

Privacy Policy

Effective Date: 08 September 2025

Company: Tenorra Labs Private Limited ("Company", "we", "our", "us")

Website: <https://tenorralabs.com>

Parent Brand: Tenorra Labs is the parent company of Zappo and other upcoming products.

1. Introduction

Your privacy is important to us. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you access our website, mobile applications, and related services ("Services").

By using our Services, you consent to the practices described in this Privacy Policy.

2. Information We Collect

We may collect the following types of information:

- **Personal Information:** Name, email address, phone number, billing information, and other identifiers you provide when contacting us or registering.
 - **Usage Data:** IP address, browser type, device information, access times, and pages viewed.
 - **Cookies & Tracking:** Data collected through cookies, beacons, and similar technologies to improve user experience.
 - **Third-Party Data:** Information from social login providers or other platforms you choose to connect.
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3. How We Use Your Information

We may use your information for purposes such as:

- To provide, operate, and improve our Services.
 - To process transactions and send you related information (invoices, confirmations, support messages).
 - To personalize your experience and recommend relevant content or features.
 - To communicate updates, promotions, or company news (with your consent).
 - To comply with legal obligations and enforce our Terms & Conditions.
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4. Sharing of Information

We do not sell your personal information. However, we may share information with:

- **Service Providers:** Vendors and partners that help us deliver Services (e.g., hosting, analytics, payment processors).
 - **Legal Compliance:** When required by law, regulation, or court order.
 - **Business Transfers:** In case of merger, acquisition, or asset sale, user data may be transferred as part of business assets.
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5. Data Retention

We retain your personal information only for as long as necessary to fulfill the purposes outlined in this Privacy Policy, unless a longer retention period is required by law.

6. Security

We implement reasonable technical and organizational measures to protect your personal information. However, no method of transmission or storage is completely secure, and we cannot guarantee absolute security.

7. Your Rights

Depending on your jurisdiction, you may have rights such as:

- Accessing the personal data we hold about you.
- Requesting corrections or updates.
- Requesting deletion of your data.
- Withdrawing consent for marketing communications.
- Opting out of cookies and tracking technologies.

To exercise these rights, contact us at [contact@tenorralabs.com].

8. Children's Privacy

Our Services are not directed to children under 13 (or the applicable minimum age in your region). We do not knowingly collect personal data from children. If we learn that we have, we will take steps to delete it.

9. International Data Transfers

If you are accessing our Services from outside India, please note that your information may be transferred to and processed in countries with different data protection laws.

10. Updates to This Policy

We may update this Privacy Policy periodically. Changes will be posted on this page with an updated "Effective Date."

11. Contact Information

For any questions or concerns about this Privacy Policy, please contact:

Tenorra Labs Private Limited

Website: <https://tenorralabs.com>

Email: contact@tenorralabs.com

Registered Address: TENORRA LABS PVT LTD, 123 C, WARD NO.23, Thalassery, Kannur, Kerala - 670101