**OUR PRIVACY POLICY**

* **INTRODUCTION**

1. DTC LLP is company which offers services globally for small diamonds (known as parcels) and Solitaires including information, pricing, trading, and grading services. In order to operate and provide the same services under the Indian laws DTC may ask you to provide your details or your companies details in the form of KYC.
2. The Privacy Policy applies to all the DTC websites, apps, services provided online and information collected. It is to be noted that we do not have any sister company or we do not sub-let any of the rights or services to any third party. DTC will be a controller of the data and records which we have received through KYC and the same will not be provided to any third party in case of parcels and in case of Solitaries the data will be shared only after once permission.
3. Your privacy is of utmost importance to us and protection of Information is a key commitment for us. We are governed by the provisions of applicable Indian laws to maintain the privacy of your information. In some of the limited circumstances in which the personal details will be shared specially in case of Solitaries the parties will be informed before doing so.
4. The privacy policy applies to the customers who have registered and even the non-customer or not registered customers. A person once registered by way of KYC only then the person can access the website. When you access the website after KYC you allow DTC to access the same as an when required. In case of Solitaries once the customer agrees to proceed with the KYC and register himself then the costumer provides the access to his personal detail to DTC.
5. DTC will assure you that the access of your personal details or information will be safe, confidential and secured in accordance with applicable law and regulations. If you have any objection to your personal details being transferred or shared or used or any other clauses of the Privacy policy then one may not register as a member.

* **Information Collection**

We collect information during registration for use of the service site, communicating with registered member, admin, using content, upload content of website, communicating while trading the articles. We use your information held about you in the following ways:

1. To ensure that content from our site is presented in the most effective manner for you and for your business; and facilitates transaction or trading with you.
2. To provide you with information of product that you request from us in case of PARCELS or in case of SOLITAIRS wherein the Site acts as an Agent and provides you the details of the other party (buyer or seller).
3. To carry out our obligations if any from any contract entered into between you and us; and comply with applicable law in this regard.
4. To notify you about the changes to our service, products and also to carry our further research and analysis for monitoring/reviewing/improving/providing our product and service and selection of offers, promotions and marketing campaign.
5. To verify your identity for us to provide you the product or service and to respond to your queries if any or to acknowledge your feedbacks submitted by you.
6. To carry checks, screening, or quality check as lawfully required by us and undertake the same by our “Verifying Unit” and to keep this information as record, reporting and risk management model if so required.
7. By providing personal information to our affiliates or website so that we can verify the same by way of KYC and to assist us with providing you with products/services to better serve your needs and interests, based on your instructions and in compliance with our privacy policy and any other appropriate confidentiality and security measures.

* **DATA COLLECTED DURING REGISTRATION**

The data which is collected when you want to register as member by way of KYC is the personal and companies name, email address, phone number. You may also be required to provide bank account details through which the transaction will take place and even the debit/credit card for easy mode of transaction.

* **INFORMATION SHARING**

We will always obtain your prior specific consent before we share or disclose your personally identifiable information to any partner, and user. We are also accountable to disclose user information and the contents of the Accounts to the local law enforcement authorities under specifically defined circumstances.

In case your profile is public, or your details are in public domain or on any other website due to which the information has been leaked then the Site is not responsible for any information leaked which infringes the privacy policy of the website.

When you have opted for receiving related information or contacts specially in case of ‘Solitaries’, we will use your information (other than contact) to show you relevant advertisements, contents, events from our website but the contact information will be shared only once when both the parties agree for the same. Access to your name, email address and private details is restricted to our employees who need to know such information in connection with our services and are bound by confidentiality obligations.

* **USE OF INFORMATION**

The personal information provided by you will only be accessed when you login the website or app or use the website or app for trading. In case of Solitaires the personal information will be shared after your permission and the same shall be provided to the other party for further use. DTC will only be a link or a service provider between the parties in case of Solitaries. If there is any unlawful act or any fraud, misrepresentation or any transaction which will cause any inconvenience to the either party DTC will not be liable for any such act. DTC in case of Solitaries acts only as an agent who gives both the parties a platform to trade and nowhere DTC charges any sur-charge or any fees for the same.

* **ADDITIONAL INFORMATION**

In case where DTC feels that there is a fraud or has any information about any lawful activity or DTC cannot verify then DTC can ask for additional details for the same.

* **IP ADDRESS**

When you visit the Site, we receive the Internet Protocol (IP) address for your computer, operating system information, browser information and name of your ISP.

This information is used to improve our service offering, we are also legally accountable to pass the same information to legal authorities when requested. We also advanced web analytics, which provides information such as the URL of the site from which you came and the site to which you are going.

* **HOW SECURE IS YOUR INFORMATION?**

We adopt appropriate data collection, storage and processing practices and security measures, as well as physical security measures to protect against unauthorized access, alteration, disclosure or destruction of your Personal Information, Username, password, transaction information and data stored in your Account. Our employees also sign confidentiality agreements to use your data for product enhancement, bug fixes and for other services.

* **NOTIFICSTION CHANGES**

When there are significant changes to the privacy policy, the same will be posted on our website in order to keep you informed of any changes in nature of information collected, manner of collection, use and sharing of information. If there is any major change in the privacy policy or Terms and Conditions the registered member will be notified about the same through email or will be provided in your inbox or message/chat centre.

* **COSTUMER SERVICE**

DTC may reply to any correspondence made by you within a period of 3 working days. Any issue while using the app or any issue in login or making changes one can correspond with our customer care on call or can email them the query. All the correspondence and calls shall be recorded for future purpose.

* **SURVEY**

We offer some optional questionnaire from time to time so that we can review our Site and if any changes are required then we can do the same. The use of the information available will be collected and then explained when we review the same. This survey also helps us to review our website and to solve any problem which arises to the customer.

* **SPAM OR FAKE CUSTOMERS**

DTC do not entertain any spam messages or fake customers. In case you are a registered customer you need to be aware of the spam messages or emails. DTC has only one email address through which all access will be initiated. DTC has not given any rights or discharged any service to any third party to handle their grievance department or any other department. DTC will not be liable if due to spam emails the customer faces any loss. DTC is only liable for an act which is occurred by DTC through their registered email address or any issues that arises in the DTC website or app.

* **LEGAL PROCESSSING**

DTC will collect only your personal data or companies’ data as mentioned in the Terms and Condition by lawful means. Lawful means also included the contract (when you agree for the terms and conditions), the conduct, and interest of the parties. In case you receive any email or call by any other email address other than the registered DTC email address or contact number other than the registered contact number the same is to be considered as spam. If you have any question about the lawful data access or any clause of the terms and condition or privacy policy then you can contact on our registered email address or registered contact number.

* **SECURITY**

DTC is committed in handling the customer information with care and with high standards of security. The access to personal information is restricted only to employees who need the information to provide services to the customer. There is a physical as well as technological safeguard to the personal information. If there is any email or telephonic communication wherein your password or any personal details are asked you can treat that email or telephonic communication as unauthorised or spam. If you share any such details to any third party and if any of your personal details are hampered due to this DTC will not be responsible for any such act. If you feel someone else has obtained your access on the app or website then you should immediately email the same at *diamondtradecentre@gmail.com* requesting to temporary block the membership.

* **CONFLICTS BETWEEN PRIVACY POLICY & TERMS**

At any time, when there is a conflict between the terms of service and the privacy policy, the Terms shall control. We don’t provide service to individual customers; therefore we don’t collect information and privacy policy makes no provision for retailer use of the site.