

Privacy Policy

Effective Date: July 22, 2026

Suvihaan Bionobel ("Company", "we", "our", or "us") respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use the **Suvihaan Bionobel** Solutions – Cervistage AI mobile application ("App") and our website.

By using our App or website, you agree to the collection and use of information in accordance with this Privacy Policy. The policy should be made publicly accessible, as required for Google Play Store apps.

1. Information We Collect

Depending on how you use the App, we may collect the following information:

Personal Information

- Full Name : Dr Shivaji K Jadhav
- Mobile Number : 6363786540
- Email Address – info@suvihaanbionobel.com / contact@suvihaanbionobel.com
- Delivery Address :

Suvihaan BioNobel Solutions Pvt. Ltd. (SBS) Incubated at dhaRti-BioNEST Office, #002. Ground Floor, Science (A2) Block, Indian Institute of Technology Dharwad Campus, Chikkamalligawad Dharwad – 580011, Karnataka, India

- Company or Business Name (if applicable) Suvihaan BioNobel Solutions Pvt. Ltd. (SBS)

Order Information

- Product Orders
- Purchase History
- Payment Status
- Delivery Information

Device Information

- Device Model
- Operating System
- IP Address
- Device Identifier
- App Version

Usage Information

- Pages Visited
- Features Used
- Time Spent in the App
- Error Logs

2. How We Use Your Information

We use your information to:

- Process orders
- Deliver products and services
- Provide customer support
- Improve our App and website
- Send order confirmations and updates
- Notify you about offers and promotions (where permitted)
- Prevent fraud and enhance security
- Comply with legal obligations

3. Permissions Used

Depending on the App features, the App may request permissions such as:

- Internet Access
- Camera (for uploading images or documents)
- Storage (for uploading or downloading files)
- Notifications (for order updates and alerts)
- Location (only if required for delivery services)

Permissions are requested only when necessary for the App's functionality.

4. Payment Information

Payments are processed through secure third-party payment gateways.

We do **not** store your debit card, credit card, UPI PIN, or banking passwords on our servers.

5. Sharing of Information

We do not sell your personal information.

We may share information only with:

- Delivery partners
- Payment gateway providers
- Cloud hosting providers
- Government authorities when legally required
- Service providers assisting us in operating our business

6. Data Security

We implement reasonable administrative, technical, and physical security measures to protect your personal information against unauthorized access, misuse, alteration, or disclosure. While we strive to use commercially acceptable methods, no method of electronic transmission or storage is completely secure.

7. Data Retention

We retain your information only for as long as necessary to:

- Complete your orders
- Provide customer support
- Meet legal and regulatory obligations
- Resolve disputes
- Enforce our agreements

After that period, information is securely deleted or anonymized where appropriate.

8. Your Rights

You may:

- Access your personal information
- Request correction of inaccurate information
- Request deletion of your account and personal data
- Withdraw consent where applicable
- Contact us regarding your privacy concerns

9. Children's Privacy

Our App is not intended for children under the age of 13.

We do not knowingly collect personal information from children.

10. Third-Party Services

Our App may contain links to third-party websites or use third-party services such as:

- Payment Gateway
- Google Play Services
- Firebase
- Analytics Services
- Delivery Service Providers

These services operate under their own privacy policies.

11. Cookies and Similar Technologies

Our website may use cookies and similar technologies to improve user experience, analyze traffic, and enhance website functionality.

You may disable cookies through your browser settings, although some features may not function properly.

12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time.

Any changes will be posted on this page with the updated Effective Date.

13. Contact Us

If you have any questions about this Privacy Policy or our data practices, please contact us:

Suvihaan BioNobel Solutions Pvt. Ltd. (SBS)

Website: <https://suvihaanbionobel.com/>

Email: info@suvihaanbionobel.com / contact@suvihaanbionobel.com

Phone: +91-6363786540

Address: Suvihaan BioNobel Solutions Pvt. Ltd. (SBS)

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