

Privacy Policy

Mocero Health Solutions Private Limited ('ursugar', 'We') is highly committed in protecting and maintaining privacy and confidentiality of your information. This Privacy Policy governs the manner in which ursugar collects, uses, maintains and discloses information collected from users (each, a 'User') of ursugar services.

This privacy policy applies to the site, the mobile applications ('Applications') and all products and services offered by Mocero Health Solutions. This policy outlines our personal information handling practices for both online and offline data. We adhere to the following principles to protect your privacy:

- We do not rent or sell your personally identifiable information to third parties for any purposes, including marketing purposes
- We share your contact information with another User or third party upon your consent only to render the service requested by you
- Any personally identifiable information that you provide will be secured with industry standard protocols and technology

ursugar has the discretion to update this privacy policy at any time. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.

Customer data

ursugar will not share, distribute, or reference any customer data except as provided in the Terms of Use Agreement for rendering the required services to you, or as may be required by law. Individual records of Customer Data may be viewed or accessed only for the purpose of resolving a problem, support issues, or suspected violation of the Terms of Use Agreement, or as may be required by law. We would take all reasonable precautions for maintaining confidentiality of data.

We advise you that if you do not wish to have your information used or displayed as described in the privacy policy and Terms of Use Agreement, you should reconsider becoming an user of the site and applications and its services. You willingly provide us certain personal information, which we collect in order to provide the Services. If you have any hesitation about providing such information to us and/or having such information displayed on the Website or otherwise used in any manner permitted in this Privacy Policy and the User Agreement, you should not become a User.

Personal identification information

We may collect personal identification information from users in a variety of ways, including, but not limited to, when users register on the site or application, place an order, subscribe to services, fill out a form, and in connection with other activities, services, features or resources we make available on our site or application. Users may be asked for, as appropriate, name, email address, mailing address, phone number, credit card information. Users may, however, visit our Site anonymously.

Non-personal identification information

We may collect non-personal identification information about Users whenever they interact with our Site. Non-personal identification information may include the browser name, the type of computer and technical information about users means of connection to our Site, such as the operating system and the Internet service providers utilized and other similar information. We also collect non-sensitive usage data through a third party service Google Fit etc.

Web browser cookies

Our Site may use “cookies” to enhance User experience. User’s web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. User may choose to set their web browser to refuse cookies, or to alert you when cookies are being sent. If they do so, note that some parts of the Site may not function properly.

Payments

We may use the information Users provide about themselves when placing an order only to provide service to that order. We do not share this information with outside parties except to the extent necessary to provide the service. We may require our Users to pay with a credit card, wire transfer, debit card or cheque. We will collect your credit card number and/or other financial institution information such as bank account numbers and will use that information for the billing and payment processes, including but not limited to the use and disclosure of such credit card number and information to third parties as necessary to complete such billing operation. Verification of credit information, however, is accomplished solely by the User through the authentication process.

Communication

The email address/phone number users provide for order processing or registering with us, will be used to send them information and updates pertaining to their order and registration. It may also be used to respond to their inquiries, and/or other requests or questions. If User decides to opt-in to our mailing list, they will receive emails that may include company news, updates, related product or service information, etc. If at any time the User would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email.

Your acceptance of these terms

By using this Site or Applications, you signify your acceptance of this policy and terms of service. If you do not agree to this policy, please do not use our Site. Your continued use of the Site following the posting of changes to this policy will be deemed your acceptance of those changes.

Contacting us

If you have any questions about this Privacy Policy, the practices of this site, or your dealings with this site, please contact us at: ceo@mocerohealth.com