

GLOBAL PRIVACY POLICY

A clear explanation of how personal information is handled when you visit or shop with TARNI BATRA online. Effective date: 13 October 2026.

1. About this policy

This Global Privacy Policy explains how TARNI BATRA (“TARNI BATRA”, “we”, “us” or “our”) collects, uses, stores, discloses and otherwise processes personal information when you visit our website, contact us, create an account, place an order, subscribe to communications or interact with us online.

This policy is intended for customers and website visitors in the countries where we operate. Privacy laws differ by location, and we will handle personal information in accordance with applicable law. Where local law gives you additional rights or requires specific disclosures, those requirements will apply.

TARNI BATRA operates as an online brand and does not currently operate physical retail stores. This policy does not describe in-store services.

2. Personal information we may collect

Depending on how you interact with us, we may collect the following categories of information:

Identity and contact details: your name, email address, telephone number, billing address, shipping address and country or region.

Order and transaction details: products ordered, sizes or preferences you provide, order history, delivery status, returns or exchange requests, and relevant communications about an order.

Payment-related information: payment status, transaction references and limited payment details supplied by payment service providers. Full payment card details are generally processed by the relevant payment provider and are not intended to be stored by us unless expressly stated at checkout.

Account and communication information: login or account details, preferences, messages you send us, customer-service correspondence and marketing preferences.

Technical and usage information: IP address, browser and device information, approximate location inferred from technical data, pages viewed, referring pages, and interactions with our website. Cookies or similar technologies may collect some of this information.

Information you choose to provide: product reviews, survey responses, photographs or other information you voluntarily submit through our website or official communication channels.

We do not intentionally request sensitive personal information for ordinary shopping. Please do not send sensitive information unless it is necessary and we have requested it for a lawful purpose.

3. How we collect information

We may collect information directly from you when you place an order, create an account, complete a form, subscribe to updates or contact us. Some information is collected automatically through website logs, cookies and similar technologies. We may also receive relevant information from service providers involved in payments, fraud prevention, delivery, website hosting, analytics or customer communications, where permitted by law.

4. How we use personal information

We may use personal information to:

- process, confirm, fulfil and deliver orders;
- take payment, provide order updates and manage exchanges or product issues;
- respond to questions, requests and complaints;
- operate, maintain, secure and improve our website and services;
- detect, prevent and investigate fraud, misuse, security incidents or unlawful activity;
- maintain business, accounting, tax and other legally required records;
- send marketing communications where permitted by law and, where required, with your consent;
- understand website performance and customer preferences, including through analytics or similar tools where permitted;
- comply with legal obligations and establish, exercise or defend legal claims.

We will use personal information only for purposes that are lawful and relevant to our relationship with you. Where applicable law requires consent, we will seek it before processing and you may withdraw it as permitted by law.

5. Legal bases for processing

Where a law such as the EU or UK General Data Protection Regulation applies, we process personal information on one or more of these bases: to perform a contract with you; to comply with a legal obligation; with your consent; or for our legitimate interests, provided those interests do not override your rights and freedoms. Legitimate interests may include website security, fraud prevention, service improvement and managing customer relationships.

In other jurisdictions, we rely on the lawful grounds available under the privacy laws that apply to the relevant processing.

6. When we share personal information

We do not sell your personal information for money. We may share information, limited to what is reasonably necessary, with:

- website hosting, e-commerce and technology providers;
- payment processors, banks and fraud-prevention providers;
- courier, shipping, fulfilment and delivery partners;
- customer-support, email, messaging, analytics and marketing service providers;
- professional advisers, auditors and insurers where necessary;
- government authorities, regulators, courts or law-enforcement bodies when required or permitted by law;
- a successor or relevant party in connection with a business transfer, merger, restructuring or sale of assets, subject to applicable law.

Service providers are expected to handle personal information appropriately and only for authorised purposes. We may also share information with another party where you direct us to do so or give valid consent.

7. Cookies and similar technologies

Our website may use cookies, pixels, tags and similar technologies to keep the website working, remember preferences, help protect transactions, understand website traffic and, where enabled, measure or personalise marketing.

Strictly necessary technologies may be required for core website functions. Where required by law, we will ask for your consent before using non-essential analytics or advertising cookies. You can manage available choices through our cookie banner or settings, and you can also adjust your browser settings. Disabling certain cookies may affect website functionality.

Third-party tools may operate under their own privacy policies. The tools used on our website may change over time; our cookie notice or settings should be consulted for current details.

8. International transfers

TARNI BATRA serves customers online and may use service providers located in countries other than the country where you live. As a result, personal information may be processed or accessed across borders, subject to applicable law.

Where a transfer requires safeguards, we will take steps required by applicable law, which may include contractual protections, adequacy decisions, consent where legally valid, or another permitted transfer mechanism. You may contact us for more information about relevant safeguards, subject to legal restrictions.

9. How long we keep information

We retain personal information only for as long as reasonably necessary for the purposes described in this policy, including order fulfilment, customer support, security, dispute resolution and legal or accounting requirements. Retention periods vary according to the type of information, the purpose for which it is used and applicable law.

When information is no longer needed, we will take reasonable steps to delete it, anonymise it or securely restrict access, unless retention is legally required or permitted.

10. Your privacy rights

Depending on where you live and which laws apply, you may have the right to request access to your personal information, correction of inaccurate information, deletion, restriction of processing, portability, or to object to certain processing. You may also withdraw consent where processing is based on consent, opt out of marketing communications, or lodge a complaint with a relevant privacy regulator.

To stop receiving promotional emails, use the unsubscribe link where available or contact us. You may still receive necessary service messages about an order, account or legal matter.

To exercise a privacy right, contact us using the details in section 14. We may need to verify your identity and clarify your request before acting. Rights are subject to applicable law and may not apply in every circumstance. We will respond within the timeframe required by the relevant law.

11. Data security

We use reasonable technical, organisational and administrative measures designed to protect personal information against unauthorised access, loss, misuse, alteration or disclosure. No method of transmission or storage is completely secure, so we cannot guarantee absolute security. Please keep account credentials confidential and contact us promptly if you believe your information or account has been compromised.

12. Children

Our website and products are intended for adults who can legally enter into a purchase contract in their jurisdiction. We do not knowingly collect personal information from children where parental consent or another legal basis is required. If you believe a child has provided us with personal information unlawfully, please contact us so we can review the matter and take appropriate steps.

13. Third-party websites and services

Our website may contain links to third-party websites, social media platforms or payment services. Those services are governed by their own privacy policies and practices. We are not responsible for the privacy or security practices of third parties, and we encourage you to review their policies before providing information to them.

14. Contact us

If you have questions about this policy or wish to make a privacy request, contact:

TARNI BATRA

Email: concierge@contact.tarnibatra.com

Business location: New Delhi, India

Please do not include full payment card numbers or other highly sensitive information in your email. We may request additional information when reasonably necessary to verify your identity or process your request.

15. Changes to this policy

We may update this Global Privacy Policy from time to time to reflect changes in our practices, technology, services or legal requirements. We will post the revised policy on our website and update the effective date. Where applicable law requires additional notice or consent for a material change, we will provide it.