

Privacy Policy

LIONX WELLNESS PRIVATE LIMITED

Effective Date: June 15, 2026

Introduction

Welcome to **Lionx Wellness Private Limited** (“Company”, “we”, “our”, “us”). We respect your privacy and are committed to protecting your personal data. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website www.lionxwellness.in (the “Website”) to purchase our Ayurvedic, healthcare, and wellness products, or when you participate in our Affiliate, Referral, Franchise, and Reward Programs.

This Privacy Policy is published in accordance with the provisions of the Indian Information Technology Act, 2000, the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011, and the Digital Personal Data Protection Act, 2023.

Information We Collect

To provide our e-commerce services and manage our referral and franchise systems, we collect the following types of information:

- **Identity & Contact Data:** Name, email address, postal/delivery address, phone number, and date of birth.
- **Account & Referral Data:** Account username, password, referral codes used during registration, and sales volume history associated with your purchases and referrals.
- **KYC (Know Your Customer) Data:** Government-issued identification (such as PAN Card, Aadhaar Card, or Voter ID) required for identity verification, fraud prevention, and mandatory tax deduction (TDS) purposes on payouts.
- **Financial & Payout Data:** Bank account details (Account Number, Bank Name, Branch, and IFSC code) collected strictly to remit affiliate commissions, rewards, and franchise payouts directly to you. *Note: For purchases you make on our Website, we use secure third-party payment gateways and do not store your credit/debit card numbers or UPI PINs on our servers.*
- **Technical & Usage Data:** IP address, browser type, operating system, and interaction metrics with our Website collected via cookies.

How We Use Your Information

We use the information we collect to operate our platform efficiently and securely:

- To fulfill and manage your product orders, delivery, and customer support.

- To manage your participation in our Affiliate and Referral Reward system, including calculating commissions, volume bonuses, and franchise incentives.
- To verify your identity and process KYC documentation to comply with Indian Tax (TDS) regulations and anti-fraud measures.
- To remit financial payouts and rewards to your designated bank account.
- To send administrative information, platform updates, and promotional marketing communications via Email, SMS, and WhatsApp (you may opt-out of marketing at any time).

Data Sharing and Privacy Protection

We **do not sell** your personal data. We are deeply committed to your privacy, especially within our referral ecosystem. We share information only in the following restricted circumstances:

- **Privacy Within the Referral Program:** We **do not** share your personal contact information (such as your full name, phone number, email address, or banking details) with the individual who referred you or with other affiliates in the network. Referring users may only see anonymized, aggregated sales volume data or an assigned user ID strictly necessary for the system to calculate their own referral rewards.
- **Service Providers:** We share necessary data with authorized third-party vendors, including logistics partners (for order delivery), payment gateways, and secure IT hosting providers.
- **Banking Partners:** We share your bank account details and PAN with our corporate banking and accounting partners strictly to deposit your payouts and file TDS returns.
- **Legal Obligations:** We will disclose your KYC, financial, or transaction information to government authorities, tax departments, or law enforcement if legally required to do so, or to protect the rights, property, and safety of Lionx Wellness Private Limited.

Cookies and Tracking Technologies

We use cookies and tracking tools to analyze traffic, manage secure user sessions, and track affiliate referral links to ensure commissions are attributed correctly. You can disable cookies in your browser settings, though this may prevent you from accessing your secure dashboard or receiving correct referral attribution.

Data Security and Retention

We implement robust technical and organizational security measures to protect your personal and financial data. However, you are entirely responsible for maintaining the confidentiality of your account credentials. We reserve the right to retain your KYC, transaction, and payout data even after account closure to comply with our legal, accounting, and tax auditing obligations under Indian law.

Your Privacy Rights

Subject to legal and regulatory limitations, you have the right to:

- Access the personal data we hold about you via your user dashboard.

- Request correction of inaccurate data (updating bank or KYC details requires administrative verification).
- Withdraw consent for promotional marketing communications.

Grievance Officer

In accordance with the Information Technology Act, 2000, the name and contact details of the Grievance Officer are provided below:

Name: Vikash Panwar

Designation: Grievance Officer / Director

Email: info@lionxwellness.in

Phone: +91 89188 86275

Address: 1 No. Dabgram, Siliguri, Darjeeling, Rabindra Sarani, Rajganj, Jalpaiguri - 734006, West Bengal, India.

Contact Us

If you have questions about this Privacy Policy, you may contact us at:

LIONX WELLNESS PRIVATE LIMITED

1 No. Dabgram, Siliguri, Darjeeling

Rabindra Sarani, Rajganj, Jalpaiguri - 734006

West Bengal, India

Email: info@lionxwellness.in | lionxwellness@gmail.com

Website: www.lionxwellness.in