

Privacy Policy

Lourdes Matha Cashew Industries

Effective date: 14 September 2026

Lourdes Matha Cashew Industries (“we”, “us”, “our”) operates the website lourdesmathacashew.com (the “Site”). This Privacy Policy explains what information we collect through the Site, how we use it, and the choices available to you. It applies to our online activities and covers information collected through the Site. It does not cover information we may collect offline through other channels, such as phone calls, trade fairs, or physical correspondence.

By using the Site, you agree to the collection and use of information in accordance with this Policy. If you do not agree with this Policy, please do not use the Site.

1. Information We Collect

Information you provide to us

When you submit an inquiry through our contact form, or otherwise write to us, we collect the information you choose to give us, which may include:

- Full name
- Company name
- Email address
- Phone number
- Cashew grade(s) of interest and quantity required
- Any other details you include in your message

We use this information solely to respond to your inquiry and to conduct business correspondence with you. We do not require you to create an account, and the Site does not process online payments or orders.

Information collected automatically

Like most websites, when you visit the Site our servers and hosting provider may automatically record certain technical information, such as your IP address, browser type and version, device type, operating system, referring website, pages viewed, and the date and time of your visit. We use this information in aggregate to understand how the Site is used and to maintain its security and performance.

2. Cookies and Similar Technologies

Cookies are small data files placed on your device that help a website function and, where used, help us understand how visitors use the Site. The Site may use:

- Strictly necessary cookies, required for the Site to operate correctly (for example, to remember form entries during a session).
- Analytics cookies, such as Google Analytics, which help us understand visitor numbers and behaviour in an aggregated, non identifying way, if and when such tools are enabled on the Site.

You can control or delete cookies through your browser settings. Blocking cookies may affect how parts of the Site work. Our Site does not currently respond to “Do Not Track” browser signals.

3. How We Use Your Information

We use the information we collect to:

- Respond to inquiries about our cashew grades, pricing, samples, and export terms
- Communicate with you about your inquiry or an ongoing business relationship
- Maintain records of correspondence for our own commercial and compliance purposes
- Improve the content, usability, and security of the Site
- Comply with applicable legal and regulatory obligations, including those relating to export and trade documentation

4. Sharing and Disclosure of Information

We do not sell your personal information. We may share information with:

- Service providers who help us operate the Site, such as our web hosting or email providers, who act on our instructions
- Analytics providers, where analytics tools are enabled, on an aggregated basis
- Regulatory, customs, or government authorities where required for export documentation, certification, or compliance
- Professional advisers, or a successor business, in connection with a legal, accounting, or corporate matter

We may also disclose information where required by law, in response to a valid legal request, or to protect our rights, property, or safety, or that of others.

5. Data Retention

We retain inquiry and correspondence information for as long as reasonably necessary to respond to your inquiry, maintain our business records, and meet our legal and export compliance obligations, after which it is deleted or anonymised.

6. Data Security

We take reasonable technical and organisational measures to protect the information you share with us against unauthorised access, loss, or misuse. No method of transmission over the internet is completely secure, and we cannot guarantee absolute security.

7. Your Rights

Depending on your location, you may have rights to access, correct, or request deletion of the personal information we hold about you, or to object to certain uses of it. To exercise any of these rights, please contact us using the details below and we will respond within a reasonable time.

8. Children's Privacy

The Site is intended for business inquiries from adults and is not directed at children. We do not knowingly collect personal information from children.

9. Third Party Links

The Site may contain links to third party websites. We are not responsible for the privacy practices or content of those websites, and we encourage you to review their privacy policies separately.

10. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or for legal or operational reasons. The updated version will be posted on this page with a revised effective date.

11. Contact Us

If you have questions about this Privacy Policy or how we handle your information, please contact us:

Lourdes Matha Cashew Industries

Kerala, India

Email: info@lourdesmathacashew.com

Phone: +91 70345 17701 / +91 70345 17702