

Privacy Policy

The Fragrances and Flavours Association of India (FAFAI) respects your privacy. This Privacy Policy explains how we collect, use, disclose, and protect your personal information when you use our website (www.fafai.in) or participate in our events. We comply with the Information Technology Act, 2000, the Digital Personal Data Protection Act, 2023, and other relevant Indian laws.

By using our services, you consent to our practices. We may update Policy as and when required; changes will be posted on the website.

1. Information We Collect

- **Personal Information:** Name, address (registered office and correspondence), telephone/fax numbers, email addresses, date of establishment, constitution/type of entity (e.g., proprietary, partnership, private/public Ltd.), names of key personnel (e.g., proprietors, partners, directors), banker details, nature of business (manufacturing, trading, agency), details of items handled (e.g., aromatic chemicals, essential oils), annual turnover, commercial registrations (e.g., GST, import/export codes), and supporting documents (e.g., sales invoices, tax certificates).
- **Usage Data:** IP address, browser type, pages visited, and device information (collected automatically via cookies and logs).
- **Event Data:** Registration details for workshops/seminars.
- **Sensitive Data:** We do not collect sensitive personal data (e.g., health, religion) unless voluntarily provided and necessary.

2. How We Collect Information

- Directly from you (e.g., via membership applications, payments, or event registrations).
- Automatically through website analytics tools (e.g., Google Analytics).
- From third parties (e.g., payment processors for transaction confirmation).

3. Use of Information

- To process and approve membership applications, subscriptions, payments, and event registrations.
- To verify eligibility and business activities.
- To send newsletters, updates, event invitations, and association communications (you can opt-out).
- To improve our services and website.

- For legal compliance, fraud prevention, and security.

4. Sharing of Information

- With service providers (e.g., payment processors, email services) under strict confidentiality.
- With FAFAI's Managing Committee or recommenders for application review.
- With authorities if required by law (e.g., subpoenas).
- In case of merger or acquisition, to the new entity.
- We **DO NOT** sell or rent your data to third parties for marketing.

5. Data Security

- We use industry-standard measures (e.g., encryption, firewalls) to protect data.
- However, no system is 100% secure; you share information at your own risk.

6. Data Retention

- We retain data as long as necessary for the purposes outlined (e.g., active memberships) or as required by law. Inactive data is deleted after 5 years.

7. Your Rights

- Access, correct, or delete your data by contacting us.
- Opt-out of marketing communications.
- Withdraw consent (may affect service access).
- For complaints, contact our Data Protection Officer at mail@fafai.in.
- Right to grievance redressal to raise a grievance regarding the processing of your personal data. Grievances will be addressed within the timelines prescribed under the applicable provisions of the Digital Personal Data Protection (DPDP) framework, before any further escalation.

8. Cookies and Tracking

- We use cookies for functionality and analytics. You can manage them via browser settings, but this may limit website features.

9. Children's Privacy

- Our services are not for children. We do not knowingly collect their data.

10. Contact Us

- For queries, reach us at 2-B, Court Chambers, 35, Sir Vithaldas Thackersey Marg, Mumbai-400020, or **mail@fafai.in**. For any queries or assistance, please contact us at: **+91-22-35216977**.