Privacy policy

What we collect when you use the shop, why, who else sees it, how long we keep it, and what you can ask us to do.

Last updated 2 November 2026

Who is responsible

Tinybridge Ventures Private Limited, trading as cats of kochi shop, at WeWork Galaxy, 43 Residency Road, Richmond Town, Bangalore 560025, Karnataka, India, is the data fiduciary for personal data collected through https://catsofkochi.com/shop, under the Digital Personal Data Protection Act, 2023 and the Information Technology Act, 2000.

What we collect

- **When you order:** your name, email address, phone number, delivery address, and what you bought. A billing address if it differs.
- **Sign in:** the shop has no sign-in and no account of its own, so it holds no email address or password for one. It asks for nothing until you order.
- **When you pay:** nothing about your card, UPI or bank. Payment is handled by Razorpay on its own pages; we receive only the payment reference, the amount, the method used (for example “UPI”) and whether it succeeded.
- **Automatically:** server logs that record IP address, browser type and the pages requested, for security and to keep the site working. We do not run advertising trackers.
- **When you write to us:** what you send, and the address you send it from.

If you answer "Did you like this?", we record your answer and the page it was on, without your name. The question is loaded from friendraiser.app, which can see your IP address and browser on the pages that load it, whether or not you answer. Your answer is sent to forms.folktaler.com, our survey service, which can see your IP address and browser when you answer.

Why we use it

- To learn whether a page helped: your answer to "Did you like this?".

- to take, pack and deliver your order, and to tell you where it is;
- to take payment and issue invoices and refunds;
- to answer your messages and handle returns and complaints;
- to keep the site secure and to detect fraud;
- to meet legal obligations, including tax and accounting rules;
- to send you news from cats of kochi *only* if you asked for it — every such email has a way to stop.

Who else sees it

We share personal data only with the parties needed to do the things above:

Friendraiser (friendraiser.app) Serves the "Did you like this?" question, so it can see your IP address and browser on the pages that load it, whether or not you answer.

Razorpay Software Private Limited Payment processing. Sees your name, email, phone and the amount; handles your payment details under its own privacy policy.

The courier Delivery. Sees your name, address and phone number, and calls that number.

Our hosting and email providers The servers the shop runs on and the service that sends order emails. They process data on our instructions and do not use it for themselves.

Authorities Where the law requires it — for example a tax authority, or a court order.

We do not sell personal data, and we do not share it with advertisers.

Cookies

The shop sets no cookies of its own, and none for advertising.

Two things are kept in your browser's local storage instead: the identifier of your cart (cok_shop_cart_id), so the cart survives a reload, and — only between Razorpay taking a payment and the order being recorded — the reference of that payment (cok_shop_paid), so a lost connection cannot ask you to pay twice. If you clear the site's data in your browser, the cart is forgotten.

How long we keep it

- "Did you like this?" answers and earlier "Is this page useful?" answers: no end date is set. They carry no name, so we cannot find one person's answer to delete it.
- Orders, invoices and refund records: 8 years from the end of the financial year, as Indian tax and company law require.
- A cart that never became an order: 30 days.
- Messages to us: as long as needed to deal with them, then deleted.
- Server logs: 90 days.

Your rights

You can ask us for a copy of the personal data we hold about you, ask us to correct or delete it, withdraw consent you have given (for example to news emails), and nominate someone to exercise these rights for you. Write to hello@catsofkochi.com. We answer within 30 days. We keep what the law obliges us to keep (order and tax records) even after a deletion request, and tell you so.

Security

The site is served over HTTPS. Payment details never reach our servers. Access to order data is limited to the people who pack and support orders. No system is perfectly secure; if a breach affects your data we will tell you and the Data Protection Board of India as the law requires.

Children

The shop is for adults. We do not knowingly collect personal data from anyone under 18; if you believe we have, write to us and we will delete it.

Grievance officer and complaints

Questions and complaints about personal data go first to hello@catsofkochi.com. If you are not satisfied, the grievance officer named on the contact page acknowledges a complaint within 48 hours and resolves it within one month. You also have the right to complain to the Data Protection Board of India.

Changes

We may change this policy; the date at the top of this page says when we last did. A change that affects how we use data already collected will be sent to the email on your order before it takes effect.

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