

1. PRIVACY POLICY

Last Updated: 02 October 2026

At **Zesty Zaps Food and Fruit Products**, we respect your privacy and are committed to protecting the personal information you provide when using our website.

This Privacy Policy explains how we collect, use, store and protect information when you visit our website, create an account, place an order, contact us or otherwise use our services.

1. Information We Collect

Depending on how you use our website, we may collect information such as:

- Full name
- Delivery and billing address
- Mobile/telephone number
- Email address
- Order details
- Payment-related information
- Product preferences and enquiries
- Information you provide when contacting customer support
- Technical information relating to your use of our website

We do not need your payment card, UPI or banking credentials to be provided directly to us where payments are processed through third-party payment providers.

2. How We Use Your Information

We may use your information to:

- Process and deliver your orders
- Confirm orders and payments
- Contact you regarding your order
- Respond to enquiries and complaints
- Provide customer support
- Process eligible refunds or replacements
- Improve our website and services
- Prevent fraud and unauthorized transactions
- Maintain business and transaction records
- Comply with applicable legal and regulatory requirements
- Send promotional communications where permitted and where you have provided appropriate consent

3. Payment Information

Online payments may be processed through third-party payment gateways.

We do not intend to store your complete debit card, credit card, banking password or UPI PIN information on our website.

Payment processing is subject to the privacy policies and terms of the relevant payment service provider.

4. Cookies

Our website may use cookies and similar technologies to improve website functionality and user experience.

Cookies may help us:

- Remember your preferences
- Maintain your shopping cart
- Understand website usage
- Improve website performance
- Provide relevant website functionality

You may be able to control cookies through your browser settings. Disabling certain cookies may affect some website functionality.

5. Sharing of Information

We may share necessary information with trusted service providers where required to operate our business, including:

- Courier and logistics companies
- Payment gateway providers
- Website hosting providers
- Technology/service providers
- Customer-support providers
- Professional advisers
- Government or regulatory authorities where legally required

We do not sell your personal information as a product to third parties.

6. Order and Delivery Information

To deliver your order, necessary information such as your name, phone number and delivery address may be shared with the relevant logistics or courier service.

7. Data Security

We take reasonable measures to protect personal information against unauthorized access, misuse, alteration or disclosure.

However, no method of transmission or electronic storage can be guaranteed to be completely secure.

8. Third-Party Websites

Our website may contain links to third-party websites, payment services, social-media platforms or other external services.

We are not responsible for the privacy practices or content of third-party websites.

You should review their respective privacy policies before providing personal information.

9. Children's Privacy

Our website is intended for general consumers and is not specifically directed toward children.

We do not knowingly seek to collect personal information from children for purposes that are prohibited by applicable law.

10. Retention of Information

We may retain information for as long as reasonably necessary for order fulfilment, customer service, accounting, taxation, legal compliance, dispute resolution, fraud prevention and legitimate business purposes.

11. Your Requests

You may contact us regarding your personal information or privacy-related questions.

Where applicable, we will consider requests to access, correct or otherwise address personal information in accordance with applicable law.

12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time.

Any changes will be posted on this page along with an updated “Last Updated” date.

13. Contact Us

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