



Privacy Policy

Last Updated: August 2026

1. Introduction

Welcome to **Susneh Home Products** ("Susneh", "we", "our", or "us").

Your privacy is important to us. This Privacy Policy explains how we collect, use, store, protect, and share your personal information when you use our website, mobile application, marketplace, homestay booking, hotel booking, delivery services, and partner services.

By using our services, you agree to this Privacy Policy.

2. Information We Collect

We may collect the following information:

Personal Information

- Full Name
- Mobile Number
- Email Address
- Delivery Address
- Billing Address
- City, State and PIN Code

Account Information

- Username
- Password (Encrypted)
- Profile Photo (Optional)

Order Information

- Purchased Products
- Booking Details
- Payment Information

- Delivery Details
- Transaction History

Device Information

- Device Model
- Operating System
- App Version
- IP Address
- Browser Information

Location Information

With your permission, we may collect your location to:

- Deliver orders
 - Show nearby hotels
 - Improve delivery services
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3. How We Use Your Information

We use your information to:

- Process orders
 - Deliver products
 - Manage hotel and homestay bookings
 - Process payments
 - Improve customer service
 - Send order updates
 - Provide customer support
 - Prevent fraud
 - Improve app performance
 - Comply with legal obligations
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4. Payments

Payments are securely processed through trusted third-party payment gateways.

We do **not store your complete debit or credit card information** on our servers.

5. Data Security

We use industry-standard security measures including:

- SSL Encryption
- Secure Servers
- Password Encryption
- Access Control
- Regular Security Updates

Although we take reasonable precautions, no internet transmission is completely secure.

6. Sharing of Information

We do not sell your personal information.

We may share information with:

- Delivery Partners
 - Hotel Partners
 - Payment Providers
 - Government Authorities (when legally required)
 - Technology Service Providers
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7. Cookies

Our website may use cookies to:

- Remember your preferences
- Improve user experience
- Analyze website traffic
- Maintain login sessions

You can disable cookies through your browser settings.

8. Children's Privacy

Our services are not intended for children under 18 years of age.

We do not knowingly collect personal information from children.

9. Your Rights

You may request to:

- View your personal information
 - Update your information
 - Delete your account
 - Request data correction
 - Contact us regarding privacy concerns
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10. Data Retention

We retain your information only as long as necessary for:

- Legal requirements
 - Order history
 - Business records
 - Customer support
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11. Third-Party Services

Our services may integrate with:

- Razorpay
- Google Maps
- WhatsApp
- Firebase
- Google Analytics

These services have their own privacy policies.

12. Changes to This Policy

We may update this Privacy Policy from time to time.

The latest version will always be available on our website and mobile application.

13. Contact Us

Susneh Home Products

Email: susnehomeproduct@gmail.com

Website: <https://www.susnehhomestay.com>
