

Privacy Policy and Terms of Use

The following discloses the terms of service, information gathering and dissemination practices for this application, video and/or website:

We value and care for your privacy and assure you that we will not sell, trade, lease or rent any personal information provided by you without your consent. We acknowledge and accept that personal details that you impart to us, is to be kept in strict confidentiality and to use the information only in the manner which would be beneficial to our customers. We shall protect the personal details received from you with the same degree of care, but no less than a reasonable degree of care, to prevent the unauthorized use, dissemination, or publication of these information as we protect our own confidential information of a like nature. We shall use the personal information to improve our service to you and in instances for incurring diligence and for enhancing the products and service offered to you and to keep you updated about our new product or information that may be of interest to you. The information collected from you would be used in the right spirit and context in which it is intended to be used. Your information would be used by us to process your trading request and to carry out the settlements of your obligations.

We store and process Your Information including any sensitive financial information collected (as defined under the Information Technology Act, 2000), if any, on computers that may be protected by physical as well as reasonable technological security measures and procedures in accordance with Information Technology Act 2000 and Rules thereunder. If you object to your Information being transferred or used in this way, please do not provide the details of your information on the Website.

To ensure security of access to the personal information and transaction details, the access to the secured zone of our website is restricted by the unique login ID and Password selected by you. You should be very careful in handling the ID and password and you should ensure that you do not reveal it to anybody, nor do you keep it in writing. You should keep changing your password periodically. We and our affiliates will share/transfer/license/convey some or all your personal information with another business entity to carry out any business activity or re-organization, amalgamation, restructuring of business or for any other reason whatsoever. Once you provide your information to us, you provide such information to us and our affiliate and we and our affiliate may use such information to provide you various services with respect to your transaction conducted on www.myespresso.com. Our policy on the collection and use of personal information and other information is outlined below.

In some cases, an application leads to our website. Certain links on this site lead to resources located on servers maintained by third parties over whom this website has no control. As such, this website makes no representation as to the accuracy, content, or any other aspect of the information contained on such servers.

This website does not and cannot warrant the information, documentation, or software (including any fixes and updates) available from this site or the performance or results obtained by using this information, documentation, or software. This information, documentation, and software is provided "as is". To the extent you use or implement this information, documentation, or software in your own setting, you do so at your own risk. In no event will this site be liable to you or others for any damages arising from your use or your inability to use this information, documentation, or software, including any lost profits, lost savings, or other incidental or consequential damages, even if this site has been advised of the possibility of such damages, or for any claim by another party.

Likewise, for services provided, they are all provided on a best-efforts basis and no guarantees of performance are stated or implied for provided services. It is the nature of the web to be dynamic, and services are based upon earnest attempts to deliver services in this uncertain and constantly changing environment. In no event will this site be liable to you or others for any damages for any cause arising from provided services, documentation, or software, including any lost profits, lost savings, or other incidental or consequential damages, even if this site has been advised of the possibility of such damages, or for any claim by another party.

We may provide you with relevant updates on product and service offerings of our group and third-party service/product providers which we believe could be useful for you.

Some information or services contained in this site, may refer to other sites or authors, and we have the permission to post them. All copyrights, trademarks, service marks, and logos are the respective property of their holders and local laws apply to each regional web site and facility.

Collection Of Sensitive Personal Data or Information:

We may for the purpose of rendering services, collect personal information such as:

- Name, gender, residential / correspondence address, telephone number, date of birth, marital status, email address or other contact information;
- PAN, KYC Status, Signature and Photograph;
- Bank account or other payment instrument details; or any other detail for providing services.

We offer online platform System for carrying out trade transaction that collects such personal data or information to process your financial and non- financial transaction requests. The information so collected may be shared with SEBI/ NSE/ BSE/ MCX /Asset Management Companies of Mutual Funds/Registrar and Transfer Agents/Collecting Banks/KYC Registration Agencies (KRAs) etc. solely for the purpose of processing your transaction requests or serving you better.

Under certain circumstances we may be required to share the information given by you with the third parties, where we feel they can contribute to add value and improve the quality of services imparted by us to you. We shall take all reasonable steps to ensure that the confidentiality of your information is maintained by imposing strict confidentiality standards on all the third parties with whom we part this information. In all circumstances we shall ensure that your personal information is protected by strict confidentiality agreement. We shall not allow any third parties to retain your personal information longer than what is warranted by the nature of services rendered. Additionally, we may transmit your name, mobile number(s) and email id(s) to our group and/or our affiliates and/or third-party service/product providers should you choose to opt for any of the product and service offering(s) of our group and/or third-party service providers. We would also impart your personal information wherever it is required to be disclosed under law to any of the governmental agency or regulatory bodies. By agreeing to avail the service offered by us, you have agreed to the collection and use of your Sensitive Personal Data or Information by us. You always have the right to refuse or withdraw your consent to share/dissemination of your Sensitive Personal Data or Information by contacting the customer care. However, in such an event, you would no longer be able to avail the services offered by us.

Updating Or Reviewing Your Sensitive Personal Data or Information:

You may upon written request to us review the sensitive personal data or information provided. We shall ensure that any personal information or sensitive personal data or information found to be inaccurate or deficient shall be corrected or amended as feasible.

Reasonable Security Practices for Protecting Information:

We use commercially reasonable physical, managerial, and technical safeguards to preserve the integrity and security of your personal information. We cannot, however, ensure or warrant the security of any information you transmit to us, and you do so at your own risk. Once we receive your transmission of information, we make commercially reasonable efforts to ensure the security of our systems. However, please note that this is not a guarantee that such information may not be accessed, disclosed, altered, or destroyed by breach of any of our physical, technical, or managerial safeguards.

To protect your privacy and security, we take reasonable steps (such as requesting a unique password) to verify your identity before granting you access to your account. You are responsible for maintaining the secrecy of your unique password and account information, and for controlling access to your email communications from us, at all times.

Log Files

Like most standard Web site servers we use log files. This includes internet protocol (IP) addresses, browser type, internet service provider (ISP), referring/exit pages, platform type, date/time stamp, and number of clicks to analyze trends, administer the site, track user's movement in the aggregate, and gather broad demographic information for aggregate use. IP addresses, etc. are not linked to personally identifiable information.

Cookies and Web Beacons

A cookie is a piece of data stored on the user's computer, tablet or phone tied to information about the user. Sometimes, we do use cookies to store information, such as your personal preferences when you visit our site.

Also, some of our business partners use cookies and/or web beacons on our site (for example, advertisers). We have no access to or control over these cookies, once we have given permission for them to set cookies for advertising.

You can choose to disable or selectively turn off our cookies or third-party cookies in your browser settings. However, this can affect how you are able to interact with our site as well as other websites. This could include the inability to login to services or programs, such as logging into forums or accounts.

Links

This Web site contains links to other sites. Please be aware that we are not responsible for the privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of each and every Web site that collects personally identifiable information. This privacy statement applies solely to information collected by our Web site, and our applications.

Communications:

When you use the Website or send emails or other data, information or communication to us, you agree and understand that you are communicating with us through electronic records and you consent to receive communications via electronic records from us periodically and as and when required. We may communicate with you by email or by such other mode of communication, electronic or otherwise.

By submitting your contact details to Espresso you override your NDNC registration and authorise Espresso and Espresso's representatives to contact you via a call, SMS, email and WhatsApp in order to assist you with the trading & demat account opening process and any other assistance as you may require pursuant thereto.

Grievance Redressal:

Espresso shall address any discrepancies and grievances of the provider of the information with respect to processing of information in a time bound manner. The designated Grievance Officer (details specified below) shall redress the grievances of the provider of information expeditiously but within one month from the date of receipt of grievance.

Details of Grievance Officer
Name: Ms. Supriya Shetty
Contact No.: (+91) 22 6767 0700
Email ID: support@mysespresso.com

Advertisers

We may use outside ad companies to display ads on our site. These ads may contain cookies and/or web beacons to collect data in the ad serving process and are collected by our ad companies; we do not have access to this information. If you wish, you can disable cookies following the indications of your individual browser.

Acceptance of Privacy Policy and Terms of Service

By using this website and/or application you signify your agreement to these terms.

This website/application and the Company owning them reserves the right to change this privacy policy at any time by posting a revised privacy policy.