Privacy Policy

India Wins is operated by Tarazzi Enterprises. Effective 6 November 2026. This policy explains what personal information the shop collects and how it is used.

1. About this policy

This policy applies when you visit indiawins.co.in, use an India Wins mobile application, place an order, contact the shop, or use its services. "India Wins", "we", "us", and "our" mean the India Wins brand operated by Tarazzi Enterprises.

The shop collects only what it reasonably needs to run the store, deliver orders, support customers, keep the service secure, and understand which products are useful. Other brands operated by Tarazzi Enterprises may have their own notices.

Using the website is not, by itself, consent to promotional messages. Where a separate choice is needed, the shop asks for it.

2. Information we collect

- Identity and contact: your name, telephone number, billing and shipping address, and anything you send through email, phone, or a contact page.
- Eligibility: for a product limited to serving or retired defence personnel, the information reasonably needed to check that. Copies of identity documents are avoided. Any copy that is actually kept is access-restricted and deleted when it is no longer needed, unless the law requires it to be kept. Verification is not used as a general identity register.
- Shopping and orders: products viewed, added to the cart, or bought; variations; order history; delivery status; returns; and support requests. Checkout does not require an account.
- Payment: whether the order is UPI or cash on delivery, the amount, the payment status, and references supplied by the bank or UPI app. The shop does not ask for or store a UPI PIN, a card number, a CVV, or a banking password.
- Technical information: IP address, browser or app version, device type, security logs, and the cart saved in the browser so the shop can take the order.
- Product counts, if you allow them: visits, product views, and add-to-cart actions, so the shop can see which pieces are used. These counts are not used to change the price you pay. The shop does not record your screen.

- Messages you ask for: if you later agree to offers, the time and source of that choice, and any withdrawal of it.

3. Why we use information

- To take, check, pack, and deliver orders, collect payment, and handle cancellations, exchanges, and refunds.
- To check eligibility for restricted defence merchandise, and to prevent fraud or misuse.
- To answer questions, handle complaints, send necessary updates about an order, and meet legal and accounting duties.
- To measure, in aggregate, which products are viewed and bought, and to improve how the catalogue is arranged.
- To send offers or reminders only where you have agreed or another lawful basis exists. The shop does not send promotional messages merely because you placed an order.

4. Cookies and similar storage

The cart cookie and a copy of the cart in this browser are required to shop. A short record of the latest order number lets the confirmation page show it. These are essential.

A separate visitor cookie is used only if you allow product counts. It remembers a random identifier for about a year so repeat visits are not counted as new people. You can refuse it. The shop still works. Refusing it means visits and product views from that browser are not counted.

A cookie remembers that choice for six months. You can change it from this Privacy Policy. You can also block cookies in the browser. Blocking the cart cookie stops checkout.

The shop does not use session-replay recordings and does not use these counts to show different customers different prices.

5. Service messages and offers

The shop may contact you about an order, a payment, delivery, a return, or a complaint. Those messages are part of the order.

Promotional messages are separate. If any are sent, you can stop them from the message or by emailing the shop. Stopping offers does not stop messages about an order you have already placed. A choice for India Wins does not change a choice you made for another brand of Tarazzi Enterprises.

6. Who receives information

The shop shares only what a provider needs for the job: payment providers and banks, delivery partners, email or SMS services used for an order message, hosting and security providers, and people engaged to support the shop.

A courier needs your name, address, and phone number. A payment provider receives the payment details for that transaction. A messaging service receives the destination and the message.

Information may also be disclosed when the law requires it, or to investigate fraud, protect rights, or answer a lawful request. Personal information is not sold to data brokers or unrelated advertisers.

7. Defence-personnel eligibility

Some products are for eligible serving or retired defence personnel. Where a check is required, the shop may contact you or ask for suitable evidence before dispatch.

Only what is needed for that order is reviewed. Copies of documents are not kept as a general file. Any copy that is retained is restricted and deleted when it is no longer needed, subject to the law.

8. Mobile applications

The website is how orders are placed today. If an India Wins app is offered, it follows this policy. It will not ask for your contacts, photographs, or precise location unless a specific feature is introduced and the reason is explained first.

Notification permissions, if an app asks for them, can be changed in the device settings. A message about an order may still be sent by email or SMS.

If an app later allows an account, deletion will be available in the app and on the web. The web request is at Delete your information.

9. How long information is kept

Information is kept while it is needed for orders, support, safety, fraud prevention, accounting, tax, disputes, and other legal duties. It is deleted or de-identified when it is no longer needed and the law does not require it to be kept.

The shop uses reasonable safeguards, which may include access controls, secure transmission, backups, logging, and limited staff access. No internet service can guarantee absolute security.

10. Correction and deletion

You may ask the shop to correct inaccurate details, stop optional offers, or delete eligible personal information. Email drraopoma@gmail.com or use Delete your information.

The shop may ask for enough detail to know the request is yours. Deleting information does not always delete invoices, payment records, or anything the law, fraud prevention, or an open dispute requires the shop to keep. The reply will say what is kept and why.

11. Children

India Wins is for adults. The shop does not knowingly market to children or invite anyone under 18 to create an account or to buy restricted goods on their own. A parent or guardian can write if a child's information was provided and should be reviewed.

12. Providers outside India, other websites, and changes

Some technology providers may store or process information outside India, with the safeguards the law requires. A link to another website is governed by that website's own policy.

This policy can be updated when the shop or the law changes. The current version and its effective date are published on this page. Where the law requires a further notice or a fresh consent, the shop will ask.

The Terms, Shipping and Delivery Policy, and Cancellation and Refund Policy sit alongside this policy.

Contact, privacy requests, and grievances

India Wins is operated by Tarazzi Enterprises.

Business address: 56/4, 1st Main, 1st Floor, above Apollo Pharmacy, near Santhi Nagar Bus Depot, Sudhama Nagar, Lal Bagh, Bengaluru, Karnataka 560027, India.

Customer support and grievance email: drraopoma@gmail.com. Telephone: +91 9392814153 / +91 9736321919. Website: https://indiawins.co.in.

Designated Grievance Officer: Dr. Daggupati Rama Rao, business operator and grievance officer.

Consumer complaints are acknowledged within 48 hours of receipt and addressed within one month. The same email and phone numbers are used for support, privacy requests, and grievances.