

Privacy Policy

Effective Date: October 18, 2025

At Dhaval Packaging Limited (hereinafter referred to as "DPL"), we are committed to safeguarding your privacy and ensuring that your personal data is handled in a lawful and transparent manner in accordance with applicable Indian laws, including the **Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011 ("SPDI Rules")** and the **Digital Personal Data Protection Act, 2023 ("DPDP Act")**.

This Privacy Policy outlines how we collect, process, store, and protect your personal data when you access or use our website <https://www.dhavalpackaging.com>

1. Definitions

- **Personal Data:** Any data about an individual who is identifiable by or in relation to such data.
- **Sensitive Personal Data or Information (SPDI):** Includes passwords, financial information, health data, biometric data, etc., as defined under SPDI Rules.
- **Data Principal:** The individual to whom the personal data relates.
- **Data Fiduciary:** DPL, which determines the purpose and means of processing personal data.

2. Types of Data Collected

a. Personal Data

We may collect the following categories of personal data:

- Name
- Email address
- Mobile number
- Company name
- IP address
- Any other information voluntarily shared through contact or inquiry forms

b. Sensitive Personal Data or Information

We generally do **not** collect SPDI via our website. If such data is required for a specific purpose, it will be collected with your **explicit consent** and processed in accordance with the SPDI Rules.

3. Purpose of Data Collection

We collect and process your personal data for the following purposes:

- Responding to your inquiries or service requests
- Sending updates or business-related communication
- Managing website performance and user experience
- Complying with legal obligations
- Detecting and preventing fraud or misuse of the website

4. Legal Basis for Processing

Under the **DPDP Act**, we rely on the following lawful bases to process personal data:

- **Consent:** Where you have provided consent voluntarily
- **Legal Obligation:** Where processing is necessary for compliance with applicable laws
- **Legitimate Use:** For reasonable purposes related to our business operations

5. Consent Management

By submitting any personal data on our website, you consent to its collection, use, and disclosure as outlined in this policy. You have the right to withdraw your consent at any time by contacting us at cs@dhavalpackaging.com.



6. Data Sharing and Disclosure

We do **not** sell your personal data. We may share your data with third parties in the following situations:

- With service providers or partners strictly on a need-to-know basis
- When required by law, regulation, or court order
- To protect the rights, property, or safety of DPL or others

Any third-party processing will be subject to appropriate contractual safeguards in line with applicable data protection laws.

7. Data Retention

Your personal data will be retained for only as long as necessary for the purpose for which it was collected, or as required under applicable laws.

8. Data Security

We have implemented **reasonable security practices and procedures** as mandated under the SPDI Rules, including administrative, technical, and physical safeguards to **protect** your data against unauthorized access, disclosure, or destruction.

9. Your Rights as a Data Principal

As per the DPDP Act, you have the right to:

- Access your personal data
- Correct inaccuracies in your data
- Withdraw your consent
- Request erasure of your data (subject to legal limitations)
- Nominate an authorized representative in case of incapacity

To exercise your rights, please contact our **Grievance Officer**.

10. Grievance Officer

In accordance with the IT Act and DPDP Act, the contact details of our Grievance Officer are:

Grievance Officer Name: Jeet Alkeshkumar Shah

Email: cs@dhavalpackaging.com

Address: Plot No. E 411 GIDC, Sanand 2, Ahmedabad, Gujarat, India, 382110

Response Time: Within 15 days

11. Updates to This Policy

We reserve the right to amend this Privacy Policy as required by law or business needs. Updates will be posted on this page with the revised effective date.

12. Contact Us

If you have any questions or concerns regarding this Privacy Policy or our data practices, please write to us at:

Email: cs@dhavalpackaging.com

Website: www.dhavalpackaging.com

