

At Fotia, we value your trust and are committed to protecting your privacy. This Privacy Policy explains how we collect, use, and safeguard your personal information when you interact with our website or services.

By using this website, you acknowledge and agree to the terms outlined below.

1. Scope of This Policy

This Privacy Policy applies to:

- Visitors submitting inquiries through our website (www.fotia-world.com).
- Individuals who communicate with our team via email, phone, or other channels.
- Customers interacting with our sales representatives for quotations or purchase coordination.

This policy does not apply to third-party websites or vendors that are not directly managed by Fotia.

2. Nature of Our Website

Fotia's website is not an e-commerce platform. We do not sell products directly from the website, nor do we display product pricing or enable online payments.

Visitors can explore our product categories — tiles, sanitaryware, SPC flooring, bath hardware, and accessories — and submit their contact details or project requirements. Our backend team will then reach out to assist with product inquiries, quotations, and purchases through our authorized offline or export channels.

3. Information We Collect

We collect information in two primary ways:

A. Information You Provide Voluntarily

When you:

- Submit an inquiry or contact form
- Request a quote or catalog
- Subscribe to newsletters or marketing updates
- Communicate with our customer support team

We may collect the following details:

- Name
- Email address
- Phone number
- City, State, or Country
- Project or business details
- Any other information you voluntarily share

B. Automatically Collected Data

When you visit our website, certain technical data may be collected automatically through cookies, analytics tools, or server logs, including:

- Browser type and version
- IP address
- Device type
- Pages visited and time spent
- Source of visit (e.g., Google, social media)

This helps us analyze visitor behavior and improve website performance and user experience.

4. Use of Your Information

We use the collected information to:

- Respond to your inquiries or requests
- Connect you with our authorized sales representatives or distributors
- Provide personalized recommendations or quotations
- Improve our website, content, and communication
- Send updates about new collections, offers, or events (only if you have opted in)
- Maintain internal records, analytics, and business operations

We do not sell, rent, or trade your personal data to third parties for marketing purposes.

5. Data Sharing and Disclosure

Your information may be shared only when necessary to fulfill a legitimate business purpose, including:

- With our internal sales, logistics, or export teams to respond to your inquiries.
- With authorized vendors, partners, or service providers (e.g., logistics, marketing, or technical support) who assist us in operations.
- With government authorities or law enforcement when required by law.

All vendors handling your information are expected to maintain confidentiality and follow reasonable data protection practices.

6. International Operations

Fotia serves customers within India and internationally.

If you are accessing our website from outside India, please note that your information may be transferred to and processed in India in accordance with this Privacy Policy and applicable Indian data protection laws.

7. Data Retention

We retain your personal information for as long as necessary to fulfill the purpose for which it

was collected, comply with legal obligations, or resolve disputes.

You may request deletion of your data by contacting us (see Section 10).

8. Cookies and Analytics

We use cookies and analytical tools such as Google Analytics and Meta (Facebook) Pixel to improve site functionality and understand visitor interactions.

You can control or disable cookies through your browser settings. Disabling cookies may affect certain website features.

9. Your Rights

You have the right to:

- Access the personal data we hold about you
- Request corrections or updates
- Withdraw consent for marketing communications
- Request deletion of your personal data (subject to legal or business retention obligations)

To exercise any of these rights, please email us at info@fotiaworld.com

10. Data Security

We use secure servers, encryption technologies (SSL), and restricted access controls to protect your personal data.

While we take reasonable precautions, no online platform can guarantee absolute security.

By using our website, you acknowledge that you understand and accept this inherent risk.

11. Third-Party Links

Our website may contain links to third-party sites or social media pages.

Fotia is not responsible for the content, security, or privacy practices of these external websites.

We encourage you to review their respective privacy policies before sharing personal information.

12. Updates to This Policy

Fotia reserves the right to modify or update this Privacy Policy at any time without prior notice.

Any revisions will be posted on this page with an updated “Last Updated” date. Continued use of our website after changes implies acceptance of the revised policy.

13. Governing Law and Jurisdiction

This Privacy Policy is governed by and construed in accordance with the laws of India. Any disputes shall be subject to the exclusive jurisdiction of the courts in Bengaluru, Karnataka, India.

14. Contact Us

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

Fotia

Email: info@fotiaworld.com

Website: www.fotiaworld.com

Registered Office: G2 - Farah Winsford, No-133, Infantry Road, Bengaluru, Karnataka - 560001