



AVANI VENTURE

Privacy Policy

[In terms of Rule 4 of the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011]

Effective Date: 20.03.2025

This Privacy Policy outlines the policies and procedures followed by Avani Ventures (hereinafter referred to as "we," "us," or "our") regarding the collection, use, storage, and protection of personal data or information provided by users visiting our website, making product enquiries, or using our EV solutions. We are committed to protecting your privacy and ensuring transparency while complying with applicable Indian laws, including the Information Technology Act, 2000 and the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011 ("IT Rules"). By interacting with our website, submitting a query, or availing our EV services and solutions, you agree to the terms set forth in this Privacy Policy.

Definitions

- (a) Service Profile – Refers to the date and time of service, type of service or product purchased/enquired, parts or accessories involved, payment method, and amount of payment.
- (b) Enquiry Data – Information shared by the user through the website for product or service-related enquiries.

Information We Collect

We may collect the following personal and product-related information through our website, email, or service interactions:

- Name of the user
- Phone number
- Email address
- Enquiry message or description of interest
- Service profile (as defined above)
- Vehicle make / Company name
- Vehicle model
- Vehicle RTO Registration number
- User's preferences and feedback
- IP address and browser information (for website analytics)

Purpose of Collection

We collect and use this information for the following purposes:

- To respond to enquiries and provide accurate information about our products and services
- To facilitate service appointments or product purchases
- To improve user experience on our website



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- To provide customer support and resolve issues
- To personalize recommendations and communication
- To comply with legal and regulatory obligations
- To manage internal operations such as analytics, security checks, and quality control

Consent

By voluntarily submitting your information via our website or other communication channels, you consent to the collection, storage, and processing of your personal data in accordance with this Privacy Policy. You may withdraw your consent at any time by contacting us (see Section 8 – Contact Us). Please note that withdrawal of consent may limit our ability to provide services or respond to certain enquiries.

Data Retention

We retain your personal data for as long as necessary to fulfill the purposes for which it was collected or as required under applicable laws. We take reasonable steps to ensure your data is stored securely and deleted once it is no longer needed.

Data Security

We implement industry-standard security practices and procedures to safeguard your personal information from unauthorised access, misuse, or disclosure. This includes physical, technical, and administrative controls.

Third-Party Disclosure

We do not sell or rent your personal information to third parties. However, we may share information with trusted vendors or partners solely for the purpose of delivering our services, under strict confidentiality agreements.

Your Rights

You have the right to:

- Access your personal data
- Request correction or deletion of your data
- Withdraw your consent
- Lodge a complaint with a data protection authority (as applicable)

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



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Contact Us

If you have any questions, concerns, or requests related to this Privacy Policy or the use of your personal data, please contact our Grievance Officer:

Grievance Officer

Email: chetan.chavan@avaniventure.com