

Privacy Policy for Unavo

Welcome to Unavo. Your privacy is important to us. This Privacy Policy explains how Unavo (“we,” “our,” or “us”) collects, uses, stores, and protects your information when you use our website, mobile applications, services, and related platforms.

This Privacy Policy is designed in line with applicable Indian laws, including the Information Technology Act, 2000 and the Digital Personal Data Protection Act, 2023 (DPDP Act).

1. Information We Collect

We may collect the following types of information:

a. Personal Information

- * Full name
- * Phone number
- * Email address
- * Delivery address
- * Payment details (processed securely through payment gateways)
- * Account login information

b. Order Information

- * Food orders and preferences
- * Order history
- * Delivery instructions
- * Feedback and ratings

c. Device & Technical Information

- * IP address
- * Browser type
- * Device information
- * Operating system
- * Cookies and usage analytics

d. Communication Information

- * Messages or conversations with customer support
- * WhatsApp, Instagram, or social media interactions

2. How We Use Your Information

We use your information to:

- * Process and deliver food orders
- * Provide customer support
- * Improve our services and website experience
- * Send order updates and notifications
- * Manage delivery operations
- * Prevent fraud and misuse
- * Analyze customer preferences and trends
- * Send promotional offers, discounts, or marketing communications (only where permitted)

3. Sharing of Information

We do not sell your personal information.

We may share your data with:

- * Delivery partners
- * Payment gateway providers
- * Technology and hosting providers
- * Customer support platforms
- * Legal or government authorities when required by law

All third-party service providers are expected to maintain appropriate data security measures.

4. Payment Security

Payments made through Unavo are processed using secure third-party payment gateways. We do not store complete debit/credit card information on our servers.

5. Cookies & Tracking Technologies

Our website may use cookies and similar technologies to:

- * Improve website functionality
- * Remember user preferences

- * Analyze traffic and performance
- * Personalize user experience

You can disable cookies through your browser settings, though some features may not function properly.

6. Data Retention

We retain personal information only for as long as necessary to:

- * Provide services
- * Maintain legal and accounting records
- * Resolve disputes
- * Enforce agreements

When data is no longer required, we securely delete or anonymize it.

7. Your Rights

Subject to applicable laws, you may have the right to:

- * Access your personal information
- * Correct inaccurate information
- * Request deletion of your data
- * Withdraw consent for marketing communications
- * Raise concerns regarding misuse of your information

To exercise these rights, please contact us using the details below.

8. Data Security

We implement reasonable security practices and safeguards to protect your personal data from:

- * Unauthorized access
- * Disclosure
- * Alteration
- * Misuse
- * Loss

However, no online platform can guarantee 100% security.

9. Third-Party Links

Our website or social media pages may contain links to third-party websites or services. We are not responsible for the privacy practices of those external platforms.

10. Children's Privacy

Unavo services are not intended for individuals under 18 years of age. We do not knowingly collect personal information from minors.

11. Changes to This Privacy Policy

We may update this Privacy Policy periodically. Any changes will be posted on this page with the updated effective date.

We encourage users to review this policy regularly.

12. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy, you may contact us at:

Unavo

Email: care@unavo.in

Phone: +91 9655031033

Website: www.unavo.in