

PRIVACY POLICY

1. Introduction

Welcome to Raptee.HV.

This website is operated by Raptee Energy Pvt. Ltd. Throughout the site, the terms “we”, “us” and “our” refer to Raptee Energy Pvt. Ltd. Raptee Energy Pvt. Ltd. offers this website, including all information, tools and services available from this site to you, the user, conditioned upon your acceptance of all terms, conditions, policies and notices stated here. By visiting our site and/or purchasing something from us, you engage in our “Service” and agree to be bound by the following terms and conditions (“Terms of Service”, “Terms”), including those additional terms and conditions and policies referenced herein and/or available by hyperlink. These Terms of Service apply to all users of the site, including without limitation users who are browsers, vendors, customers, merchants, and/or contributors of content. Please read these Terms of Service carefully before accessing or using our website. By accessing or using any part of the site, you agree to be bound by these Terms of Service. If you do not agree to all the terms and conditions of this agreement, then you may not access the website or use any services. If these Terms of Service are considered an offer, acceptance is expressly limited to these Terms of Service. Any new features or tools which are added to the current store shall also be subject to the Terms of Service. You can review the most current version of the Terms of Service at any time on this page. We reserve the right to update, change or replace any part of these Terms of Service by posting updates and/or changes to our website. It is your responsibility to check this page periodically for changes. Your continued use of or access to the website following the posting of any changes constitutes acceptance of those changes.

2. Data & Information

Raptee Energy Pvt. Ltd. takes user data and consent very seriously and ensures transparency and security of the data we collect from our users.

2.1 What information do we collect?

We collect personal data only to the extent necessary to provide our services, respond to enquiries, and fulfil our legal obligations. The table below sets out each category of data we process, the basis on which it is collected, the purpose for which it is used, and how long we retain it.

Where collection is described as **mandatory** for bookings or enquiries, we are unable to process your request without that information. Where collection is **optional**, you may decline without affecting your ability to browse the website.

Data type	Collection basis	Purpose	Retention period
Full name	Mandatory (bookings & enquiries)	To process test ride bookings, bike purchase bookings, and sales enquiries	For the duration of the business relationship, or until the enquiry/lead becomes inactive, subject to applicable law
Email address	Mandatory (bookings & enquiries)	To process bookings and enquiries; to communicate confirmations and follow-ups	For the duration of the business relationship, or until the enquiry/lead becomes inactive, subject to applicable law
Phone number	Mandatory (bookings & enquiries)	To process bookings and enquiries; for follow-up by our sales team	For the duration of the business relationship, or until the enquiry/lead becomes inactive, subject to applicable law
Address	Mandatory (bookings & enquiries)	To process test ride and purchase bookings	For the duration of the business relationship, or until the enquiry/lead becomes inactive, subject to applicable law
Login credentials	Conditional (required only to complete a booking)	To authenticate registered users and manage account sessions. Guest browsing is permitted without an account.	Retained for the lifetime of the account; deleted upon account closure
Payment information	Mandatory (at checkout)	To process payments for bookings and purchases. Payment data is collected and	Governed by the relevant payment processor's data retention, security, and PCI-DSS compliance

		processed by our third-party payment processors and is not stored on our servers.	policies. Raptee does not store card or payment credentials.
Location (GPS/browser)	Optional (permission requested)	Anonymised, aggregated location data is collected to understand regional usage patterns for R&D purposes, and to enable address autofill on forms. Precise location is not linked to individual profiles.	Aggregated and anonymised data is retained for R&D analysis. Raw location data is not stored beyond the session.
Cookies	See Cookie Policy	Refer to our Cookie Policy for a full description of the cookies we use, their purposes, and how to manage your preferences.	Refer to Cookie Policy
Device & IP information	Automatic (collected on site use)	Collected automatically to support site performance, security monitoring, and R&D. Includes device type, browser, operating system, and IP address.	Retained indefinitely in anonymised/aggregated form for analytics. Raw IP logs are retained as required for security purposes.
Questions and Queries	Conditional	To raise a ticket in contact us page you must fill out basic PII for us to contact back. This process will be handled by our Third-party system.	For the duration of the ticket resolvent and till the issue is satisfied.

Chatbot	Automatic (on chatbot use)	Research & development; improving chatbot response quality. Anonymised- no PII is retained. Hosted on Chatwoot.	The chats will be saved up to 90days before deletion.
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2.2 Payment Processing

Payments on our website are processed through third-party payment processors, including **Zoho Payments**, operated by Zoho Corporation Pvt. Ltd., and **Razorpay**, operated by Razorpay Software Private Limited. When you complete a purchase, you may be redirected to or interact with the applicable payment interface. These payment processors are responsible for securely processing payment information in accordance with applicable payment security standards, including PCI-DSS requirements, and applicable data protection laws.

Raptee does not collect, transmit, or store your card number, CVV, UPI credentials, or other payment credentials on its own servers. Any payment data you provide is received and held by the applicable payment processor under its own privacy policy, terms, security practices, and applicable data protection law, including India's Digital Personal Data Protection Act, 2023 (DPDP Act).

We receive only transaction confirmations and limited payment metadata, such as transaction identifiers, payment status, payment method type, and masked references where applicable, sufficient to reconcile your order. We retain this transactional metadata for the duration required by applicable law and our financial record-keeping obligations.

For details on how payment processors handle your payment data, please refer to their respective privacy policies: Zoho Privacy Policy at <https://www.zoho.com/privacy.html> and Razorpay Privacy Policy at <https://razorpay.com/privacy-policy/>.

2.3 Location Data

If you grant location permission through your browser, we may access your device's approximate location. This access is **optional**: you will be prompted by your browser before any location data is accessed, and you may decline or revoke permission at any time through your browser settings.

Location data is used for two purposes: (a) to autofill address fields in booking and enquiry forms, and (b) to contribute to anonymised, aggregated regional analytics for internal research and development. Raw location data is not stored beyond the current

session. Aggregated data retained for R&D is anonymised such that it cannot be used to identify you.

2.4 Retention and Deletion

Personal data collected in connection with a booking, purchase, or sales enquiry is retained for the duration of the business relationship. Where a lead or enquiry does not result in a purchase and there has been no meaningful engagement, we will review and, where appropriate, delete or anonymise that data in accordance with Section 8(7) of the DPDP Act, 2023, which requires that personal data not be retained beyond the period necessary for the stated purpose.

You may request deletion of your personal data at any time by contacting us at **[grievance@rapteehv.com]**. Requests will be processed within the timelines required by applicable law.

2.5 Chatbot Interactions

When you interact with our chatbot, your conversation may be recorded and used for research and development purposes, including improving our responses and service quality. Conversations are anonymised prior to storage - no personally identifiable information is retained. Chat logs are automatically deleted after 365 days.

Our chatbot is hosted on Chatwoot, an open-source customer support platform. For details on how Chatwoot processes data, refer to their privacy policy at <https://www.chatwoot.com/privacy-policy>.

3. How We Share Your Information

We do not sell, rent, or trade your personal data. We share information only where necessary to operate our website, respond to your enquiries, and fulfil our services -and only to the extent required for each purpose.

3.1 Internal Teams

Personal data collected through the website is accessible internally only to teams that have a legitimate need to process it in connection with your enquiry or booking (for example, our sales and customer support teams). Access is governed by role-based access controls (RBAC), the principle of least privilege, and a strict need-to-know policy. Employees are not permitted to access personal data beyond the scope required to perform their responsibilities.

Where a booking initiated on the website proceeds to a final purchase, our team will contact you directly. Any sharing of your data with logistics providers, registration authorities, or other third parties required to fulfil that purchase will be communicated to

you at that stage and will be governed by a separate agreement or disclosure. Such sharing does not occur as a result of website interactions alone.

3.2 Third-Party Service Providers

We use trusted third-party service providers to operate our website, process payments, manage enquiries, support analytics, provide address/map features, handle job applications, and host chatbot interactions. These providers may process only the data needed for their specific services and are governed by their own privacy policies, security standards, and applicable data protection laws.

3.3 Legal Disclosure

We may disclose personal data to government authorities, law enforcement agencies, or regulatory bodies where we are required to do so by applicable law, court order, or regulatory direction -including under the Digital Personal Data Protection Act, 2023 (DPDP Act). We will, where legally permissible, notify you of such disclosure.

3.4 No Sale of Personal Data

Raptee does not sell, license, or otherwise commercially exploit your personal data to any third party for their own marketing or commercial purposes.

4. Data Storage and Security

We are committed to storing your personal data securely and in accordance with applicable law, including the Digital Personal Data Protection Act, 2023 (DPDP Act) and the Information Technology Rules, 2011.

4.1 Where Your Data Is Stored

Personal data collected through our website is stored in India on secure cloud infrastructure that follows recognised security and compliance standards, including **ISO 27001 certification and SOC 2** compliance.

4.2 Security Measures

We implement the following organisational and technical controls to protect personal data held within our systems and platforms:

1. **Role-Based Access Control (RBAC):** Access to personal data is restricted based on the role and responsibilities of each team member. Users are granted access only to the data they require to perform their function.
2. **Least Privilege:** We apply the principle of least privilege across our internal systems. No team member is granted permissions beyond what is necessary for their role, and access rights are reviewed periodically.
3. **Multi-Factor Authentication (MFA):** Access to systems and platforms that hold personal data requires multi-factor authentication, reducing the risk of unauthorised access in the event of credential compromise.

4. **JWT-Based Data Fetching:** Data fetching is secured using JSON Web Tokens (JWT), and mobile numbers are used only as required to identify and retrieve the relevant user data securely.
5. **Vendor Security Standards:** Where personal data is processed by third-party platforms, we rely on and periodically review the security certifications and controls maintained by those vendors.

4.3 Limitations

No method of electronic storage or transmission is completely secure. While we take reasonable steps to protect your personal data, we cannot guarantee absolute security. In the event of a personal data breach that is likely to result in harm to you, we will notify you and the relevant authorities in accordance with our obligations under the DPDP Act and applicable CERT-In directives.

5. When we use the Website

When you visit the Website, we collect certain information related to your device, such as and not limited to your device's IP address, referring website, what pages your device visited, and the time and date that you visited our website using this device.

5.1 Cookies

We do use cookies on our website, for further details please see our cookie policy.

6. Consent

6.1 How do we get your consent?

When you provide us with personal information to complete a transaction, verify your credit card, place an order, arrange for a delivery or return a purchase, we imply that you consent to our collecting it and using it for that specific reason only. If we ask for your personal information for a secondary reason, like marketing, we will either ask you directly for your expressed consent, or provide you with an opportunity to say no.

6.2 Age of consent

By using the website and adhering to our T&C you are implying you are at the age or over the age of consent in your region.

If you are under the consent age, please do not attempt to register on our site or send any Personal Information about yourself to us. If we learn that we have collected Personal Information from a child under the age, we will delete that information. If you believe that anyone under the consent age may have provided us with Personal Information, please contact us at grievance@rapteehv.com.

6.3 How can you withdraw your consent?

If after you opt-in, you change your mind, you may withdraw your consent for us to contact you, for the continued collection, use or disclosure of your information, at any time, by contacting us at grievance@rapteehv.com.

7. User Rights & Choices

As per the DPDP act (2023), you have a number of rights with regard to your personal data. You have the right to request from us:

1. Access to your personal data
2. Rectification of your personal data where it is incorrect
3. Erasure of your personal data in certain circumstances
4. The right to restrict processing, object to processing as well as the right to data portability in certain circumstances

If you have provided consent for the processing of your personal data, you have the right (in certain circumstances) to withdraw that consent at any time which will not affect the lawfulness of the processing before your consent was withdrawn. To exercise any of the above rights, contact us at grievance@rapteehv.com.

8. Dispute Resolution Mechanism

If you have a concern about how we handle your personal data, please contact our Grievance Officer at **grievance@rapteehv.com**. We will acknowledge your ticket within 72 hours and aim to resolve it within 30 days.

9. Questions and Contact Information

If you would like to: access, correct, amend or delete any personal information we have about you, register a complaint, or simply want more information contact our Privacy Compliance Officer at grievance@rapteehv.com or by mail at 2/850, Mugalivakkam Main Road, Gowri Nagar, Mugalivakkam, Chennai, Tamil Nadu 600125

10. Changes to this Privacy Policy

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it. If our store is acquired or merged with another company, your information may be transferred to the new owners so that we may continue to sell products to you.