

JJKDUU INDIA PVT.LTD.

CIN .: U47219BR2025PTC074778

GSTIN .: 10AAGCJ8178D1ZP

PRIVACY POLICY

INTRODUCTION

WELCOME TO QUICKCRAVE, A PREMIER DELIVERY PLATFORM OWNED AND OPERATED BY JJKDUU INDIA PRIVATE LIMITED (HEREINAFTER REFERRED TO AS "THE COMPANY," "WE," "US," OR "OUR"). WE VALUE THE TRUST YOU PLACE IN US AND RECOGNIZE THE IMPORTANCE OF SECURE TRANSACTIONS AND INFORMATION PRIVACY. THIS PRIVACY POLICY DESCRIBES HOW WE COLLECT, USE, SHARE, OR OTHERWISE PROCESS YOUR PERSONAL INFORMATION THROUGH OUR WEBSITE AND THE QUICKCRAVE MOBILE APPLICATION.

INFORMATION WE COLLECT

TO PROVIDE A HIGH-QUALITY DARKSTORE DELIVERY EXPERIENCE, WE COLLECT THE FOLLOWING CATEGORIES OF INFORMATION:

A. PERSONAL IDENTIFIABLE INFORMATION (PII) :

YOUR NAME, SHIPPING/DELIVERY ADDRESS, EMAIL ADDRESS, AND PHONE NUMBER WHEN YOU REGISTER AN ACCOUNT.

B. PRECISE LOCATION DATA : SINCE QUICKCRAVE IS A HYPER-LOCAL DELIVERY APP, WE COLLECT PRECISE LOCATION DATA (GPS AND NETWORK-BASED) FROM YOUR MOBILE DEVICE. THIS HAPPENS EVEN WHEN THE APP IS IN THE BACKGROUND TO:

- SHOW YOU THE NEAREST DARKSTORE
- PROVIDE REAL-TIME TRACKING OF YOUR ORDER.
- ESTIMATE DELIVERY TIME ACCURATELY.

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C. TRANSACTIONAL INFORMATION:

DETAILS OF THE PRODUCTS YOU PURCHASE FROM OUR DARKSTORES, ORDER HISTORY, AND BILLING INFORMATION. NOTE: WE USE ENCRYPTED PAYMENT GATEWAYS LIKE RAZORPAY OR CASHFREE; WE DO NOT STORE YOUR FULL CARD OR BANK DETAILS.

D. TECHNICAL DATA:

IP ADDRESS, DEVICE TYPE, UNIQUE DEVICE IDENTIFIERS (E.G., IMEI), AND APP USAGE STATISTICS.

LEGAL BASIS FOR PROCESSING

WE PROCESS YOUR DATA UNDER THE FOLLOWING LEGAL FRAMEWORKS IN INDIA:

- **CONSENT:** WHEN YOU EXPLICITLY AGREE TO OUR TERMS.
- **CONTRACTUAL NECESSITY:** TO FULFILL YOUR ORDER PLACED ON QUICKCRAVE.
- **COMPLIANCE:** TO MEET FSSAI GUIDELINES FOR FOOD TRACEABILITY AND GST INVOICING REQUIREMENTS.

HOW WE USE YOUR INFORMATION

JJKDUU INDIA PVT LTD USES THE COLLECTED DATA FOR:

- **ORDER FULFILLMENT:** PICKING ITEMS FROM OUR DARKSTORE AND DELIVERING THEM VIA THE QUICKCRAVE DELEVERY FLEET.
- **CUSTOMER SUPPORT :** RESOLVING GRIEVANCES OR DELIVERY DELAYS.
- **SECURITY & FRAUD PREVENTION :** DETECTING UNAUTHORIZED TRANSATION OR FAKE ACCOUNTS.



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- **MARKETING** : SENDING PERSONALIZED OFFERS VIA SMS, WHATSAPP, OR PUSH NOTIFICATIONS (YOU CAN OPT-OUT AT ANY TIME).

DATA SHARING & THIRD-PARTY DISCLOSURES

WE DO NOT SELL, RENT, OR TRADE YOUR PERSONAL INFORMATION. WE SHARE DATA ONLY WITH:

- **DELIVERY PARTNERS**: OUR DEDICATED RIDERS WHO NEED YOUR NAME, ADDRESS, AND PHONE NUMBER TO REACH YOU.
- **TECHNOLOGY PROVIDERS**: CLOUD SERVERS (AWS/GOOGLE CLOUD) AND MAP SERVICES (GOOGLE MAPS API) FOR LOCATION ACCURACY.
- **LEGAL AUTHORITIES**: WHEN REQUIRED BY THE GOVERNMENT OF INDIA OR A COURT ORDER TO COMPLY WITH LEGAL OBLIGATIONS.

DATA STORAGE AND RETENTION

YOUR DATA IS STORED ON SECURE SERVERS LOCATED WITHIN INDIA, COMPLYING WITH THE LOCAL DATA LOCALIZATION LAWS. JJKDUU INDIA PVT LTD WILL RETAIN YOUR INFORMATION ONLY FOR AS LONG AS IS NECESSARY FOR THE PURPOSES SET OUT IN THIS PRIVACY POLICY OR AS REQUIRED BY LAW (E.G., MAINTAINING TAX RECORDS).

COOKIES AND TRACKING

THE QUICKCRAVE APP USES COOKIES AND SIMILAR TECHNOLOGIES TO REMEMBER YOUR PREFERENCES AND PROVIDE A PERSONALIZED EXPERIENCE. YOU CAN MANAGE COOKIE SETTINGS THROUGH YOUR MOBILE DEVICE SETTINGS.



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USER RIGHTS & ACCOUNT DELETION

AS A USER OF QUICKCRAVE, YOU HAVE THE FOLLOWING RIGHTS:

- **Access & Correction:** YOU CAN UPDATE YOUR PROFILE AT ANY TIME WITHIN THE APP.
- **Data Portability:** REQUEST A COPY OF THE DATA WE HOLD ABOUT YOU.
- **Right to be Forgotten (Deletion):** YOU CAN REQUEST THE DELETION OF YOUR ACCOUNT. GO TO **SETTINGS > DELETE ACCOUNT** IN THE APP, OR EMAIL US AT [HELP@QUICKCRAVE.ORG].UPON REQUEST, WE WILL DELETE YOUR DATA WITHIN 30 DAYS, EXCEPT WHERE RETENTION IS REQUIRED BY LAW.

CHILDREN'S PRIVACY:

QUICKCRAVE DOES NOT KNOWINGLY COLLECT OR SOLICIT PERSONAL INFORMATION FROM ANYONE UNDER THE AGE OF 18. IF WE LEARN THAT WE HAVE COLLECTED PERSONAL INFORMATION FROM A MINOR, WE WILL DELETE THAT INFORMATION IMMEDIATELY.

GRIEVANCE OFFICER:

IN ACCORDANCE WITH THE INFORMATION TECHNOLOGY ACT 2000 AND THE DPDP ACT, THE NAME AND CONTACT DETAILS OF THE GRIEVANCE OFFICER OF JJKDUU INDIA PVT LTD ARE PROVIDED BELOW: (.....) (.....).

CHANGES TO THIS POLICY:

JJKDUU INDIA PVT LTD RESERVES THE RIGHT TO UPDATE THIS POLICY. WE WILL NOTIFY YOU OF SIGNIFICANT CHANGES VIA THE QUICKCRAVE APP OR YOUR REGISTERED EMAIL.