Punjab Dairy

PRIVACY POLICY

Effective date: 19 October 2026 | Company: Punjab Dairy Products | Country: Pakistan

1. Introduction

Punjab Dairy Products (“Punjab Dairy,” “we,” “our,” or “us”) respects your privacy. This policy explains how we collect, use, store, disclose, and protect personal information when you visit our website, purchase products, contact us, apply to become a distributor or business partner, complete Facebook or Instagram lead forms, or communicate with us through telephone, email, or WhatsApp. Our website is www.punjabdairyproducts.pk.

2. Information We Collect

Personal and contact information: Name, email address, telephone number, billing and delivery addresses, city, and information submitted in correspondence or forms.

Distributor and business information: Business name, location and proposed territory, distribution experience, existing infrastructure, investment capacity, product interests, and other information voluntarily provided during the application process.

Orders and transactions: Products purchased, order history, billing and shipping details, payment status and transaction references. Third-party payment providers may process payment information directly.

Website usage: IP address, browser and device information, pages visited, website interactions, cookies, and similar tracking information.

3. How We Use Information

- Process orders, arrange deliveries, manage payments, and provide customer service.
- Review distributor or business applications, assess suitability, discuss territories and commercial terms, and follow up on inquiries.
- Respond to product and service inquiries and communicate about relevant opportunities.
- Send marketing communications where permitted by law and, where required, with consent.
- Measure advertising performance, maintain and improve website functionality, and protect against fraud.
- Meet applicable legal, accounting, tax, and regulatory obligations.

Submitting a distributor application does not guarantee appointment as an authorized distributor or business partner. You may request to stop promotional communications at any time.

4. Facebook and Instagram Lead Generation

When you submit a Punjab Dairy advertisement form on Facebook or Instagram, we may receive your name, contact details, business information, preferred territory, and investment capacity. We use this information to review your inquiry, assess your suitability, contact you by telephone, email, or WhatsApp, share relevant product and commercial information, and maintain follow-up records. Submitting a lead form does not automatically enroll you in unrelated marketing communications. Meta may independently process data under its own policies.

5. Cookies and Tracking Technologies

Our website may use essential shopping-cart and website cookies, analytics tools, and advertising measurement technologies such as Meta Pixel, where enabled. These tools may help us operate the website, remember preferences, understand traffic, and measure campaigns. Where applicable law requires it, we will obtain consent before setting non-essential cookies. You can manage cookies through browser settings or available website controls; disabling some cookies may affect functionality.

6. Sharing of Personal Information

Punjab Dairy Products does not sell personal information to third parties. Where reasonably necessary, we may share information with authorized staff, delivery providers, payment processors, website hosting and IT providers, business communication or customer-management services, advertising and analytics providers, and authorities where legally required. We expect providers acting on our behalf to use information only for authorized purposes and to apply appropriate safeguards.

7. Data Security

We take reasonable administrative, technical, and organizational measures to protect personal information from unauthorized access, misuse, alteration, disclosure, or loss. Access is intended to be restricted to personnel and service providers with legitimate business needs. No electronic storage or transmission method is completely secure.

8. Data Retention

We retain personal information for as long as reasonably necessary to fulfill orders, evaluate and manage applications, respond to inquiries, maintain business relationships, and satisfy legal or recordkeeping requirements. When no longer required, we take reasonable steps to delete, anonymize, or securely dispose of it, subject to applicable retention obligations.

9. Your Privacy Rights and Choices

Subject to applicable law, you may request access to your information, correction of inaccuracies, deletion where appropriate, withdrawal of consent where processing relies on consent, or removal from promotional communications. We may reasonably verify identity before responding. Some information may be retained where required by law or legitimate business recordkeeping needs.

10. Third-Party Websites and Services

Our website may link to third-party payment providers, social media services, and external websites. Their privacy practices are governed by their own policies, which we encourage you to review.

11. Children’s Privacy

Our distributor and commercial partnership opportunities are not directed to children. We do not knowingly seek personal information from children for these applications. If we learn of inappropriate collection, we will take reasonable steps to address it.

12. International Data Processing

Some hosting, analytics, advertising, payment, or communications providers may process information outside Pakistan. Where this occurs, we seek appropriate safeguards in accordance with applicable legal requirements.

13. Changes to This Policy

We may update this policy to reflect changes in our operations, services, technologies, or legal requirements. Updates will be posted on our website with a revised effective date.

14. Contact Information

Punjab Dairy Products
Website: www.punjabdairyproducts.pk
Email: orders@punjabdairyproducts.pk
Telephone: +92-335-112-6665
Country: Pakistan

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