

Privacy Policy

Effective date: 11 July 2026 | Website: baldevtextilemills.com

1. Scope

This Privacy Policy explains how Baldev Textile Mills Pvt. Ltd. handles personal information collected through its website, contact and catalogue requests, email communications, and BTM Assistant chat. It applies to website visitors, business contacts, buyers, sourcing partners, and other people who communicate with BTM.

2. Information we may collect

- Contact details such as name, company, email address, phone number, location, and communication preferences.
- Enquiry details such as fabric requirements, specifications, quantities, timelines, sample requests, and catalogue interests.
- Messages submitted to the BTM Assistant or other website forms.
- Technical information such as browser type, device information, approximate location, pages viewed, and basic website usage data.

3. How we use information

We use information to respond to enquiries, provide catalogues or samples, prepare quotations, communicate about products and manufacturing capabilities, operate and secure the website, improve website content and support, maintain business records, and comply with legal obligations.

4. Chat and automated assistance

Messages sent to BTM Assistant may be processed to provide answers about BTM, its fabrics, infrastructure, catalogue, and contact options. Chat content is not a substitute for a commercial quotation or technical confirmation. Please avoid submitting passwords, payment card details, government identity numbers, or other sensitive information in chat.

5. Sharing and service providers

BTM may share information with trusted service providers who help operate website hosting, communication, enquiry processing, analytics, or security. They may use information only to provide services to BTM and must handle it appropriately. We may also disclose information where required by law, legal process, or to protect the rights, safety, and security of BTM, visitors, or others.

6. Cookies and local storage

The website may use essential browser storage for preferences and interface functionality, including chat and media preferences. We may use limited technical analytics or logs to understand reliability and protect the website. You can control cookies and storage through your browser settings, but some features may not work correctly if essential storage is disabled.

7. Retention and security

We retain information only for as long as reasonably necessary for the purpose collected, business records, dispute resolution, security, and legal requirements. We use reasonable administrative, technical, and organizational safeguards, but no internet transmission or storage system can be guaranteed completely secure.

8. Your choices and rights

You may contact us to request access to, correction of, or deletion of personal information that we hold, or to ask questions about its use. We may need to verify your identity and may retain information where required for legal, security, or legitimate business purposes.

9. Third-party websites

Our website may link to third-party websites, including social, mapping, hosting, or payment services. Their privacy practices are governed by their own policies. BTM is not responsible for third-party content or privacy practices.

10. Children and policy changes

Our website is intended for business and general audiences and is not directed to children. We may update this policy as our services or legal obligations change. The revised policy will be posted with a new effective date.

11. Contact us

For privacy questions or requests, contact marketing@baldevgroup.com or write to Baldev Textile Mills Pvt. Ltd., Plot No. II/D/24, Shri Laxmi Sahakari Audyogik Vasahat Ltd., Hatkanangale – 416109, District Kolhapur, India.