

Privacy Policy

Introduction

The website [www.kshaar.com] is a service provided by Saleneary. This Privacy Notice describes the types of personal information we collect, how we store, handle and use the information, with whom we share it, and the choices you can make about our collection, use and disclosure of the information. We also describe the measures we take to protect the security of the information and how you can contact us about our privacy practices. This Privacy Notice is incorporated in the Terms of Use and therefore governs your use of the Kshaar Websites and/or any services offered by Kshaar. By visiting the Kshaar Websites and/or utilizing any services offered by Kshaar you agree to and accept the then current practices and policies governing your use of the Kshaar Websites and/or utilizing any services offered by Kshaar. Further, by accepting this Privacy Notice, you consent to the manner of collection, handling, usage, disclosure and transfer of your personal information as set out in this Privacy Notice.

The phrase “personal information” refers to any information by which you or the device you are using to connect to the Internet can be identified.

Information We Collect

We may obtain personal information about you from various sources, including this website and other Kshaar websites (this includes any information that you may provide (i) while registering as a member, (ii) engaging in transactions, (iii) searching products and/or services, etc.), mobile applications, when you call or email us or communicate with us through social media, or when you participate in chats, forums, opinion polls, surveys, bulletin boards, discussion boards or in events or other promotions. We also may obtain information about you from our parent, affiliate or subsidiary companies, business partners and other third parties.

The types of personal information we may obtain include:

Your contact information (such as name, postal and email address, or phone number)

Contact information of friends or other people you would like us to contact

Username and password for the account you may establish on our sites

Your billing address

Your shipping information (including the shipping address and phone number) or shipping information of other people to whom purchases have been shipped at your request

Demographic information (such as age, date of birth and gender)

Information you provide by interacting with us through social media, including photographs

Location information, such as the real-time geographic location of the device on which you install our mobile applications

Shopping behaviour and preferences, and a record of the purchases you make on our websites and product searches conducted by you

Other details that you may submit to us or that may be included in the information provided to us by third parties (for e.g. updated delivery addresses provided by our carriers, etc.) In addition, when you visit our websites or use our mobile applications, we may collect certain information by automated means, such as cookies and web beacons. A “cookie” is a text file that websites send to a visitor’s computer or other Internet-connected device to uniquely identify the visitor’s browser or to store information or settings in the browser. A “web beacon,” also known as an Internet tag, pixel tag or clear GIF, is used to transmit information back to a web server. We also may use third-party website analytics tools (such as Google), that collect information about visitor traffic on our sites and mobile applications. The information we may collect by automated means includes:

Information about the devices our visitors use to access the Internet (such as the IP address and the device, browser and operating system type)

URLs that refer visitors to our sites

Dates and times of visits to our sites

Information on actions taken on our sites (such as page views and site navigation patterns)

A general geographic location (such as country and city) from which a visitor accesses our websites

Search terms that visitors use to reach our sites

How We Use the Information We Collect

We may use the information we obtain about you to:

Register you for membership at our websites, and manage and maintain your account on the sites

Provide products or services you request

Process, validate, confirm, verify, deliver and track your purchases (including by processing payment card transactions,[arranging shipping and handling returns and refunds, and contacting you about your orders, including by telephone)

Maintain a record of the purchases you make on our sites

Respond to your questions and comments and provide customer support

Communicate with you about our products, services, offers, events and promotions, and offer you products and services we believe may be of interest to you

Enable you to communicate with us through our blogs, social networks and other interactive media

Publish your testimonials about Kshaar, including on our websites and blogs, and on social networks (if we choose to publish your testimonial, we will include only your first name, last initial, city and state)

Manage your participation in our events and other promotions

Tailor our products and services to suit your personal interests and the manner in which visitors use our sites, applications and social media assets

Operate, evaluate and improve our business and the products and services we offer

Analyse and enhance our marketing communications and strategies (including by identifying when emails sent to you have been received and read)

Analyse trends and statistics regarding visitors' use of our sites, mobile applications and social media assets, and the purchases visitors make on our sites

Protect against and prevent fraud, unauthorized transactions, claims and other liabilities, and manage risk exposure, including by identifying potential hackers and other unauthorized users

Enforce our Website Terms of Use and Product Policies

Comply with applicable legal requirements and industry standards and our policies In addition to the data uses described above, we may use the information collected through cookies and other automated means to uniquely identify the electronic shopping basket you may create on our sites and enable you to retrieve shopping baskets you previously created. We also may use cookies to identify and authenticate visitors. We may combine the information we collect with publicly available information and information we receive from our parent, affiliate or subsidiary companies, business partners and other third parties. We may use that combined information to enhance and personalize your shopping experience with us, to communicate with you about products, services and events that may be of interest to you, for other promotional purposes, and for other purposes described in this section. We also may use the information we obtain about you in other ways for which we provide specific notice at the time of collection.

Online Advertising

On our websites, we may collect information about your online activities to provide advertising about products and services tailored to your individual interests. You may see certain ads on this and other Kshaar Websites because we participate in advertising networks. Ad networks allow us to target our advertising to users through demographic, behavioural and contextual means. These networks track your online activities over time by collecting information through automated means, including through the use of cookies, web server logs, web beacons and other methods. The networks use this information to show you advertisements for Kshaar And our business partners that are tailored to your individual interests. The information our ad network vendors collect includes information about your visits to websites that participate in the vendors' advertising networks, such as the pages or advertisements you have viewed, and the actions you take on the sites. This data collection and ad targeting take place both on our websites and on third-party websites that participate in the ad networks. This process also helps us track the effectiveness of our marketing efforts.

Information We Share

We do not sell or otherwise disclose personal information about you, except as described in this Privacy Notice. We may share the personal information we collect with our parent, affiliate and subsidiary companies, business partners, franchisees, marketing agents, ad network vendors and their participants, and other third parties for the purposes described in this Privacy Notice, including to communicate with you about products and services, offers, events and promotions that we believe may be of interest to you.

We may also share personal information with our service providers who perform services on our behalf. On your behalf Kshaar holds the right to use your particulars for forwarding/returning your order. These service providers are not authorized by us to use or disclose your personal information except as necessary to perform services on our behalf or comply with legal requirements. We also may disclose information about you (i) if we are required to do so by law or legal process (such as a court order), (ii) in response to a request by law enforcement authorities for the purposes of verification of identity, prevention, detection, investigation including cyber incidents, prosecution and punishment of offences or (iv) when we believe disclosure is necessary or appropriate to prevent physical harm or financial loss or in connection with an investigation of suspected or actual illegal activity. We also reserve the right to transfer personal information we have about you in the event we sell, merge or transfer all or a portion of our business or assets. We would not be obliged to provide you with a prior notice of such sale, merger or transfer and you hereby consent to the consequent transfer of your personal information to the transferee entity. Following such a sale, merger or transfer, you may contact the entity to which we transferred your personal information with any inquiries concerning the processing of that information. In the event of our bankruptcy, insolvency, administration or enforcement of any of our creditors rights generally which lead to any such similar action, we would not have control over the manner in which your personal information is used. In such an event your personal information may be treated as any other asset of ours and maybe transferred to or shared with any third party and may be used in a manner not contemplated in this Privacy Notice without obtaining your consent or having provided a notice to you.

Your Choices

We offer you certain choices about what information we collect from you, how we use and disclose the information, and how we communicate with you. You may withdraw any consent you previously provided to us or object at any time on legitimate grounds to the processing of your personal information. We will apply your preferences going forward. In some circumstances, withdrawing your consent to Kshaar's use or disclosure of your personal information will mean that you cannot take advantage of certain Kshaar offerings or site features. Here are the choices we offer:

Sharing Information with Business Partners

You may direct Kshaar not to share your personal information with our business partners for those partners' own purposes. To do so, please email us at info@kshaar.com. If you opt out, we will continue sharing your information as otherwise described in the "Information We Share" section of this Privacy Notice, including with our franchisees and service providers, to fulfil your requests and to comply with legal requirements.

Marketing Emails

You may choose not to receive marketing email and promotional communications from us by clicking on the unsubscribe link in the marketing emails or by adjusting your email preferences using the online account you may establish on our sites.

Geo-Location Information

When you use a Kshaar application on your mobile device, you may choose not to share your geo-location details with us by adjusting the device's location services settings. For instructions on changing the relevant settings, please contact your service provider or device manufacturer.

Cookies

Most browsers will tell you how to stop accepting new cookies, how to be notified when you receive a new cookie, and how to disable existing cookies. Please note, however, that without cookies you may not be able to take full advantage of all of our sites' features. In addition, disabling cookies may cancel opt-outs that rely on cookies, such as web analytics or targeted advertising opt-outs. You may not choose to opt-out of non-promotional communications. If you wish not to receive any non-promotional communication from us, you may choose to terminate your account with Kshaar.

List of other Websites

Our websites may contain links to other sites for your convenience and information. These sites may be operated by companies not affiliated with Kshaar. Linked sites may have their own privacy notices, which you should review if you visit those websites. We are not responsible for the content of any websites not affiliated with Kshaar, any use of those sites, or those sites' privacy practices.

How we protect Personal Information

We maintain administrative, technical and physical safeguards designed to assist us in protecting the personal information we collect against accidental, unlawful or unauthorized destruction, loss, alteration, access, disclosure or use. For example, we use Secure Sockets Layer encryption to protect certain of your purchase information while in transit. Please note that no electronic transmission of information can be entirely secure. We cannot guarantee that the security measures we have in place to safeguard personal information will never be defeated or fail, or that those measures will always be sufficient or effective. To further protect yourself, you should safeguard your Kshaar account username and password and not share that information with anyone. You should also sign off your account and close your browser window when you have finished your visit to our sites. Please note that we will never ask for your Kshaar account username or password via email.