

PRIVACY NOTICE | CAPTAIN AGRI MACHINERY EXIM LLP

1) Introduction

This Privacy Notice explains how **CAPTAIN AGRI MACHINERY EXIM LLP** (together with its affiliates, if any) ("Company", "We", "Us", or "Our") processes personal data through <https://captainagri.com/> (hereinafter referred to as the "**Website**"). in accordance with the Digital Personal Data Protection Act, 2023 and the Digital Personal Data Protection Rules, 2025 (together, the "**DPDPA**"). This Privacy Notice is provided independently of other information, is written in clear and plain language, and is easily accessible on the Website.

2) Website, Goods and Services

The Website is operated to provide information about the Company, its agri-related products and services, technology-enabled solutions, business offerings, and allied activities. Through the Website, users may:

- (a) Access information about products and services;
- (b) Submit enquiries or requests for contact;
- (c) Register for newsletters, updates, or events;
- (d) Access customer support or communication channels;
- (e) Engage with marketing, promotional, or informational content.

3) Personal Data We Process

Depending on how you interact with the Website, we may process the following categories of personal data:

- (a) Identity Data: Name, organisation name, designation.
- (b) Contact Data: Email address, mobile number, postal address.
- (c) Enquiry and Communication Data: Information provided through contact forms, emails, or other communications.
- (d) Marketing Preferences: Subscription choices, communication preferences.
- (e) Technical and Usage Data: IP address, browser type, device information, operating system, timestamps, cookies, and similar technologies.

The Website is not directed at children, and we do not knowingly collect personal data of children unless permitted under applicable law.

4) Purpose of Processing

Personal data collected through the Website is processed for the following lawful and specified purposes:

- (a) Responding to enquiries, requests, or communications;
- (b) Providing information about products, services, and offerings;
- (c) Managing subscriptions, newsletters, and updates;
- (d) Improving Website functionality, performance, and security;
- (e) Conducting analytics and usage analysis using aggregated or anonymised data;
- (f) Sending marketing or promotional communications, where consented;
- (g) Complying with applicable legal and regulatory obligations.

5) Consent and Lawful Use

Personal data is processed based on your consent or for legitimate uses as permitted under the DPDPA. You may withdraw your consent at any time, subject to legal or contractual restrictions.

6) Rights of Data Principals (Your Rights as a Website User)

As a Data Principal, you have the right to:

- (a) Obtain information about personal data processed by us;
- (b) Seek correction, completion, updating, or erasure of your personal data;
- (c) Withdraw consent previously provided;
- (d) Nominate another person to exercise your rights in the event of death or incapacity;
- (e) File a grievance or complaint in relation to data processing.

Withdrawal of Consent and Exercise of Rights

Requests for exercising rights or withdrawing consent in relation to the Website may be submitted through email branddevelopment@captainagri.com.

7) Grievance Redressal and Complaints

If you have any grievance regarding the processing of your personal data, you may contact our designated grievance officer / Data Protection Officer using the details below. If your grievance is not resolved, you have the right to file a complaint with the relevant with the Data Protection Board of India, in accordance with the DPDPA.

8) Data Protection Officer / Grievance Officer

Name: Nisarg Jani

Email: nisargjani@captaintractors.com

Address: Padvala Main Road, Veraval (Shapar) Tal : Kotda Sangani, Dist. Rajkot, 360024 Gujarat India.

These details are published prominently in our Website , in accordance with the DPDPA.

9) Cookies and Similar Technologies

The Website may use cookies or similar technologies to enhance user experience, analyse traffic, and improve functionality. You may manage cookie preferences through your browser settings or any cookie management tools made available on the Website.

10) Data Retention

Personal data collected through the Website is retained only for as long as necessary to fulfil the stated purposes or as required under applicable law, after which it is securely deleted or anonymised.

11) Security Safeguards

We implement reasonable technical and organisational safeguards to protect personal data against unauthorised access, disclosure, alteration, or destruction.

12) Legacy / Pre-existing Consents

Where personal data has been collected prior to the commencement of the DPDPA, such data shall continue to be processed in accordance with applicable law. Data Principals will be provided notice and the opportunity to withdraw consent or exercise their rights under the DPDPA.

13) Updates to this Privacy Notice

This Privacy Notice may be updated periodically to reflect changes in law, regulatory requirements, or business practices. The updated version will be published on the Website with the revised effective date.