

Privacy Policy

Bigship Technologies Private Limited | Last updated: 07th October, 2026

Bigship ("**Bigship**", "**we**", "**us**" or "**our**") respects your privacy and is committed to protecting the personal information and other data that we process in connection with our website, platform, applications and logistics services ("**Services**").

This Privacy Policy explains what information we collect, how we use it, how we protect it, when we share it, how long we retain it, and the rights available to you under applicable law, to the extent applicable.

By accessing or using the Bigship website, platform or Services, you acknowledge that you have read and understood this Privacy Policy.

1 Information We Collect

We may collect personal information and other information necessary to provide our Services, including:

- Name;
- Email address;
- Mobile number and other contact details;
- Billing and payment-related information;
- Address and shipping/delivery addresses;
- Business and merchant information;
- KYC and account information where applicable;
- Login credentials and account information;
- Shipment, order and transaction information;
- Consignee/buyer information provided by a Merchant or obtained through an integrated marketplace/channel;
- Product, shipment and delivery information;
- Information relating to claims, disputes, returns, cancellations and COD transactions;
- Technical information such as IP address, browser, device and website usage information; and
- Any other information voluntarily provided to us or required to provide the Services.

2 Information Received Through Channel and Marketplace Integrations

Where a Merchant connects Bigship with an external marketplace, e-commerce platform, sales channel or other third-party service ("**Channel**"), Bigship may receive information relating to orders and shipments created through that Channel.

Such information may include, as applicable:

- Buyer/consignee name;
- Buyer/consignee contact number;
- Delivery address;
- Order and shipment details;
- Product and quantity information;
- Order value and COD information;
- Tracking and delivery information;
- Return and cancellation information; and
- Other information made available to Bigship by the Merchant or Channel for fulfilment of the Services.

The Merchant represents and warrants that it has obtained all necessary permissions, notices and consents, where required under applicable law, to provide such information to Bigship and to enable Bigship to process such information for the purposes described in this Privacy Policy.

3 Our Role in Processing Buyer/Consignee Data

In relation to personal data received from a Merchant or Channel for the purpose of fulfilling logistics, shipping, delivery, return, COD, tracking, customer support or related services, Bigship may process such personal data on behalf of the Merchant and/or relevant data controller/fiduciary, as applicable.

To the extent applicable under the DPDP Act, the Merchant or relevant party may act as the **Data Fiduciary**, while Bigship may act as a **Data Processor** for the relevant processing activities.

The precise allocation of responsibilities will depend on the nature of the Services, applicable law, contractual arrangements and the particular Channel integration.

4 Purposes of Processing

We may collect, use and process personal information for the following purposes:

- To create and maintain user and Merchant accounts;
- To provide and operate our Services;
- To process, manage and deliver shipments;
- To arrange pickup, transportation and delivery;

- To facilitate returns, cancellations and exchanges;
- To process COD and other payment-related transactions;
- To provide shipment tracking and delivery updates;
- To communicate with Merchants, buyers, consignees and other relevant persons regarding shipments;
- To provide customer support;
- To process claims, disputes and complaints;
- To comply with applicable laws, regulations, court orders and governmental requirements;
- To detect and prevent fraud, misuse and unlawful activities;
- To maintain records and audit trails;
- To improve our Services, systems and platform;
- To send service-related communications;
- To send marketing communications where permitted by applicable law and subject to applicable consent/opt-out requirements;
- To enforce our Terms and Conditions and contractual rights; and
- For any other lawful purpose for which the information was collected or for which applicable law permits processing.

5 No Sale of Personal Data

Bigship does not sell personal data of buyers, consignees, Merchants or users to third parties for monetary consideration.

Personal information may, however, be disclosed or made available to service providers, logistics partners, courier companies, technology providers and other authorised parties where necessary to provide the Services, fulfil contractual obligations, comply with law, prevent fraud or otherwise process the information for a lawful purpose.

6 Sharing of Information

We may share personal information with:

- Courier and logistics service providers;
- Shipping and transportation partners;
- Technology and infrastructure service providers;
- Payment and financial service providers;
- Customer support and communication service providers;
- Service providers and subcontractors engaged by Bigship;
- Marketplaces or Channels where required for the relevant transaction or integration;

- Government authorities, law enforcement agencies or regulatory authorities where legally required;
- Professional advisers, auditors and legal advisers; and
- Other authorised persons where necessary for providing the Services or fulfilling a lawful purpose.

Where we disclose personal information to our agents, service providers or subcontractors, we require them to process such information in accordance with applicable contractual and legal requirements.

7 Third Party Platform Data and Third Party Platform Integration

Where a Merchant connects its Third Party Platform account or store with Bigship, Bigship may receive and process information made available through the Third Party Platform integration for the purpose of providing Services requested by the Merchant.

Such information may include buyer/consignee information, order information, shipment information, delivery address, contact details and other information required for fulfilment and related Services.

Bigship will process Third Party Platform-related data only for legitimate and authorised purposes connected with the Services, including:

- Importing or receiving orders;
- Creating and managing shipments;
- Processing pickup and delivery;
- Generating shipping labels and documentation;
- Tracking shipments;
- Managing returns and related logistics activities;
- Providing customer support;
- Processing COD or payment-related logistics information where applicable;
- Resolving shipment disputes and claims;
- Maintaining necessary operational records; and
- Complying with applicable legal and contractual requirements.

Bigship will not sell Third Party Platform buyer/consignee personal data.

Bigship will not use Third Party Platform buyer/consignee data for unrelated purposes, including unauthorised marketing, profiling or independent commercial exploitation.

8 Third Party Platform Data Retention

Third Party Platform-related buyer/consignee data will be retained only for as long as necessary for the authorised purpose, legal obligations, dispute resolution, security, audit or other permitted purposes.

Subject to Third Party Platform's applicable policies and contractual requirements, Bigship will retain Third Party Platform buyer/consignee data for 60 days after delivery, unless a longer period is legally required or otherwise expressly permitted/required under the applicable Third Party Platform agreement or policy.

Where information is required to be retained beyond this period for legal, tax, accounting, fraud prevention, dispute resolution or other lawful purposes, such information will be retained only to the extent necessary for that purpose and subject to applicable data protection requirements.

9 Other Channel Data Retention

For information received through channels other than Third Party Platform, Bigship will retain personal information only for as long as necessary to fulfil the purpose for which it was collected, provide the Services, comply with legal obligations, resolve disputes, enforce agreements, maintain business records and protect our legitimate interests.

Retention period for non-Third Party Platform Channel data: **2** months, subject to applicable law and contractual requirements.

Where personal information is no longer required, Bigship will delete, anonymise or securely dispose of such information in accordance with applicable law and our internal retention procedures.

10 Security of Personal Information

Securing your data is important to us.

Bigship will implement reasonable technical and organisational measures designed to protect personal information against unauthorised access, disclosure, alteration, misuse, loss or destruction.

Bigship may use appropriate security controls including access controls, authentication, encryption, monitoring, logging, secure infrastructure and other reasonable safeguards appropriate to the nature of the information and processing.

However, no method of transmission or storage can be guaranteed to be completely secure.

11 Data Breach

In the event of a personal data breach affecting information processed by Bigship, Bigship will take reasonable and appropriate steps to:

- Investigate and contain the incident;
- Mitigate potential harm;
- Restore affected systems where appropriate;

- Maintain relevant records;
- Notify affected parties, customers, Merchants, Channels or authorities where required by applicable law or contractual requirements; and
- Cooperate with relevant parties in accordance with applicable contractual and legal obligations.

For Third Party Platform-related data, Bigship will follow applicable Third Party Platform contractual requirements and policies concerning security incidents and data breaches.

12 Buyer/Consignee Data Rights

Subject to applicable law and the relevant contractual relationship, individuals whose personal data is processed may have rights including:

- The right to access information regarding processing;
- The right to correction of inaccurate information;
- The right to deletion/erasure where applicable;
- The right to withdraw consent where processing is based on consent;
- The right to grievance redressal; and
- Other rights available under applicable law.

Where Bigship processes buyer/consignee information on behalf of a Merchant or another Data Fiduciary, requests concerning such individual's personal data may need to be directed to the relevant Data Fiduciary/merchant.

Bigship will provide reasonable assistance to the relevant Data Fiduciary in handling valid requests where required under applicable law or contract.

13 Cookies and Technical Information

We may use cookies, logs and similar technologies to operate, secure and improve our website and Services, understand usage patterns and provide a better user experience.

Where required, we will obtain consent or provide applicable controls in accordance with law.

14 Marketing Communications

We may send service-related communications that are necessary for providing the Services.

Marketing communications will be sent only in accordance with applicable law. Where applicable, you may opt out of marketing communications through the unsubscribe mechanism provided in the communication or by contacting us.

15 Grievance Officer

For privacy, data protection and grievance-related matters, you may contact:

Grievance Officer: Ritika Mittal

Designation: Tech Support Coordinator

Email: tech@bigship.in

Security/Privacy Email: cs@bigship.direct

Registered Office: Unit No.500, 5th Floor, ITL Twin Tower, Plot No. B-9, Netaji Subhash Place, Pitampura, Saraswati Vihar, North West Delhi, Delhi – 110034, India

We will endeavour to address valid grievances and requests within the timelines prescribed under applicable law.

16 Legal Entity

The entity responsible for this Privacy Policy and the relevant Services is:

Legal Entity Name: BIGSHIP TECHNOLOGIES PRIVATE LIMITED

Registered Address: Unit No.500, 5th Floor, ITL Twin Tower, Plot No. B-9, Netaji Subhash Place, Pitampura, Saraswati Vihar, North West Delhi, Delhi – 110034, India

17 Changes to this Privacy Policy

Bigship may update this Privacy Policy from time to time to reflect changes in our Services, applicable law, technology or business practices.

The updated version will be published on this page with the revised **Last Updated** date.

18 Contact Us

For questions or concerns regarding this Privacy Policy or the processing of personal information, please contact:

Bigship

Legal Entity: Bigship Technologies Private Limited

Grievance Officer: Purushottam Kumar

Grievance Email: cs@bigship.direct

Security/Privacy Email: cs@bigship.direct