Privacy Policy

Teamex Retail Limited · Website: https://teamex.in · Mobile app: Teamex (Google Play / App Store)

Effective date: 01-10-2026 · **Last updated:** 30-09-2026

1. Introduction

Teamex Retail Limited ("Teamex", "we", "us", "our") is a direct-selling company registered in India, with its registered office at 421–424, Vishala Supreme, Opposite Torrent Power Station, Sardar Patel Ring Road, Nikol, Ahmedabad, Gujarat – 382350.

This Privacy Policy explains how we collect, use, store, share and protect your personal information when you visit our website, use our mobile app, register as a Direct Seller, buy our products, or contact us. By using our website or app, or by giving us your information, you agree to the practices described here. If you do not agree, please do not use our services.

This policy is written in line with the Digital Personal Data Protection Act, 2023, the Information Technology Act, 2000, the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011, and the Consumer Protection (Direct Selling) Rules, 2021.

2. Who this policy applies to

- **Visitors** who browse our website or app.
- **Customers** who buy products from us.
- **Direct Sellers** who register with us (India or Nepal) and use the Direct Seller login.
- **Pickup / Delivery Centre partners** who use the Pickup Centre login.
- **Anyone else** who contacts us, subscribes to our newsletter, or interacts with us on social media or WhatsApp.

3. Information we collect

3.1 Information you give us

- **Identity and contact details:** name, date of birth, gender, mobile number, email address, postal and delivery address.
- **Direct Seller registration details:** sponsor or referral details, ID and address proof, PAN, and other documents required for registration and legal compliance.
- **Financial details:** bank account details for commission and payout purposes, and payment-related information. Card, UPI and net-banking details are handled by our payment gateway partners; we do not store full card numbers or PINs.
- **Order and transaction details:** products purchased, order value, invoices, returns, refunds and exchange requests.
- **Communications:** messages, emails, call records, WhatsApp chats, grievances and feedback you send to us.

- **Newsletter details:** your email address when you subscribe.
- **Testimonials and photographs:** if you choose to share them with us.

3.2 Information collected automatically

- **Device and usage data:** IP address, browser type, device model, operating system, app version, pages viewed, time spent and referring pages.
- **Cookies and similar technologies:** see Section 8.
- **Approximate location:** derived from your IP address or, with your permission, from your device, to help with delivery and service availability.

3.3 Information from third parties

We may receive information from payment gateways, courier and logistics partners, KYC or verification providers, and your sponsor or upline within the Teamex network, to the extent needed to process your registration, orders and payouts.

4. How we use your information

We use your information to:

1. Create and manage your account, registration and login.
2. Process, ship, deliver and track orders, and handle returns, exchanges and refunds.
3. Calculate and pay commissions, bonuses and other benefits to Direct Sellers, and maintain network and sales records.
4. Verify identity and meet legal, tax, accounting and regulatory requirements.
5. Provide customer support and resolve grievances.
6. Send order updates, service messages and, where permitted, promotional offers, newsletters and event information.
7. Improve our website, app, products and services, and analyse how they are used.
8. Detect, prevent and investigate fraud, misuse and security incidents.
9. Enforce our Terms & Conditions and other policies, and establish or defend legal claims.

5. Legal basis and consent

We process your personal data on the basis of your consent, to perform our contract with you, to comply with legal obligations, and for other legitimate uses permitted under applicable Indian law. Where we rely on consent, you can withdraw it at any time by contacting us (see Section 12). Withdrawal does not affect processing done before you withdrew, and it may limit our ability to provide some services.

6. How we share your information

We do not sell your personal information. We share it only as described below:

- **Service providers:** payment gateways, banks, courier and logistics companies, SMS / email / WhatsApp messaging providers, cloud hosting, analytics and IT support vendors, who process data on our behalf under confidentiality obligations.

- **Pickup / Delivery Centres:** limited details (name, contact, order information) needed to hand over your order.
- **Network and sponsor information:** Direct Sellers may see limited information about members in their downline or upline (such as name, ID and business performance) as needed to operate the direct-selling business.
- **Authorities and legal requirements:** government bodies, regulators, courts, tax authorities or law-enforcement agencies where required by law or to protect rights, safety and property.
- **Business transfers:** in a merger, acquisition, restructuring or sale of assets, your information may be transferred to the successor entity, subject to this policy.
- **With your consent:** for any other purpose you have specifically agreed to.

7. International shipments and data transfers

We offer international shipping and Nepal Direct Seller registration. Your information may be processed or stored on servers or by service providers located outside your country, including outside India, to the extent permitted by applicable law. We take reasonable steps to ensure that your data remains protected when transferred.

8. Cookies and tracking technologies

Our website and app may use cookies, pixels, local storage and similar technologies to keep you signed in, remember your preferences, understand traffic and improve performance. You can control cookies through your browser settings. Disabling cookies may affect parts of the website, such as login and checkout.

9. Mobile app permissions

Our app may ask for permissions such as camera and gallery (to upload documents or photos), notifications, location, and network access. You can manage these permissions in your device settings at any time. We request only the permissions needed for the related feature to work.

10. Data security and retention

Security. We use reasonable technical, administrative and physical safeguards, including access controls and encrypted connections (HTTPS), to protect your information. No system is completely secure, so we cannot guarantee absolute security. Please keep your login credentials confidential and tell us immediately if you suspect unauthorised use of your account.

Retention. We keep personal data only for as long as needed for the purposes in this policy, and for as long as required by law (for example, tax, accounting and direct-selling record-keeping requirements) or to resolve disputes. After that, we delete or anonymise it.

11. Your rights and choices

Subject to applicable law, you may:

- **Access** the personal data we hold about you and get a summary of how it is processed.
- **Correct or update** inaccurate or incomplete data.

- **Erase** your data, where it is no longer needed and we are not legally required to keep it.
- **Withdraw consent** to processing that is based on consent.
- **Opt out** of promotional emails, SMS and WhatsApp messages by using the unsubscribe link or by contacting us. We may still send you essential service messages about your account and orders.
- **Raise a grievance** about how your data is handled.
- **Nominate** another person to exercise your rights on your behalf in the event of your death or incapacity, as provided under law.

To exercise these rights, contact us using the details in Section 12. We may ask you to verify your identity before acting on a request.

12. Contact and Grievance Officer

If you have questions, concerns or complaints about this Privacy Policy or your personal data, please contact:

Grievance Officer Teamex Retail Limited 421–424, Vishala Supreme, Opposite Torrent Power Station, Sardar Patel Ring Road, Nikol, Ahmedabad, Gujarat – 382350 Email: grofficer@teamex.in Phone: +91 8980004749

Customer Care: support@teamex.in · +91 7069121213 (10:00 AM – 6:00 PM on working days)

Nodal – Compliance Officer: nodal@teamex.in · +91 7206667177

We aim to acknowledge complaints promptly and resolve them within the timelines required by applicable law.

13. Children's privacy

Our website, app and Direct Seller programme are not intended for anyone under 18 years of age, and we do not knowingly collect personal data from children. If you believe a child has given us personal data, please contact us and we will delete it.

14. Third-party links and services

Our website and app may link to third-party sites and services, such as social media pages, Google Play, the App Store, WhatsApp groups and our separate Nepal registration site. We are not responsible for the privacy practices of those third parties, and we encourage you to read their policies.

15. Related policies

This policy should be read together with our Terms & Conditions, Shipping Policy, Return and Exchange Policy, Payment Policy, Grievance Redressal Policy and other policies available at https://teamex.in. Where the Smart Teamex platform has its own privacy policy, that policy applies to your use of that platform.

16. 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 app with the updated date shown at the top. Significant changes may also be notified by email, SMS or an in-app notice. Continued use of our services after an update means you accept the revised policy.

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