

PRIVACY POLICY

Effective Date: 01/06/2025

Byoliva Wellness Private Limited (“Company”, “we”, “our”, or “us”) respects your privacy and is committed to protecting your personal information. This Privacy Policy describes how we collect, use, disclose, and safeguard your data when you visit our website www.mybyoliva.com (referred to as “Platform”).

By accessing or using the Platform, you agree to the terms of this Privacy Policy. If you do not agree, please do not use the Platform.

Information We Collect

We may collect information in the following categories:

- **Personal Information:** When you register or interact with us, we may collect:
 - Full name
 - Mobile number
 - Email address
 - Date of birth
 - Gender
 - Address (billing/shipping)
 - KYC documents (e.g., Aadhaar, PAN)
 - Bank account details (for payouts)
 - Login credentials (username, password)
- **Device & Technical Data:** We may collect certain information automatically when you use our Platform, such as:
 - IP address
 - Browser type
 - Device type, make & model
 - Operating system and version
 - Usage behavior and clickstream data
 - Crash reports and performance metrics
- **Location Data:** If you allow access, we may collect your device’s precise or approximate location to enable delivery tracking or service personalization.

How We Use Your Information

We use the collected data to:

- Register and manage your user or distributor account
- Process orders and deliver products
- Authenticate and verify your identity
- Facilitate payments and commissions
- Communicate with you (including promotional offers, updates, and support)
- Customize and improve user experience
- Prevent fraud, abuse, and enforce our policies
- Comply with legal obligations

Sharing of Information

We do not sell or rent your personal information. We may share your data with:

- Our authorized partners or service providers (for logistics, payment processing, or customer support)
- Regulatory authorities or law enforcement (to comply with legal requests)

- Auditors or advisors bound by confidentiality obligations
- Entities involved in corporate restructuring, mergers, or acquisitions

Data Retention

We retain your information as long as your account is active or as needed to:

- Fulfill the purposes outlined in this policy
- Comply with applicable laws and regulations
- Resolve disputes and enforce agreements

Security of Your Information

We implement reasonable physical, technical, and administrative safeguards to protect your data. However, no system is completely secure. You are responsible for maintaining the confidentiality of your password and account information.

Cookies & Tracking Technologies

Our website may use cookies and similar technologies to:

- Remember user preferences
- Analyze website traffic
- Improve functionality and content delivery

You can control cookies through your browser settings, but disabling them may affect your experience on the Platform.

Your Rights and Choices

You may:

- Access, correct, or update your personal information
- Request deletion of your data (subject to retention policies)
- Opt-out of marketing communications via the unsubscribe link

To exercise your rights, contact us at: info@mybyoliva.com

Children's Privacy

Our services are intended for users above the age of 18 (or 21 in the state of Maharashtra). We do not knowingly collect data from minors. If we learn that we have collected personal data from a child, we will promptly delete it.

Third-Party Links

Our Platform may contain links to third-party websites. We are not responsible for the privacy practices or content of such websites. We recommend reviewing their privacy policies separately.

Changes to This Policy

We may update this Privacy Policy periodically. When we do, we will revise the "Effective Date" above. You are encouraged to review this policy regularly to stay informed.

Grievance Redressal

In accordance with the Information Technology Act, 2000 and rules made thereunder, the name and contact details of the Grievance Officer are as follows:

Grievance Officer

Byoliva Wellness Private Limited

1st Floor, Zigma Industries Building, Beside Punjabi Nawab Hotel, Ranchi, Jharkhand - 834001

Email: grievance@mybyoliva.com

Phone: 9570676270

Contact Us

If you have questions or concerns regarding this Privacy Policy, you may contact:

Byoliva Wellness Private Limited

Website: www.mybyoliva.com

Email: info@mybyoliva.com