

## Privacy Policy

Welcome to **Mahika Foods** (accessible via [mahikafoods.com](https://mahikafoods.com)). We value your trust over everything else. This Privacy Policy outlines how we collect, use, and protect your personal information when you browse our website or purchase our premium non-veg pickles.

By using our website, you agree to the practices described below.

### 1. What Information We Collect (And Why We Need It)

We only collect the absolute minimum information required to process your order safely and legally:

- **Identity & Contact Data:** Your Name, Email Address, Shipping Address, and Phone Numbers. We need this to print your delivery shipping labels and communicate order updates via SMS/WhatsApp.
- **Payment Information:** When you make a prepaid order, your card or UPI details are processed directly by our secure, RBI-authorized third-party payment gateways (like Razorpay, Cashfree, or PayU). **Mahika Foods does not see or store your credit card, debit card, or bank password details.**
- **Delivery Details:** Your alternate mobile number and landmark notes, which help us meet our Zero Return Target for fresh food delivery.

### 2. How We Use Your Information

We use your data purely to run our pickle business efficiently. We will use it to:

- Process, pack, and dispatch your Chicken, Mutton, or Seafood pickles.
- Send you courier tracking links via our delivery partners (Amazon, Delhivery, Ekart, etc.).
- Verify Cash on Delivery (COD) orders via call or WhatsApp to prevent fake bookings.
- Send you occasional discount codes or fresh-batch notifications if you join our Newsletter/Spice Club (you can opt-out anytime).

### 3. Who We Share Your Data With (Strictly Business Only)

We **NEVER** sell, rent, or trade your personal data to third-party marketing companies. Your data is only shared with trusted business tools necessary to fulfill your order:

- **Logistics Partners:** Shared with Delhivery, Ekart, Xpressbees, DTDC, Ecom Express, and Amazon Logistics so they can navigate to your doorstep.
- **Payment Processors:** Shared with encrypted banking servers to securely handle transaction amounts.
- **Government Authorities:** Only if strictly required by Indian law or food safety regulations (FSSAI compliance checks).

### 4. Security of Your Perishable Data

Because your account holds delivery data, we protect it using **industry-standard SSL Encryption** (you will see the padlock icon in the browser bar). Our website platform restricts data access only to authorized team members handling packaging and dispatch.

## 5. Cookies

Our website uses standard mini-data files called "Cookies" to remember what items you added to your shopping cart. This prevents your cart from going empty if you refresh the page while selecting between a Pouch or a Jar.

## 6. Your Rights

As our valued customer, you have full control over your data. At any time, you can reach out to our team to:

- Correct any spelling mistakes in your shipping address.
- Ask us to permanently delete your customer account from our database.

## 7. Changes to This Policy

We may update this policy occasionally to stay compliant with changing e-commerce laws in India. Any updates will be posted directly on this page.

## Contact Us

For any privacy-related queries, you can confidently reach out to our compliance officer at:

- **Email:** [support@mahikafoods.com](mailto:support@mahikafoods.com) (or your specific business email)
  - **Address:** Mahika Foods,  
K.V.R Rainbow colony,  
Bachupally,  
Hyderabad.  
PINCode: 500090
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