

PRIVACY POLICY

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Effective Date	16 May 2026
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Next Scheduled Review	5 August 2027
Review Responsibility	Privacy & Compliance Team (Compliance Officer), SBMCPL

1. Introduction

SBMCPL (Shree Balaji Multi Commodities Pvt. Ltd.) values the privacy, confidentiality, and security of personal and financial information shared by its clients, visitors, users, and prospective customers. This Privacy Policy explains how SBMCPL collects, uses, stores, processes, shares, and protects personal information when individuals interact with our website, mobile applications, trading platforms, social media pages, advertisements, lead generation forms, WhatsApp channels, customer support services, events, webinars, or any other services offered by SBMCPL. By accessing our services, visiting our website, submitting your information, or using any of our platforms, you consent to the practices described in this Privacy Policy.

2. Information We Collect

We may collect the following categories of information:

- A. Personal Information: Full Name, Mobile Number, Email Address, Residential Address, Correspondence Address, Date of Birth, Gender, PAN Card Details, Aadhaar Details, Passport Details, Driving License Details, Voter ID Details, Other Government-Issued Identification Documents.
- B. Financial Information: Bank Account Details, Trading Account Details, Demat Account Details, Income Information, Occupation Details, Investment Preferences, Transaction History, Tax-Related Information.
- C. Technical & Usage Information: IP Address, Browser Type, Device Information, Operating System, Login Information, Website Usage Data, Clickstream Data, Platform Activity Information, Cookies and Similar Technologies.
- D. Communication Information: Information provided through Emails, Phone Calls, WhatsApp Messages, SMS, Website Contact Forms, Customer Support Requests, Social Media Platforms, Event Registrations, Webinar Registrations.

3. How We Use Your Information

SBMCPL may use your information for the following purposes: Account Opening & Maintenance (verification, servicing); Transaction Processing (trades, fund transfers, settlements); Regulatory & Legal Compliance (SEBI, KYC, AML, Tax laws); Customer Support; Service Improvement; and Marketing & Promotional Activities.

4. Marketing Communications & Consent

By submitting your information, you expressly consent to receive communications from SBMCPL through Phone Calls, SMS, WhatsApp, Email, and Push Notifications regarding account assistance, product information, market updates, and promotional campaigns. You may opt out at any time.

5. Digital Advertising & Lead Generation

SBMCPL may collect information submitted through social media lead forms (LinkedIn, Facebook, Instagram, Google, YouTube), landing pages, and WhatsApp campaigns to contact prospective clients and provide account opening assistance. We do not sell personal information collected through these channels.

6. Sharing of Information

SBMCPL may share information with trusted service providers (IT, Cloud, CRM, Payment Processors) and regulatory authorities (SEBI, Stock Exchanges, Law Enforcement) as required by law. SBMCPL does not sell or rent personal information to third parties for independent marketing.

7. Advertising Technologies & Analytics

We use cookies, tracking pixels, and analytics tools (Google Analytics, Meta Pixel, etc.) to improve website performance, measure advertising effectiveness, and optimize user experience.

8. Remarketing & Retargeting

SBMCPL may use remarketing technologies to display relevant ads to users who have previously visited our website or engaged with our services.

9. Data Security

We implement industry-standard safeguards including secure servers, encryption, firewalls, and access controls. While we strive to protect information, no system can guarantee complete security.

10. Retention of Information

SBMCPL retains personal information only as long as necessary to provide services, fulfill legal obligations, or resolve disputes.

11. Cross-Border Data Processing

Appropriate safeguards are implemented if information is processed or stored on servers located outside India.

12. Your Rights

Subject to laws, you may have the right to access, correct, update, or request deletion of your information, or withdraw consent.

13. Children's Privacy

Our services are intended for individuals 18 years or older. We do not knowingly collect information from minors.

14. Cookies & Tracking Technologies

Users may disable cookies through browser settings, though some features may not function properly.

15. Third-Party Links

SBMCPL is not responsible for the privacy practices or content of external websites linked in our communications.

16. Compliance with Applicable Laws

Processing is done in accordance with Indian laws, SEBI regulations, and KYC/AML requirements.

17. Grievance Redressal & Privacy Contact

For concerns or requests, contact the Privacy & Compliance Team at support@sbjmulticom.in or +91-9358000981.

Address: 112-Basant Kunj, Near Shiv Chowk, Sri Ganganagar, Rajasthan – 335001.

18. Changes to This Privacy Policy

SBMCPL reserves the right to update this policy at any time. Updates are effective upon publication.

19. Contact Us

Corporate Office: 112-Basant Kunj, Sri Ganganagar, Rajasthan – 335001.

Registered Office: 724-725, 7th Floor, Sun N Moon Chamber, Jaipur, Rajasthan – 302001.