PRIVACY POLICY

JustShyp (originally known as Mayur Enterprises) (“We”, “Our”, “Us”, “Company” or “JustShyp”) is a company duly incorporated under the provisions of the Indian Companies Act, 1956, as amended from time to time. JustShyp provides end-to-end technology platforms and services designed to enable ecommerce transactions and logistics, checkout, payments, financing, order fulfilment, cross-border trade, warehousing, and online and offline sales through its digital platform, website and mobile application (“Services”) under the brand name “JustShyp”.

1. Introduction

Please read this Privacy Policy carefully. By accessing or using the website/mobile application of JustShyp, or any other platform/tool developed by JustShyp, or by availing any Services provided by the Company, You give Your free, specific, informed, unambiguous and unconditional consent to abide by the terms described herein.

By indicating Your acceptance of this Privacy Policy on our application/website, You consent to the collection, sharing, processing, usage and transfer of Your Personal Information and other information (including Sensitive Personal Information) in accordance with this Privacy Policy and applicable laws.

This Privacy Policy (“Policy”) applies to the domain name/website www.justshyp.com, the JustShyp mobile application and any platform/tool/Services developed by JustShyp, including where such services are accessed, integrated or made available through other digital interfaces or merchant mobile sites (“M-Sites”), from time to time.

The Privacy Policy constitutes an integral part of the agreements/terms and conditions of use between JustShyp and its merchants and users/customers. The website, mobile application and platforms/tools, whether online or offline, developed by JustShyp are individually referred to as the “Platform”. This Policy is adopted and applicable to all subsidiaries and affiliates of JustShyp.

The Services are made available to persons who agree to become users of the Platform (“You”, “Your”, “Yourself” or “User”), including persons accessing the Platform as visitors or undertaking any Service, in accordance with the Platform’s terms of use (“Terms of Use”).

2. Purpose

This Privacy Policy explains the categories of Personal Information collected from Users, the purposes and lawful basis for collection and use, how information is processed and disclosed, and the rights and options available to Users to access, review, correct or update their Personal Information.

3. Types of Personal Information Collected

While using our Services, we may collect the following categories of Personal Information, collectively referred to as “User Information”:

4. User Information Categories

a) Name;

b) User ID;

c) Email address;

d) Address, including country and ZIP/postal code;

e) Gender;

f) Age;

g) Phone Number;

h) Password chosen by You;

i) Geographical location through the IP address of Users;

j) Financial account information such as bank account details, GST certificate, PAN Card and transactional information relating to transactions where the Company is involved;

k) Any of the aforesaid information pertaining to the customer/buyer of the User; and

l) All other personally identifiable information/details You may share from time to time, including personally identifiable information/details of the customer/buyer of the User.

5. Documents and Call Records

In order to avail the Services/Platform, You may be required to upload/share certain documents to the extent necessary, such as Government IDs including PAN Card, Aadhaar, GST certificate, etc., on the Platform and/or by email. “User Information” shall also include such documents uploaded or otherwise provided by Users.

We may also keep records of telephone calls received and made for inquiries, orders or other purposes necessary for administration of Services.

6. Cookies

We may receive and/or hold information about a User’s browsing history, including the URL of the site visited prior to visiting the Platform, the Internet Protocol (IP) address of the User’s computer or proxy server, computer operating system, web browser type and Internet Service Provider (ISP).

The Platform may use temporary cookies to store certain data (excluding Personal Information or other Information) for technical administration, research and development, and User administration.

7. Purposes for Which Personal Information May Be Used

The information collected may be used for business and/or regulatory purposes, including but not limited to:

8. Permitted Uses

a) Onboarding merchants, creating and managing user accounts, authenticating access, and administering use of the JustShyp Platform.

b) Facilitating shipment booking, label generation, courier allocation, pickup, transportation, delivery, returns and RTO management.

c) Enabling pre-purchase and post-purchase logistics services, including serviceability checks, delivery time estimation, address validation, standardisation and optimisation.

d) Enabling delivery coordination, address verification, non-delivery resolution (NDR) and customer communication related to order fulfilment.

e) Processing orders, shipments, returns, exchanges, refunds, COD remittances, settlements, reconciliation and invoicing.

f) Operating checkout-related features that reduce friction during order placement, including address retrieval or validation, subject to applicable consents obtained by the merchant from its customers.

g) Providing warehousing, inventory management, picking, packing and fulfilment services.

h) Providing tracking, status updates, service notifications and transactional communications.

i) Providing customer and merchant support, handling queries, complaints and disputes, and maintaining service quality.

j) Performing analytics, reporting, forecasting and optimisation of logistics operations, delivery performance and platform functionality, including in aggregated or pseudonymised form where reasonably possible.

k) Detecting, preventing and investigating fraud, misuse, security incidents and unauthorised access.

l) Complying with applicable laws, regulations, tax requirements, contractual obligations and lawful requests from government or regulatory/statutory authorities.

m) Maintaining platform security, system monitoring, logging, audits and operational diagnostics.

n) Sending service-related communications and updates. Promotional communications are sent only where permitted by law and consented to by You.

o) Enabling pre-purchase and post-purchase logistics services, including serviceability checks, delivery time estimation, address validation, standardisation and optimisation through checkout and order-placement flows, upon consent provided by You directly or through a Merchant/Partner associated with us.

p) Enhancing Platform functionality and Service capabilities.

9. Data Minimisation and Purpose Limitation

We collect only such Personal Information as is necessary to fulfil the purposes described above and process such information consistently with those purposes. Processing beyond these purposes shall be undertaken only with Your consent or as permitted under applicable law.

10. Processing of Children’s and Persons with Disabilities’ Personal Information

a) Age-Based Restrictions: In accordance with applicable laws, We do not knowingly provide services to, or process the Personal Information of, any individual below 18 years of age (“Child”) without prior verifiable consent of the Child’s parent or lawful guardian.

b) Verifiable Parental/Guardian Consent: Before processing the Personal Information of a Child, or of a Person with Disability who has a lawful guardian, We shall obtain verifiable consent in the manner prescribed under applicable laws. This may include verification through reliable identity information, authorised Government-issued digital tokens or other approved techno-legal mechanisms. By providing such Personal Information, You represent that You are legally authorised to act as the parent or lawful guardian and to provide such verifiable consent.

c) Prohibition on Tracking, Monitoring and Targeted Advertising: We do not engage in tracking, behavioural monitoring, profiling or targeted advertising directed at Children, in compliance with applicable laws.

d) Special Safeguards and Limited Exemptions: We shall implement additional safeguards required for processing Children’s Personal Information and the Personal Information of Persons with Disabilities with lawful guardians, including restrictions on purpose limitation, storage limitation and strengthened security controls as mandated by applicable laws.

e) Your Responsibility When Sharing Personal Data: If You provide Personal Information of a Child or a Person with Disability with a lawful guardian, You confirm that (i) You are legally authorised to do so, and (ii) You consent to JustShyp processing such data strictly in accordance with this Privacy Policy and applicable laws.

11. Disclosure and Transfer of User's Personal Information

a) Disclosure to Third Parties: We may disclose, transfer or make accessible a User's Personal Information to service providers, subcontractors, third parties, sub-data processors and employees to the extent necessary on a need-to-know basis for the purposes of this Privacy Policy and to render Services. The Company takes adequate steps to ensure that persons associated with processing respect confidentiality and adopt reasonable security practices and procedures required under applicable law.

b) Disclosure Due to Legal Requirements: We may disclose/transfer User Information to governmental and judicial institutions/authorities to the extent required (i) under laws, rules, regulations or orders of relevant judicial/quasi-judicial authorities; (ii) to protect and defend the rights or property of the Company; (iii) to fight fraud and credit risk; (iv) to enforce the Company's Terms of Use; or (v) where the Company reasonably deems it necessary to protect its rights or the rights of others.

c) Disclosure to Related Parties: Relevant information/data may be shared with affiliates, subsidiaries and group companies to facilitate the provision of Services. The Company shall take adequate steps to ensure that such entities adopt reasonable security practices and procedures required under applicable law.

12. Links to Third Parties

Links to third-party advertisements, websites or electronic communication services ("Third Party Links") may be provided on the Platform. Such links are operated by third parties and are not controlled by, affiliated to or associated with the Company unless expressly specified. If You access any Third Party Link, You should review the concerned website's privacy policy. We are not responsible for the policies or practices of such third parties.

13. Security Practices and Procedures

For providing Services and other purposes identified in this Policy, we may collect and host certain User data and information. We are committed to protecting Your Personal Information and adopt reasonable technical, operational, managerial and physical security controls to protect information from loss, misuse, unauthorised access, disclosure, alteration and destruction.

While we strive to provide security commensurate with industry standards, due to inherent vulnerabilities of the internet, we cannot ensure or warrant complete security of information transmitted to Us.

We take adequate steps to ensure third parties to whom Personal Information may be transferred adopt reasonable security practices and procedures required under applicable law.

You acknowledge that the Company is not responsible for information sent via the internet that is intercepted beyond Our control after reasonable security practices and procedures have been adopted, and You release Us from claims arising out of or related to such unauthorised interception.

14. User Rights

All information provided to the Company by a User, including Sensitive Personal Data or Information, is voluntary. Users have the right to withdraw consent at any time in accordance with this Privacy Policy and Terms of Use; however, withdrawal of consent will not be retrospective.

Users may access, modify, correct and delete Personal Information voluntarily provided by them and collected in accordance with this Privacy Policy and Terms of Use. If a User updates information, the Company may retain a copy of the originally provided information in its archives where permitted or required by law.

To update or correct Personal Information, Users may exercise these rights by emailing info@justshyp.com and communicating the required changes.

If a User does not provide information or consent, or subsequently withdraws consent, the Company reserves the right to discontinue, in whole or in part, the Services or associated features and benefits for which such information was sought.

15. Retention of Personal Information

Personal Information collected or processed under this Policy will be retained for as long as the purpose for use exists and/or as long as We are obligated to retain it under applicable law, or until You withdraw consent or exercise a right to erasure, whichever occurs earlier, after which it will be deleted where legally and operationally appropriate.

We may retain Personal Data for longer periods where necessary for: (a) the specified purpose for which it was collected or compliance with applicable law; (b) pending legal or regulatory proceedings; (c) safety, security and integrity purposes as permitted by law; (d) judicial and/or governmental investigations; or (e) protecting our rights, property, products or services.

If a User withdraws or cancels registration from the Platform, we may retain Personal Information where required by law. Non-personally identifiable data may be retained indefinitely to the extent allowed by applicable law.

16. Use of the Platform

You agree that while using the Platform, You shall not upload, modify, publish, transmit, update or share information which:

17. Prohibited Content and Conduct

a) Belongs to another person and to which the User does not have any right;

b) Is obscene, pornographic, paedophilic, invasive of another’s privacy including bodily privacy, insulting or harassing on the basis of gender, racially or ethnically objectionable, relating to or encouraging money laundering or gambling, or promoting enmity between different groups on grounds of religion or caste with intent to incite violence;

c) Is harmful to children;

d) Infringes any patent, trademark, copyright or other proprietary rights;

e) Deceives or misleads the addressee about the origin of a message or knowingly and intentionally communicates misinformation or information that is patently false, untrue or misleading;

f) Impersonates another person;

g) Threatens the unity, integrity, defence, security or sovereignty of India, friendly relations with foreign States or public order, incites commission of a cognizable offence, prevents investigation of an offence, or is insulting to another nation;

h) Contains software viruses or other computer code, files or programs designed to interrupt, destroy or limit functionality of a computer resource; or

i) Violates any law for the time being in force.

18. Termination

JustShyp reserves the right to immediately terminate Your use of Services where: (a) the User breaches any terms and conditions of this Policy; (b) JustShyp believes in its sole discretion that the User's actions may cause legal liability for the User or JustShyp or are contrary to the Terms of Use or this Policy; or (c) JustShyp deems it fit for its own convenience, subject to applicable law.

19. Changes to this Privacy Policy

We may update this Privacy Policy from time to time and shall notify You regarding the Policy and material changes periodically and at least once a year where required. You are advised to review this page/Policy periodically. Continued use of the Services after changes constitutes acceptance of the amended/updated Privacy Policy to the extent permitted by applicable law.

20. Complaints and Grievance Redressal

Any complaints, abuse, concerns regarding content or comments, or alleged breach of these terms/Privacy Policy may be informed to the designated Grievance Officer in writing or by email:

Mr. Mohammed Kashif Ansari (CEO)
JUSTSHYP (Mayur Enterprises)
ROLEX ROAD, SHED NO. 1, PLOT NO. 22, NR. MALDHARI RAILWAY CROSSING,
MARUTI INDUSTRIES STREET NO 2, Rolex Ring, R.S. NO. 174P1,
Rajkot, Gujarat - 360004
Email: info@justshyp.com

21. Definitions

a) Personal Information: Any information that relates to the User which, directly or indirectly, is capable of identifying the person concerned.

b) Sensitive Personal Data or Information: Personal information relating to password; financial information such as bank account, credit/debit card or other payment instrument details; physical, physiological or mental health condition; sexual orientation; medical records and history; biometric information; or any detail relating to the above as provided to or received by the Company for processing or storage. Information freely available or accessible in the public domain or furnished under the Right to Information Act, 2005 or other applicable law shall not qualify as Sensitive Personal Data or Information or Personal Information.

c) Children's Data: Personal Information of an individual who has not attained 18 years of age. Under applicable data protection laws, processing of Children's Data is subject to additional safeguards and, where required, verifiable consent of a parent or lawful guardian.

d) Persons with Disabilities: Individuals who may, due to physical, mental, intellectual or sensory impairments, require assistance or consent of a lawful guardian to access or use digital services or provide Personal Information, as recognised under applicable law.

Website: www.justshyp.com Email: info@justshyp.com

Registered Address: ROLEX ROAD, SHED NO. 1, PLOT NO. 22, NR. MALDHARI RAILWAY CROSSING, MARUTI INDUSTRIES STREET NO 2, Rolex Ring, R.S. NO. 174P1, Rajkot, Gujarat - 360004