

PRIVACY POLICY

WELCOME TO The Privacy Policy of RAY COOKING SPRAY.

You trust us with your information and we recognise that Privacy is important. This Privacy Policy is meant to help you understand what data we collect, why we collect it and what we do with it.

THIS PRIVACY POLICY APPLIES TO THE SITES WHERE IT APPEARS.

This Policy describes how we treat personal information on the websites where it is located. It also applies to our mobile sites, applications, social media pages, emails, banner ads, and promotions. This includes our company website at www.raycookingspray.com.

We may change this policy from time to time. We will notify you of any material changes to our Policy as required by law. The most recent version of the policy will be posted here. Please check here often for updates.

WHAT INFORMATION WE COLLECT.

Contact information. We might collect your name and email address if you register on our site. We might also collect your phone number or mailing address. We might collect your friend's email address for our send-a-friend feature.

Information you submit or post. We collect the information you post in a public space on our websites. We also collect information when you contact us.

Demographic information. We may collect information like your gender and birthdate. We may collect information about your product preferences. We might collect this when you contact us or enter a promotion. We may collect your pin code (for example, to help you find a store that sells our products.)

Other information. If you use our website, we may collect information about the browser you're using. We might look at what site you came from, or what site you visit when you leave us. If you use our mobile app, we may collect your

location. We might look at how often you use the app and where you downloaded it.

HOW WE COLLECT INFORMATION.

We collect information directly from you. We collect information if you sign up for emails, enter our recipe box, enter a promotion or fill out an online survey. We also collect information if you contact us.

We collect information from you passively. We use tracking tools like browser cookies and web beacons. We also collect information from our mobile apps.

We may get information about you from third parties. For example, our business partners or social media platforms may give us information about you.

HOW WE USE INFORMATION.

We use information to respond to your requests or questions. We may use your information to respond to your comments and questions, or to notify you if you win a contest or sweepstakes.

We use information to improve our products and services. We may use your information to make our websites and products better. We might use your information to customize your experience with us. We may combine information we get from you with information about you we get from third parties.

We use information for security purposes. We may use information to protect our company, our customers, and our websites.

We use information for marketing purposes. For example, we might send you information about new products and special offers. We might tell you about new promotions, features or updates. These might be third party offers or products we think you might find interesting.

We use information to communicate with you about your account or our relationship. We may contact you about your account or feedback. We might also contact you about this Policy or our website Terms.

We use information as otherwise disclosed to you at the time we collect it.

We use information as otherwise permitted by law.

SHARING INFORMATION

We may share information within the L.B Industries Ltd. family of companies.

We will share information with third parties who perform services on our behalf. For example, we share information with vendors who perform services for us. We may also share information with companies that operate our websites or run a promotion for us.

We may share information with joint promotion partners. Sometimes we conduct joint promotions with third parties. If you register for one of those joint promotions your information may be collected by both Ray Cooking Spray and the third party. Or, we may give you the option to have us share your information with the promotion partner. Your information will be used by us and/or by them as described in our posted privacy policies.

We may share information with any successor to all or part of our business. For example, if part of our business was sold we may give our customer list as part of that transaction.

We may share information for other reasons we may describe to you.

We may share anonymous information. We may share information that does not identify a particular individual. We may share this information with advertisers, business partners or other third parties. For example, we may share how many men and women entered a contest.

We may share information for legal reasons. We will share personal information with companies, organisation or individual outside, necessary to 1) meet any applicable law, regulation, legal process or enforceable governmental request. 2) enforce applicable terms of service, including investigation of potential violation 3) Detect, prevent or otherwise address fraud, security or technical issues. 4) Compliance & Co-operation with regulatory authorities.

YOUR CHOICES ABOUT SHARING AND MARKETING PRACTICES.

You can opt out of receiving our marketing emails. Some of our sites permit you create an account and/or receive marketing emails. To stop receiving our

marketing emails from us, follow the instructions in any promotional message you get from us. You can also log into your account and go to the "My Profile" page to change your preferences. Even if you opt out of getting marketing messages, we will still send you transactional messages. These include responses to your questions.

You can control cookies and tracking tools. To learn how to manage how we – and our vendors – use cookies and other tracking tools, please click [here](#)

WE USE STANDARD SECURITY MEASURES.

The Internet is not 100% secure. We cannot promise that your use of our sites will be completely safe. We encourage you to use caution when using the Internet. This includes not sharing your passwords. We keep personal information as long as it is necessary or relevant for the practices described in this Policy. We also keep information as otherwise required by law.

WE STORE INFORMATION IN INDIA.

If you live outside of the India, you understand and agree that we may transfer your information to the India. This site is subject to Indian laws.

WE MAY LINK TO OTHER SITES OR HAVE THIRD PARTY SERVICES ON OUR SITE WE DON'T CONTROL.

If you click on a link to a third party site, you will be taken to websites we do not control. This includes social media sites, e-commerce sites. This policy does not apply to the privacy practices of third party websites. Read the privacy policy of other websites carefully. We are not responsible for these third party policies or practices.

Our site may also serve third party content that contains the third party's own cookies or tracking technologies. We do not control the use of those technologies.

OUR ADS MAY BE SERVED BASED ON TRACKING.

We may work with online advertising companies to show you relevant and useful ads. This includes ad served on other companies' sites. These ads may be served based on information collected by us or third parties. For example, information a third party collects when you register for a site, like your pin code. This might be used to target an ad for people in your area. These ads may be also based on your activities on our websites or on third party sites.

GRIEVANCE OFFICER

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

Name - Mr. Suraj Pandey

Address :
LB Industries Pvt Ltd.
C/O Hotel LB
Plot No. 2A, Mount Road Extension,
Sadar, Nagpur
Maharashtra, India
Phone: +91 - 712- 3922399
Email: suraj@lbindustries.org
Time: Mon - Sat (9:00 - 18:00)

Terms and Conditions

1. Introduction:

a) www.raycookingspray.com ("Website") is an Internet based content and e-commerce portal licensed by Ray Cooking Spray/ L. B. Industries Pvt. Ltd, a company incorporated under the laws of India.

b) Use of the Website is offered to you conditioned on acceptance without modification of all the terms, conditions and notices contained in these Terms, as may be posted on the Website from time to time. www.raycookingspray.com at its sole discretion reserves the right not to accept a User from registering on the Website without assigning any reason thereof.

2. Limited User:

The User agrees and undertakes not to reverse engineer, modify, copy, distribute, transmit, display, download, perform, reproduce, publish, license, create derivative works from, transfer, or sell any information or software obtained from the Website. Limited reproduction and copying of the content of the Website is permitted provided that Ray Cooking Spray's name as the source and prior written permission of www.raycookingspray.com is sought. For the removal of doubt, it is clarified that unlimited or wholesale reproduction, copying of the content for commercial or non-commercial purposes and unwarranted modification of data and information within the content of the Website is not permitted.

3. User Conduct and Rules:

You agree and undertake to use the Website and the Service only to post and upload messages and material that are proper. By way of example, and not as a limitation, you agree and undertake that when using a Service, you will not:

(a) Defame, abuse, harass, stalk, threaten or otherwise violate the legal rights of others;

(b) Publish, post, upload, distribute or disseminate any inappropriate, profane, defamatory, infringing, obscene, indecent or unlawful topic, name, material or information;

(c) Upload files that contain software or other material protected by intellectual property laws unless you own or control the rights thereto or have received all necessary consents; you own or control the rights thereto or have received all necessary consents;

(d) Upload or distribute files that contain viruses, corrupted files, or any other similar software or programs that may damage the operation of the Website or another's computer;

- (e) Conduct or forward surveys, contests, pyramid schemes or chain letters;
- (f) Download any file posted by another user of a Service that you know, or reasonably should know, cannot be legally distributed in such manner;
- (g) Falsify or delete any author attributions, legal or other proper notices or proprietary designations or labels of the origin or source of software or other material contained in a file that is uploaded;
- (h) Violate any code of conduct or other guidelines, which may be applicable for or to any particular Service;
- (i) Violate any applicable laws or regulations for the time being in force in or outside India; and
- (j) Violate, abuse, unethically manipulate or exploit any of the terms and conditions of this Agreement or any other terms and conditions for the use of the Website contained elsewhere.

4. User Warranty and Representation:

The user guarantees, warrants, and certifies that you are the owner of the content which you submit or otherwise authorized to use the content and that the content does not infringe upon the property rights, intellectual property rights or other rights of others. You further warrant that to your knowledge, no action, suit, proceeding, or investigation has been instituted or threatened relating to any content, including trademark, trade name service mark, and copyright formerly or currently used by you in connection with the Services rendered by www.raycookingspray.com.

5. Exactness Not Guaranteed:

www.raycookingspray.com hereby disclaims any guarantees of exactness as to the finish and appearance of the final Product as ordered by the user. The quality of

any products, Services, information, or other material purchased or obtained by you through the Website may not meet your expectations. Alterations to certain aspects of your order such as the merchandise brand, size, color etc. may be required due to limitations caused by availability of product difference in size charts of respective brands etc. In this instance you agree that www.raycookingspray.com will send an approval request via email address, which you submitted when placing your order. If you do not agree with the requested change you retain the right to reject the requested production change by replying to it within 4 days of it being sent to you. www.raycookingspray.com may re-request that you accept a production alteration one additional time if an alternative method to send your merchandise is available. If you reject this 2nd request your order will be cancelled and you will be fully refunded via your initial method of payment.

6. Intellectual Property Rights:

a) Unless otherwise indicated or anything contained to the contrary or any proprietary material owned by a third party and so expressly mentioned, www.raycookingspray.com owns all Intellectual Property Rights to and into the Website, including, without limitation, any and all rights, title and interest in and to copyright, related rights, patents, utility models, trademarks, trade names, service marks, designs, know-how, trade secrets and inventions (whether patentable or not), goodwill, source code, meta tags, databases, text, content, graphics, icons, and hyperlinks. You acknowledge and agree that you shall not use, reproduce or distribute any content from the Website belonging to www.raycookingspray.com without obtaining authorization from www.raycookingspray.com.

b) Notwithstanding the foregoing, it is expressly clarified that you will retain ownership and shall solely be responsible for any content that you provide or upload when using any Service, including any text, data, information, images, photographs, music, sound, video or any other

material which you may upload, transmit or store when making use of our various Service. However, with regard to the product customization Service (as against other Services like blogs and forums) you expressly agree that by uploading and posting content on to the Website for public viewing and reproduction/use of your content by third party users, you accept the User whereby you grant a non-exclusive license for the use of the same.

7. Disclaimer of Warranties/Limitation of Liability:

www.raycookingspray.com has endeavored to ensure that all the information on the Website is correct, but www.raycookingspray.com neither warrants nor makes any representations regarding the quality, accuracy or completeness of any data, information, product or Service. In no event shall www.raycookingspray.com be liable for any direct, indirect, punitive, incidental, special, consequential damages or any other damages resulting from:

(a) The use or the inability to use the Services or Products;

(b) Unauthorized access to or alteration of the user's transmissions or data;

(c) Any other matter relating to the services; including, without limitation, damages for loss of use, data or profits, arising out of or in any way connected with the use or performance of the Website or Service. Neither shall www.raycookingspray.com be responsible for the delay or inability to use the Website or related services, the provision of or failure to provide Services, or for any information, software, products, services and related graphics obtained through the Website, or otherwise arising out of the use of the website, whether based on contract, tort, negligence, strict liability or otherwise. Further, www.raycookingspray.com shall not be held responsible for non-availability of the Website during periodic maintenance operations or any unplanned suspension of access to the website that may occur due to technical reasons or for any reason beyond www.raycookingspray.com's control. The user understands and agrees that any material and/or data downloaded or otherwise obtained through the Website is done entirely at their own discretion and risk and they will be solely

responsible for any damage to their computer systems or loss of data that results from the download of such material and/or data.

8. Indemnification:

You agree to indemnify, defend and hold harmless www.raycookingspray.com from and against any and all losses, liabilities, claims, damages, costs and expenses (including legal fees and disbursements in connection therewith and interest chargeable thereon) asserted against or incurred by www.raycookingspray.com that arise out of, result from, or may be payable by virtue of, any breach or non-performance of any representation, warranty, covenant or agreement made or obligation to be performed by you pursuant to these Terms.

9. Pricing:

Prices for products are described on our Website and are incorporated into these Terms by reference. All prices are in Indian rupees. Prices, products and Services may change at www.raycookingspray.com's discretion.

10. Termination:

a) www.raycookingspray.com may suspend or terminate your use of the Website or any Service if it believes, in its sole and absolute discretion that you have breached, violated, abused, or unethically manipulated or exploited any term of these Terms or anyway otherwise acted unethically.

b) Notwithstanding Section 14.a above, these Terms will survive indefinitely unless and until www.raycookingspray.com chooses to terminate them.

c) If you or www.raycookingspray.com terminates your use of the Website or any Service, www.raycookingspray.com may delete any content or other materials relating to your use of the Service and www.raycookingspray.com will have no liability to you or any third party for doing so.

d) You shall be liable to pay for any Service or product that you have already ordered till the time of Termination by either party whatsoever. Further, you shall be entitled to your royalty payments as per the User License Agreement that has or is legally deemed accrued to you.

11. Governing Law:

These terms shall be governed by and constructed in accordance with the laws of India without reference to conflict of laws principles and disputes arising in relation hereto shall be subject to the exclusive jurisdiction of the courts at Nagpur, Maharashtra.

12. Severability:

If any provision of the Terms is determined to be invalid or unenforceable in whole or in part, such invalidity or unenforceability shall attach only to such provision or part of such provision and the remaining part of such provision and all other provisions of these Terms shall continue to be in full force and effect.

13. Report Abuse:

As per these Terms, users are solely responsible for every material or content uploaded on to the Website. Users can be held legally liable for their contents and may be held legally accountable if their contents or material include, for example, defamatory comments or material protected by copyright, trademark, etc. If you come across any abuse or violation of these Terms, please report at customer-care@raycookingspray.com, with Subject heading "Report Abuse".

14. GENERAL TERMS AND CONDITIONS

Each member is responsible for remaining knowledgeable about the www.raycookingspray.com program Terms and Conditions and the number of points in his or her account.

www.raycookingspray.com will not be liable or responsible for correspondence lost or delayed in the mail/e-mail.

www.raycookingspray.com reserves the right to refuse, amend, vary or cancel

membership of any Member without assigning any reason and without prior notification.

Any change in the name, address, or other information relating to the Member must be notified to www.raycookingspray.com via the Helpdesk/email by the Member, as soon as possible at customercare@Raycookingspray.com or call at 1800-120-9868, (10am to 5:pm) a Day / (Monday- Friday)

www.raycookingspray.com reserves the right to add, modify, delete or otherwise change the Terms and Conditions without any approval, prior notice or reference to the Member.

In the event of dispute in connection with www.raycookingspray.com program and the interpretation of Terms and Conditions, www.raycookingspray.com's decision shall be final and binding.

This Policy and these terms shall be read in conjunction with the standard legal policies of www.raycookingspray.com, including its Privacy policy.

FEEL FREE TO CONTACT US IF YOU HAVE MORE QUESTIONS.

If you have questions about this Policy, please [Contact Us](#). You can also write to us or call at:

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