disabling cookies may affect your ability to use certain features of our website.

### 5. Data Security

We take data security seriously and implement various security measures to protect your information, including:

- Encryption of sensitive information
- Secure server hosting
- Regular security audits
- Access control and authentication

While we strive to protect your data, no method of transmission over the internet or method of electronic storage is 100% secure. Therefore, we cannot guarantee absolute security.

### 6. Data Retention

We retain personal information for as long as necessary to fulfil the purposes for which it was collected, or as required by law. When we no longer need your personal information, we securely delete or anonymize it.

## 7. Your Data Protection Rights

Depending on your location and applicable laws, you may have the following rights:

- **Right to Access:** You can request access to your personal information and receive a copy of it.
- **Right to Rectification:** You can request corrections to any inaccurate or incomplete data.
- **Right to Erasure:** You can request the deletion of your data under certain circumstances.
- **Right to Restriction:** You can request a temporary halt to processing under specific conditions.
- **Right to Data Portability:** You can request a copy of your personal data in a structured, commonly used format.
- **Right to Object:** You can object to certain types of data processing, including direct marketing.

To exercise any of these rights, please contact us at [hello@stellanovaglobal.com](mailto:hello@stellanovaglobal.com). We will respond to your request within the timeframe required by applicable laws.

## 8. International Data Transfers

If you are accessing our services from outside India, please be aware that your data may be transferred to, stored, and processed in India or other countries. By using our services, you consent to such transfers.

## 9. Children's Privacy

Our services are not directed at children under the age of 18, and we do not knowingly collect personal information from children. If we become aware that we have inadvertently collected such information, we will take steps to delete it.

## 10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page, and the "Effective Date" will be updated accordingly. We encourage you to review this policy periodically to stay informed about how we are protecting your information.

## 11. Contact Us

If you have any questions or concerns about this Privacy Policy, please contact us at:

**Stellanova Globaltech Pvt Ltd**  
**Udaipur Head Office**  
Email: [hello@stellanovaglobal.com](mailto:hello@stellanovaglobal.com)  
Phone: +91-9511514174