

Privacy Policy

Effective Date: May 1st, 2026

Catercraze (“we,” “our,” or “us”) is committed to protecting the privacy and security of your personal information. This Privacy Policy explains how we collect, use, store, and protect information when you visit our website [www.catercraze.in], use our services, or interact with us in any way. Catercraze is a catering company providing high-quality corporate lunch services, corporate event catering, and other food-related solutions across Gurgaon. Your trust is important to us, and we are dedicated to transparency regarding your information.

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

1. Information We Collect

We may collect and process various types of information to provide and improve our catering services:

a. Personal Information:

- Name, email address, and phone number.
- Company or organization details for corporate events.
- Billing and delivery addresses for catering orders.
- Payment information is processed securely via our trusted payment partners.
- Dietary preferences, special instructions, or other information required to fulfill catering orders.

b. Non-Personal Information:

- IP address, browser type, operating system, and device information.

- Pages visited, time spent on the website, and interaction with website features.
- Cookies, pixels, and similar tracking technologies are used to enhance website performance.

c. Communication Information:

- Information is shared when you contact us via email, phone, or online forms.
- Feedback, reviews, and survey responses related to our catering services.

2. How We Use Your Information

We use your information for multiple purposes to provide seamless, personalized, and secure services:

- To process and fulfill corporate lunch orders, event catering requests, and special corporate packages.
- To communicate with you about order confirmations, updates, promotional offers, and relevant company announcements.
- To improve our website functionality, service offerings, and customer experience.
- To manage subscriptions, newsletters, and marketing campaigns with your consent.
- To analyze trends, monitor website usage, and optimize our services for efficiency and quality.
- To prevent fraudulent activities, ensure the security of our website, and comply with legal obligations.

3. How We Share Your Information

Catercraze does not sell or rent your personal information to third parties. Information may only be shared in the following circumstances:

a. **Service** **Providers:**

We may share information with trusted third-party providers who help us operate the website, process payments, or deliver corporate catering services. These providers are contractually bound to protect your information.

b. Legal Requirements:

We may disclose personal information if required by law, legal proceedings, or regulatory authorities, or to protect the rights, safety, or property of Catercraze, our clients, or others.

c. Business Transfers:

If Catercraze undergoes a merger, acquisition, or sale of assets, your personal information may be transferred as part of the business assets.

4. Cookies and Tracking Technologies

Catercraze uses cookies, pixels, and other tracking technologies to enhance your experience:

- **Functionality Cookies:** Ensure smooth website operation and remember preferences.
- **Performance Cookies:** Track website performance, user interactions, and page visits.
- **Marketing Cookies:** Deliver personalized advertisements and promotional content.

You can disable cookies via your browser settings; however, this may affect some features and functionality of our website.

5. Data Security and Retention

Catercraze implements robust technical and organizational measures to protect your data from unauthorized access, disclosure, alteration, or destruction. Our security practices include:

- Encryption of sensitive information.
- Secure servers and networks with access controls.
- Regular monitoring and updates to security systems.

We retain your information only as long as necessary to fulfill the purposes outlined in this policy or as required by law.

6. Third-Party Links

Our website may contain links to third-party websites for convenience or additional services. Catercraze is not responsible for the privacy practices, content, or services of these third-party websites. We encourage users to review the privacy policies of external sites before providing any personal information.

7. Your Privacy Rights

Depending on applicable data protection laws, you may have the following rights regarding your personal information:

- **Access and Correction:** Request a copy of your information and correct inaccuracies.
- **Deletion:** Request deletion of your personal data, subject to legal or contractual obligations.
- **Opt-Out:** Withdraw consent for direct marketing communications at any time.
- **Data Portability:** Receive a copy of your personal data in a structured, machine-readable format.

To exercise these rights, please contact us at **099535 03471**.

8. Children's Privacy

Our services are intended for adults and corporate clients. We do not knowingly collect personal information from children under the age of 13. If we learn that we have collected information from a child, we will promptly delete it.

9. Location-Based Services

As a catering company serving Gurgaon, we may collect location-based information to provide delivery services efficiently. This includes delivery addresses, event locations, and routing information for timely service. Your location information will only be used for the purpose of fulfilling catering orders and improving service efficiency.

10. Marketing and Promotional Communications

With your consent, Catercraze may use your contact information to:

- Share updates on our corporate catering services, special events, or new menu offerings.
- Send newsletters, promotional offers, and announcements.
- Invite you to participate in surveys or feedback sessions to improve service quality.

You can unsubscribe from marketing communications at any time by following the instructions provided in the communication or contacting us directly.

11. Data Transfers

Your personal information may be processed and stored in locations outside your country of residence, including Gurgaon, India. We ensure that any transfer of personal information complies with applicable privacy laws and includes appropriate safeguards to protect your data.

12. Updates to This Privacy Policy

Catercraze may update this Privacy Policy periodically to reflect changes in our services, legal requirements, or best practices. Updates will be posted on this page

with a revised “Effective Date.” Continued use of our website or services after changes indicates your acceptance of the updated Privacy Policy.

13. Contact Us

If you have questions, concerns, or requests regarding this Privacy Policy or your personal information, please contact us:

Catercraze

Phone: 9953503471

Email: caterrcraze@gmail.com

Address: Amber 50, second floor, Emerald Hills, Sector 65, Gurgaon 122101

Website: www.catercraze.in