

Privacy Policy

At **Sahiyog (Wisebee Pvt. Ltd.)**, we are committed to protecting the privacy and security of our users. This Privacy Policy outlines how we collect, use and disclose your personal information when you use our application.

The most recent version of our Privacy Policy can be accessed on our website www.sahiyog.com. If we make any alterations to this Privacy Policy, we will notify you by posting the updated version on our application/website.

The data controller is Wisebee Pvt. Ltd.

Collection of Information

When you use our application to place orders or make reservations, we may collect and store personal information from you, such as your name, email address, phone number, orders given, location and payment information. We may also collect non-identifiable information including IP address, device information to analyze trends, demographics etc.

The personal data that we gather is dependent on our connection or dealings with you, and may be obtained directly from you, your authorized representatives, third-party data providers for activities such as fraud prevention and marketing, or other individual acting on your behalf. This may occur when you use any of our services, websites or application, communicate with us via various channels, or create an account with us. If you provide data on behalf of someone else, you must ensure that they have authorized the disclosure and agree to our processing of their personal data as stated in this Privacy Policy.

Use of Information

We may use the personal information we collect to process orders and reservations, communicate with you about your orders, promotions and other relevant information, and improve our service to provide you with a personalized experience.

1. In order to fulfill our agreement with you, we may use your personal data. This includes making reservation, dining, administering benefits from our

loyalty programs, providing services like take away. We may disclose your personal data to your authorized representative and user under the same reservation reference may be considered authorized representatives of each other.

Our legal basis for processing your personal data in this context is the contract we have with you. The personal data we process includes your name, contact details, address, payment information, and order history.

2. Wisebee Pvt. Ltd. collects personal data to assess and accept customer when they use our services. This involves confirming your identity, verifying your personal data during reservation, order making, dining, payments. Additionally we may process your data for administrative and regulatory purpose. We may also need to verify the business documentation such as PAN No. We process your personal data based on our legitimate business interest in assisting you with your dining experience. We may process your contact details such as your address and email address, contact number, your name and date of birth , payment information, and details of your correspondence with us.

We may use automates decision-making to prevent fraudulent transactions.

3. When you contact Wisebee Pvt. Ltd. through various channels, such as in-person, email, phone, or live chat, we process your personal data to address your questions or complaints. We process your personal data based on our legitimate interest in providing customer care or/and for managing and administering your account and ensuring the confidentiality and security of your transactions and purchases.
4. For your account, we process your name, email address, title, contact number, gender, date of birth, address, login data, display name, details of purchase and transactions, and payment details.
5. Wisebee Pvt. Ltd. strives to maintain its reputation and provide exceptional services to its customers and to achieve this, we utilize your personal data to evaluate, examine and refine our services. We keep track of your engagement with our website as well as the services you acquire through different platforms. We employ analytics tools to improve the performance, design, and quality of our website, identifying and fixing technical errors that may impact functionality.

6. We also use surveys and studies to understand your satisfaction with our services and improve customer experiences. We process your personal data on your consent or our legitimate business interest in improving and assessing our services.
7. We Will require your personal data to facilitate your participation, manage and administer the contest or promotions ,inform you of any winnings, deliver and distribute the prizes and measure the responses to contests or promotions. We may use your personal data to inform you about special offers, news, and marketing communications through the channel you selected.
8. We may provide you with personalised content and marketing based on profiling your personal data. Profiling refers to the automated processing of your information to evaluate, analyse, or predict your preferences and behaviour.
9. We need to process your personal data to effectively manage and run our business. This involves analyzing our performances and organization, complying with our internal policies and procedures, managing finances and accounting, archiving for record-keeping purposes, obtaining legal and business consulting services, and resolving dig sputes.
10. We use various advertising platforms, including Google Ads, Google Marketing platforms, Facebook and Instagram, to promote our products and services online through search engines, other websites, and network. To display useful ads, we use tracking scripts from Google Ads, Facebook and Instagram, as well as tracking pixels and scripts from other third parties, to collect information about your website usage. This information is used to display remarketing advertisements that are relevant to your interests and to measure the success of our adverting campaigns.

The information collected by these third-party tracking services is subject to their own polices and practices and we encourage you to read and understand their terms of use and privacy policies.

Sharing of Information

We may share your personal information with third-party service providers to help us provide our services. We may also share your information with our partners to affiliates to offer you promotions and other relevant information that may be of interest to you. We never sell your personal information to third parties.

We may also share Identifiable Information when we believe release is appropriate to comply with the law or a court order; enforce or apply this Privacy Policy, Sahiyog terms and conditions; or protect the rights/ safety of Sahiyog and its users.

Employees of Sahiyog (Wisebee Pvt. Ltd.) are authorised to access Personal data only if needed to serve the applicable purpose and to perform their jobs.

We implement necessary contractual, technical, and organizational measures when sharing your personal data with third parties to ensure that they process it only for the relevant purpose. We make reasonable efforts to ensure that third parties comply with applicable law while processing your personal data.

Security of Information

We take reasonable measures to protect your personal information from unauthorized access, use, or disclosure, including the use of encryption and secure storage. We are dedicated to keeping your personal data secure and have established physical, technical, and administrative procedures to prevent unauthorized access to or disclosure of your personal data. However, no security measures are foolproof and there is no absolute guarantee of secure data transmission. Hence, we cannot guarantee the security of your information.

This Privacy Policy only addresses the use and disclosure of information we collect from you. Other websites that may be accessible through us have their own privacy policies and we are not responsible for third parties policies and practices.

Your choices

You can choose not to provide us with certain information, but this may limit your ability to use our services.

Changes to this policy

We may update this Privacy Policy from time to time and the revised Privacy Policy is affected immediately. We will notify you of any significant changes by posting a notice on our website or through our application.

Contact us

If you have any questions or concerns about our Privacy Policy, you can contact us at services@sahiyog.com .

By using our application, you agree with the terms of this Privacy policy.