

HPFD Privacy Notice

Introduction:

The HPFD presents an exclusive Forest Online Nursery Management System application for users to learn and buy the plant species. Users can search for the nurseries based on the nearby or preferred district or species-wise plants. It enables the exchange of information between HPFD and people interested in purchasing the plants from the nursery. The app is available in English and connects all forest department nurseries of Himachal Pradesh.

Users can learn about thousands of plants available for buy and collect them from their preferred nursery site through the app.

Overview:

The Himachal Pradesh Forest Department has built the FOREST ONLINE NURSERY MANAGEMENT SYSTEM app as a Free app for its citizens. When using our app, you trust us with your personal data. This notice of privacy policy explains the personal data collected by Himachal Pradesh Forest Department, Government of Himachal Pradesh, and are intended for use as is.

Privacy Policy:

Our privacy policy is to inform visitors of our policies regarding the collection, use, and disclosure of Personal Information for the registered users that decide to avail of our app services. It applies to all the users of our apps, websites, and other services anywhere in India.

Consent

Information we collect:

Becoming our registered user means you choose to use our services, thereby granting us to collect the following manner:

During account creation:

- **Name-** Your full name when you register yourself with us to process requests.
- **Mobile number-** Your personal mobile number when you register with us.
- **Email ID-** Your email ID for follow-up with the product orders, notifications, and exchange of information as an extension to our app services.
- **Address-** Your area of residency/ address for contacting you to deliver our service(s) to the rightful person.
- **Location-** Your location information is needed to improve our services, identify nursery(s) within the area, fetch geo-location to improve our delivery, and app services.

All the above information goes to create a user profile that we may need to contact you and process future requests.

During product purchase:

- **Your preference-** When you use our app services for purchasing plants from the nurseries we track and monitor your preference for the specific product plant species or the manner with which you search and buy the plants.
- **Identifying location-** We ask for your location to show the nearby nurseries in your area with the map view so that you can opt for your preferred choice of nursery. The location access helps to use our services in a better way and gives a clear idea of the availability of stock.
- **Background check-** We store your personal information to validate your background so that the products get delivered to the correct person. It helps to prevent any maladministration and fraud.
- **Order verification-** We store your address and personal information for the verification of the order. We may also ask for identification proof to validate your order.
- **Demographic data-** We ask for your location access to get the demographic data to improve our services nursery practices.
- **Your transactional information-** If you make reservations or buy through our app services, we may collect and store information about you to process your requests and automatically complete forms for future transactions including (but not limited to) your phone number, address, email, billing information and credit or payment card information. This information may be shared with third parties which assist in processing and fulfilling your requests, including PCI compliant payment gateway processors. When you submit credit or payment card information, we encrypt the information using industry-standard technologies, as further described below under "Payment Card Information." If you write reviews about our services we may publicly display information that you transacted with us. We are using WebView for the Payment Gateway

From other sources:

- Storage permission- We ask for your storage permission to perform read and write functions that is required for users to download the invoice of the product purchased.
- When you contact our customer support
- Replying to your inquiry
- Providing solutions

If you choose to use our services like purchasing a product, you consent to collecting and using information about this policy. The Personal Information that we collect improves our usefulness for future use to make the app more user-friendly. Unless otherwise mentioned, we will not use or share your information with anyone except as described in this Privacy Policy. The terms used in this Privacy Policy have the same meanings as our Terms and Conditions. It is accessible at HPFD unless otherwise defined in this Privacy Policy.

Why do we collect your personal information?

For a better experience, we may require you to provide us with certain personally identifiable information, including but not limited to order ID, Mobile number, email ID, personal address, etc. The data that we request will be stored, kept, preserved, and retained by HPFD and is collected in the following manner:

Here's how we use the collected information:

We use the information for the following reasons:

To inform and improve our services.

We use the nursery information to deliver plants and, share notifications about order status, make suggestions for you on plants or nursery new services. To create personalized and relevant products for you based on the data we collect and learn from your activities on the app, like how you interact with our app services and products. We store the information in our database to provide you with a tailored and consistent experience.

Fetch precise nursery information

We use location-based information to help you identify the nearest nurseries. We collect your current location and fetch the database of all the available nurseries based on your current or live site. The location-related search is based on device location and IP address to verify nurseries' correct and precise identification.

For better communication

We share notifications with the collected information for better communication. For example, when you purchase our products or use our services, we respond to that collected data to make your app usage functional and smooth. We use your information to answer back when you put any inquiries with us.

Research and welfare

The government of Himachal Pradesh is dedicated to helping its citizens be environment-friendly by supplying high-quality plants from their nurseries. We provide:

- High-quality plants that are medicinal, decorative;
- Sustainable solutions to make the environment green;
- Tree saplings and much more services.

We collect information about people's behaviour when purchasing certain plants for our research purposes. And to make availability of products to their area. We promote nurturing nature and create the welfare of all human beings.

Data security and transparency:

We want to assure users that your data is safe with us. All rights are reserved with HPFD, Government of Himachal Pradesh. The app uses third-party services that may collect information used to identify you.

We may employ third-party access due to the following reasons:

- To facilitate our app services;
- To perform service-related services;
- To promote service on our behalf; or
- To help us in understanding how we can improve our app services.

We want to inform users that these third parties' access to Personal Information is to achieve the tasks entrusted to them on our behalf. But, they are obligated not to disclose or use the information for any other purpose.

Security of personal information:

We respect your trust in providing us with your Personal Details. We use personal data to maintain the safety, integrity, and security of our users and services. This implies:

- We strive to use commercially acceptable means of protecting data.
- We verify a user's identity through verifying documents, identity checks, address proof to help in successful product delivery.
- We match the user registered with our database by verification of photographs, public databases to prevent identity theft or wrong delivery.
- We use device location, user profile, and other data to prevent fraud. It includes combating unauthorized access to the account with specific payment methods for user accounts.

HPFD performs the above activities on the ground of absolute necessity and is a part of our obligation to transparently deliver safe, secure services.

Cookies

Cookies refer to the files that store a small amount of data—essentially used to provide comfortable, user-friendly app functions like savings passwords and product preferences. It gives us insights into user behavior to improve for the better. They are sent to your browser from the websites you visit and stored on your device's internal memory.

Our service does not use "cookies" explicitly. However, the app may use third-party code and libraries that use "cookies" to collect information. You can either accept or refuse these cookies and know when a cookie is sent. Here, you choose to refuse our cookies; you may not be able to use some portions of this service.

Changes to this Privacy Policy

This content of the privacy policy is published, managed, and governed by HP Forest Department. We may update our Privacy Policy anytime, and users are required to view this for any changes periodically. We will notify you of the changes in the Privacy Policy.

Contact Us

If you have any questions or recommendations about our Privacy Policy, please do not hesitate to contact us at support.hpfd@gmail.com.