

CICAGO COMMODITIES PRIVATE LIMITED

CIN: U51109WB1994PTC062076 · RBI CoR: B-05.03699 · Non-deposit taking NBFC-ICC (Base Layer)

Registered Office: Office No. 214, 2nd Floor, Siddha Weston, 9 Weston Street, Kolkata – 700013

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PRIVACY POLICY

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1. Introduction

Cicago Commodities Private Limited (“the Company”, “we”) respects the privacy of every person who interacts with it. This Policy explains how personal data is collected, used, shared and protected in connection with the Company’s website, and is framed with reference to the Digital Personal Data Protection Act, 2023 (“DPDP Act”) and the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011.



2. Scope

This Policy governs personal data collected through the Company's website, including its "Contact Us / Get in Touch" form. Information collected in the course of a lending or business relationship including KYC documents and financial information is collected separately under executed documentation and governed by the terms of that relationship and applicable law; this website is not used for that purpose.

3. Information We Collect

Provided by you: name, organization, email address, phone number and the content of your query, when you submit the contact form.

Collected automatically: standard server logs, including IP address, browser type, device information, and pages visited.

4. Purpose and Legal Basis

Personal data submitted through the form is processed solely to respond to your query, provide the assistance requested, and maintain a record of correspondence. The legal basis is the consent you give when you submit the form. We do not use this data for marketing without separate consents.

5. Cookies and Website Analytics

The website may use strictly necessary cookies and basic analytics to operate and improve the site.

6. Sharing and Disclosure

The Company does not sell personal data. Personal data may be shared:

- (a) within group entities, strictly to the extent required to respond to your query;
- (b) with service providers who host or maintain the website, under obligations of confidentiality;
- (c) with regulators, courts or other authorities where required by law.

7. Retention

Contact form submissions are retained for 24 months from the last correspondence on the query, or such longer period as law requires, after which they are deleted or anonymized. Server logs are retained as per standard security practice.

8. Security

The Company employs reasonable security practices and procedures including access controls and secure hosting designed to protect personal data against unauthorized access, alteration, disclosure or destruction.



9. Your Rights

Subject to applicable law, you may: request access to your personal data; request correction or erasure; withdraw consent (which does not affect processing already carried out); and nominate another individual to exercise your rights in the event of death or incapacity, as provided under the DPDP Act. Requests may be made to the Grievance Officer below and will be addressed within the timelines prescribed under applicable law. If you are not satisfied with the response, you may approach the Data Protection Board of India as provided under the DPDP Act.

10. Third-Party Links

The website may contain links to external sites. The Company is not responsible for the privacy practices or content of such sites; their own policies apply.

11. Children's Data

The website and its services are not directed at children, and the Company does not knowingly collect personal data of children through the website.

12. Grievance Officer (Data Protection)

Name - Amol Kothadiya

Address - Office No. 214, 2nd Floor, Siddha Weston, 9 Weston Street, Kolkata - 700013

Email -

interact@icargo.co.in

13. Changes to this Policy

This Policy may be updated from time to time. The current version is always available on this page.

