

# Privacy Policy for WeHe / वेहे

Last Updated: November 5, 2025

## 1. Introduction

Welcome to WeHe / वेहे ("we", "us", "our"). We are committed to protecting your privacy. This Privacy Policy explains how we collect, use, protect, and handle your personal information when you use our services.

By using our services, you agree to the collection and use of information in accordance with this policy. This policy is governed by the laws of India, including the Digital Personal Data Protection (DPDP) Act, 2023.

## 2. Information We Collect

We collect information that you directly provide to us when you request a service. This information includes:

- **Personal Identification Information:** Your name, email address, phone number (for WhatsApp), physical address and location (for delivery), and/or your social media handle (for Instagram, Facebook, etc.).
- **Project Materials:** Any files, documents, notes, drafts, source texts, or images you provide to us in order to complete your order. This is treated as highly confidential.
- **Payment Information:** Transaction details or proof of payment. Please note: We do not collect or store your bank account details or credit card numbers. Payments are processed through third-party platforms.

## 3. How We Use Your Information

We use the information we collect for the following purposes:

- **To Provide Our Services:** To fulfill your order, including creating handwritten notes, typing documents, designing illustrations, or composing essays as requested.
- **To Communicate With You:** To provide you with quotes, send you previews or drafts, deliver your final work, and respond to your questions or requests.
- **To Process Payments:** To confirm your deposit and final payment for our services.
- **To Comply with Legal Obligations:** To maintain business records as required by law.

## 4. How We Share Your Information

Your trust is our top priority. We do not sell, trade, or rent your personal information to third parties.

- **Project Materials:** Your **Project Materials** (your notes, drafts, etc.) are treated as **strictly confidential**. They are not shared with anyone outside of the WeHe / वेहे team members who are directly working on your project.
- **Third-Party Service Providers:** We may share information with trusted third parties who assist us in operating our business, such as payment processors or delivery services (for physical copies). These parties are obligated to keep your information confidential.

- **Legal Requirements:** We may disclose your information if required to do so by law or in response to valid requests by public authorities (e.g., a court).

## **5. Data Security**

We take reasonable administrative and technical measures to protect your personal information and Project Materials from loss, misuse, unauthorized access, or disclosure.

However, please note that no method of transmission over the internet or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your data, we cannot guarantee its absolute security. Communications over social media platforms (WhatsApp, Instagram, etc.) are also subject to the privacy policies of those platforms.

## **6. Data Retention**

- **Contact & Order Information:** We retain your basic order information (like your name, contact details, and invoice) for our business and accounting records.

## **7. Your Rights**

Under the DPDP Act, you have a right to:

- Access and review the information we hold about you.
- Request that we correct any inaccurate or incomplete information.

To exercise these rights, please contact us at our official email address.

## **8. Changes to This Privacy Policy**

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on our website or social media channels. We advise you to review this Privacy Policy periodically for any changes.

## **9. Contact Us**

If you have any questions about this Privacy Policy or our data practices, please contact us at:

**[wehe.lp.youu3@gmail.com](mailto:wehe.lp.youu3@gmail.com)**