

# BARLI Privacy Policy

Company Name: BARLI

Website: [www.barli.in](http://www.barli.in)

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Effective Date: 05/05/2020

## 1. Introduction

Welcome to BARLI, a Shipping Aggregator and Open Logistics Platform. We connect sellers with multiple courier and logistics partners to make shipping and delivery simple, reliable, and transparent. By using our services, you agree to the collection, use, and protection of your information as described in this Privacy Policy.

## 2. Information We Collect

We collect the following types of information for service and support purposes:

- Personal and business contact details (name, phone number, email, business name, address).
- Shipment information including package details, pickup and delivery addresses, and tracking updates.
- Communication data between sellers, logistics partners, and BARLI's support team.

## 3. Data Usage

We use your data to:

- Process shipments with partnered courier and logistics companies.
- Provide customer support and resolve disputes.
- Improve service quality and ensure timely delivery updates.
- Share shipment details with relevant logistics partners for successful processing.

## 4. Data Retention

All shipment-related data is securely stored for a period of three (3) months from the date of the shipment. After this period, data may be deleted or anonymized unless required by law or for resolving pending disputes.

## 5. Seller and Courier Responsibilities

Each shipment involves shared responsibility between:

- The Seller, who must ensure shipment accuracy and follow the courier's guidelines.
- The Courier or Logistics Partner, who handles pickup, transit, and delivery.

BARLI acts as a facilitator and is not liable for shipment delays, damages, or losses caused by third-party couriers or logistics providers.

## 6. Claims and Disputes

In case of shipment loss or issue:

- Minimum shipment value for claims: **■2500** (without insurance).
- Sellers may file complaints through our platform.

- BARLI will coordinate with the courier/logistics company and share their official response with the seller.

#### 7. Data Security

We use industry-standard security practices to safeguard your data against unauthorized access, misuse, or loss. However, no electronic transmission or storage is completely secure, and we encourage users to share information responsibly.

#### 8. Policy Updates

BARLI reserves the right to modify or update this Privacy Policy at any time. Updates will be posted on our website with the effective date clearly mentioned.

#### 9. Contact Us

For any questions, complaints, or requests regarding this Privacy Policy, please contact us at:

Email: [barlihelp@gmail.com](mailto:barlihelp@gmail.com)

Phone: +91-6291115149

Website: [www.barli.in](http://www.barli.in)