

Privacy Policy

Privacy Policy Effective Date: 1.4.2024 Website: <https://www.melconindia.com> Owner: Melux Control Gears Pvt. Ltd.

Melux Control Gears Pvt. Ltd. ("we", "us", "our", or "Melcon India") values your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, and protect the data you provide when visiting our website <https://www.melconindia.com>

We are an ISO 9001:2015 Certified and ZED Gold Certified manufacturing organization, committed to quality and excellence in all our processes. Our company is registered under the Companies Act, 1956 with CIN: U32109PN2005PTC020682.

1. Information We Collect

1.1 Personal Information

When you interact with our website, we may collect the following:

- Full Name
- Email Address
- Phone Number
- Company Name
- GST Number
- Shipping/Billing Address
- Transaction and payment details
- Any other information you submit via forms or communications

1.2 Non-Personal Information

This includes:

- Browser and device information
- IP address
- Access times and duration
- Pages visited and interactions
- Referring websites

2. Purpose of Collection

We use your information to:

- Respond to your inquiries and provide customer service
- Process and fulfill orders or service requests
- Improve our website and offerings
- Send updates, offers, and relevant information
- Maintain legal and compliance records
- Monitor and analyze usage for operational efficiency

3. Lawful Basis for Data Processing (GDPR-compliant)

We process your data based on:

- Your explicit consent
- Performance of a contract
- Legal compliance
- Our legitimate business interests (e.g., improving services, security)

4. Sharing of Information

Your data may be shared with:

- Internal staff on a need-to-know basis
- Service providers (e.g., payment gateways, logistics partners)
- Government or regulatory authorities (as required by law)
- Legal successors in case of a merger, acquisition, or restructuring

We never sell your data to third parties.

5. Cookies and Analytics

We use cookies and analytics tools to:

- Enhance user experience
- Understand how visitors use our site
- Store your preferences

You can disable cookies via your browser settings, though it may affect functionality.

6. Data Security

We implement industry-standard security protocols including:

- Encryption
- Firewalls
- Secure access controls
- Periodic data audits

Despite this, no method of transmission over the internet is 100% secure.

7. Data Retention

We retain personal data only as long as necessary to:

- Fulfill the purpose for which it was collected
- Comply with legal, accounting, or reporting obligations

8. Your Rights

Depending on jurisdiction (e.g., under GDPR or Indian data protection laws), you may:

- Access your personal data
- Correct or update your data
- Withdraw consent
- Request deletion or restriction
- File a complaint with a data authority

Contact us at the details below to exercise your rights.

9. Children's Privacy

Our site and services are intended for users aged 18 and above. We do not knowingly collect data from minors.

10. External Links

We may link to third-party websites. We are not responsible for their content or privacy practices. Please read their privacy policies separately.

11. Contact Information

For any privacy-related queries or concerns, contact:

Melux Control Gears Pvt. Ltd. CIN: U32109PN2005PTC020682

Email: info@melconindia.com Phone: +91-9356284364 Website: <https://www.melconindia.com>

12. Updates to This Policy

We may revise this policy periodically. Changes will be posted here with an updated effective date.

By using our website, you agree to the terms of this Privacy Policy.