

Privacy Policy

This policy, together with our Terms and Conditions, explains how ShopsUnity may use information we collect about you when you access the Website or the App, as well as your rights over any personal information we hold about you.

We at ShopsUnity know you care about how your personal information is used and shared, and we take your privacy seriously. Please read the following to learn more about our Privacy Policy. By using or accessing the Services in any manner, you acknowledge that you accept the practices and policies outlined in this Privacy Policy, and you hereby consent that we will collect, use, and share your information in the following ways.

Remember that your use of ShopsUnity Services is at all times subject to the Terms and conditions of Use, which incorporates this Privacy Policy. Any terms we use in this Policy without defining them have the definitions given to them in the Terms of Use.

Privacy Policy covers?

This Privacy Policy covers our treatment of personally identifiable information ("*Personal Information*") that we gather when you are accessing or using our Services, but not to the practices of companies we don't own or control, or people that we don't manage. We gather various types of Personal Information from our users, as explained in more detail below, and we use this Personal Information internally in connection with our Services, including to personalize, provide, and improve our services, to allow you to set up a user account and profile, to contact you and to fulfil your requests for certain products and services, and to analyse how you use the Services. In certain cases, we may also share some Personal Information with third parties only to the extent of fulfilling your order such as courier, but only as described below to fulfil your transaction request but at no stage we shall market your data or share your information to any third party as we do not share any information with any third party unless required by law.

As noted in the Terms of Use, we do not knowingly collect or solicit personal information from anyone under the age of 13. If you are under 13, please do not attempt to register for the Services or send any personal information about yourself to us. If we learn that we have collected personal information from a child under age 13, we will delete that information as quickly as possible. If you believe that a child under 13 may have provided us personal information, please contact us at care@shopsunity.com and we will act as soon as practically possible. We take our commitment to privacy policy very seriously, however our app is completely safe for any age group to use and we do not offer any adverts, unsafe material or do not offer any in app purchases for services which may be deemed as dangerous or unsafe.

ShopsUnity ever change this Privacy Policy?

We're constantly trying to improve our Services, so we may need to change this Privacy Policy from time to time as well, but we will alert you to changes by placing a notice on the Services, by sending you an email, and/or by some other means. Please note that if you've opted not to receive legal notice emails from us (or you haven't provided us with your email address), those legal notices will still govern your use of the Services, and you are still responsible for reading and understanding them. If you use the Services after any changes to the Privacy Policy have been posted, that means you agree to all of the changes.

Please read this policy and our Terms and Conditions carefully. By accessing the Website and app, you confirm to have understood and agreed to them.

Information You Provide to Us

We receive and store any information you knowingly provide to us. For example, through the registration process and/or through your account or profile settings, we may collect Personal Information such as your name, email address, phone number, we do not provide access to our service via third party verification process such as Facebook hence no personal information is accessed or retained from third party sources. Certain information may be required to register with us or to take advantage of some of our features and securely login to our app.

We may communicate with you if you've provided us the means to do so. For example, if you've given us your email address, we may send you promotional email offers on behalf of other businesses, or email you about your use of the Services. If you do not want to receive communications from us, please indicate your preference by updating your ShopsUnity account settings or clicking "unsubscribe" in one of our communications.

Information we collect about you

- We collect information about you when you:
 - visit the Website or use the App, and other sites accessible from the Website or App.
 - register with and buy products or services on the Website or App.
 - take part in promotions, competitions, customer surveys and questionnaires.
 - contact us for any reason.
- We collect personal data in a variety of ways, such as when you visit any of our websites, download our apps, interact with electronic advertisement, use our services, make a purchase, complete a survey or competition entry, contact us and use our customer portal. Examples of this information can be collected as follows:
 - Registration and account information: e.g. your phone number for OTP verification, name, email, password for app access. These are only required to access app securely, no other information personal information is captured or required to an create account.
 - Device and connection information: We collect device and connection-specific information when you install, access, or use our services. This includes information like hardware model, operating system information, app version, browser information, and mobile network, connection information including phone number, mobile/phone operator or internet service provider, language and time zone, and IP, device operations information, and identifiers like device identifiers. When you install the ShopsUnity app, you'll also be asked to allow us access to your mobile device's address book. A copy of the phone numbers, names and, if applicable, account identifiers for our services, of all your contacts (whether they are a ShopsUnity customer or not – but only name, phone number and their account identifier) will be collected in order for us to provide functionality and administer our services and only used for ShopsUnity services and we strictly do not share information or data with any other parties and such information is secured in encrypt format in most cases and not used for any other purposes then fulfilling your transactions.
 - Activity and usage information: e.g. information about your use of our services and other activities in relation to ShopsUnity, such as information about when you registered to use our services, how you use our services, items you purchase, the features you use, your services settings, the time, frequency, and duration of your activities and interactions (e.g. the phone numbers and/or other identification

details of the calling and receiving party, the start time, call duration, messages, mobile top-ups, delivery notices), log files, and diagnostic, crash, website, and performance logs and reports.

- Location Information: We collect device location information if you use our location features.
- Customer support and social media: If you use our Customer Support service, interacts with us on our social media channels or in any other way, we may keep a record of that interaction, including the correspondence such as copies of emails and your email address.
- Behavioural and tracking details: e.g. location data, behavioural patterns, personal preferences, IP-number, cookie identifiers, unique identifier of devices you use to access and use the services and our websites.
- Payment information: We collect billing details, name, address, email address, bank details and other financial information corresponding to your selected method of payment. However, we will only store name, address, email and issuing bank (i.e. we don't store payment card details).

Using your information

Collecting your personal information helps ShopsUnity to better understand what you need from us. We use your information to:

- manage and improve the Website and App.
- administer and operate your account.
- personalise our services to you.
- tell you about important changes to the Website and our services.
- understand your shopping behaviour to develop and improve our products and services.
- manage promotions, competitions, customer surveys and questionnaires.
- check and verify your identity, and prevent or detect crime.
- We may share your personal information across our sister companies so they can provide you with relevant products and services via ShopsUnity app and its features.
- Your personal information is safe with us and will never be released to companies outside the ShopsUnity sister companies for marketing purposes.

Will Company Share Any of the Personal Information it Receives?

We do not rent or sell your Personal Information in personally identifiable form to anyone, except as expressly provided below.

Information that's been de-identified. We may de-identify your Personal Information so that you are not identified as an individual, and provide that information to our partners. We may also provide aggregate usage information to our partners (or allow partners to collect that information from you only to fulfil your transaction), who may use such information to understand how often and in what ways people use our Services, so that they, too, can provide you with an optimal online experience.

However, we never disclose aggregate usage or de-identified information to a partner (or allow a partner to collect such information) in a manner that would identify you as an individual.

Advertisers: We do not offer advertising space on our app hence it is totally ad free except our internal products and features push notification and add banners to make user aware of available services.

Affiliated Businesses: In certain situations, businesses or third party websites we're affiliated with may sell or provide products or services to you through or in connection with the Services (either alone or jointly with us). You can recognize when an affiliated business is associated with such a transaction or service, and we will share your Personal Information with that affiliated business only to the extent that it is related to such transaction or service. We have no control over the policies and practices of third party websites or businesses as to privacy or anything else, so if you choose to take part in any transaction or service relating to an affiliated website or business, please review all such business' or websites' policies.

Our Agents: We employ other companies and people to perform tasks on our behalf and need to share your information with them to provide products or services to you; for example, we may use a payment processing company to receive and process your credit card transactions for us. Unless we tell you differently, our agents do not have any right to use the Personal Information we share with them beyond what is necessary to assist us.

Business Transfers: We may choose to buy or sell assets, and may sell partial or entire shares, ownership rights and/or transfer customer information in connection with the evaluation of and entry into such transactions. Also, if we (or our assets) are acquired, or if we go out of business, enter bankruptcy, or go through some other change of control, Personal Information could be one of the assets transferred to or acquired by a third party to fulfil ongoing responsibility and ensure our users are not affected as much as possible.

Marketing and research

- If you agree, we may contact you:
 - with offers and information about ShopsUnity products or services
 - with offers and information about partners' products or services
 - for customer research e.g. to help improve our services
- We may contact and communicate with you using several methods including; email, phone, SMS, app messages, in-app push notifications and any other appropriate channel.
- Push notification preferences should be managed from the iOS or Android device that you have the App installed on.
 - Android users can opt out by deselecting the 'Receive Notifications' tick box in the ShopsUnity.
 - iOS users can opt out by going to Settings>Notifications>ShopsUnity and then deselect the 'Allow Notifications' toggle.
- If you wish to formally opt-out of any of these communications you may:
 - email care@shopsunity.com

Protection of Company and Others: We reserve the right to access, read, preserve, and disclose any information that we believe is necessary to comply with law or court order; enforce or apply our Terms of Use and other agreements; or protect the rights, property, or safety of Company, our employees, our users, or others.

Is Personal Information about me secure?

Your account is protected by a password for your privacy and security. If you access your account via a third party site or service, you may have additional or different sign-on protections via that third party site or service. You must prevent unauthorized access to your account and Personal Information by selecting and protecting your password and/or other sign-on mechanism appropriately and limiting access to your computer or device and browser by signing off after you have finished accessing your account. We endeavor to protect the privacy of your account and other Personal Information we hold in our records, but unfortunately, we cannot guarantee complete security. Unauthorized entry or use, hardware or software failure, and other factors, may compromise the security of user information at any time which is beyond our app control hence you must install necessary security software as general rule of practice to protect you and your information from internet and all apps.

What Personal Information can I access?

Through your account settings, you may access, and, in some cases, edit or delete the following information you've provided to us:

- name and password
- email address
- transaction pins
- user profile information, including images and videos you have uploaded to the site

The information you can view, update, and delete may change as the Services change. If you have any questions about viewing or updating information we have on file about you, please contact us at care@shopsunity.com and we shall revert within 7 working days or earlier as practically possible.

Under California Civil Code Sections 1798.83-1798.84, California residents are entitled to contact us to prevent disclosure of Personal Information to third parties for such third parties' direct marketing purposes; in order to submit such a request, please contact us at care@shopsunity.com

What choices do I have?

You can always opt not to disclose information to us, but keep in mind some information may be needed to register with us or to take advantage of some of our features.

You may be able to add, update, or delete information as explained above. When you update information, however, we may maintain a copy of the unrevised information in our records. You may request deletion of your account by contacting us at care@shopsunity.com

Some information may remain in our records after your deletion of such information from your account. We may use any aggregated data derived from or incorporating your Personal Information after you update or delete it, but not in a manner that would identify you personally.

What if I have questions about this policy?

If you have any questions or concerns regarding our privacy policies, please send us a detailed message to care@shopsunity.com, and we will try to resolve your concerns.

We hoping above privacy policy meets with your expectations and as per law we are providing this link via our app, app stores, also available on our website. Should you need printed copies then you can download and print at home for yourself.

We have made attempt to write above in simple English, however we are always working hard to make this more simpler keeping regulations in mind.

This privacy policy also covers GDPR related policies and any other derivatives legally required by law for us to manage.