

**Horticultural Producers' Cooperative Marketing and Processing Society Ltd.  
(HOPCOMS)**

**Privacy Policy – HOPCOMS**

**1. Introduction**

- Horticultural Producers' Cooperative Marketing and Processing Society Ltd. (HOPCOMS) is a Government-supported cooperative organization established to provide an organized marketing system for horticultural produce including fruits and vegetables.
- HOPCOMS was originally established in 1959 as the Grape Growers' Cooperative Society under the visionary leadership of the late Dr. M. H. Marigowda, the pioneer of horticulture in Karnataka and the then Director of Horticulture.
- From 1965 onwards, the organization expanded its operations to include other fruits and vegetables and has been functioning since 1986–87 under the name "Horticultural Producers' Cooperative Marketing and Processing Society Ltd. (HOPCOMS)."
- The organization was founded with the objective of protecting growers and consumers from exploitation by middlemen and providing an efficient alternative marketing system for horticultural products.
- At present, the operational jurisdiction of HOPCOMS is limited to the districts of Bengaluru Urban, Bengaluru Rural, Kolar, Ramanagara, and Chikkaballapur.
- HOPCOMS is committed to protecting the privacy and personal information of users accessing its website, services, and online platforms.
- By using or accessing the HOPCOMS portal, users agree to the terms and conditions of this Privacy Policy. If you do not agree with this Privacy Policy, please do not use the portal.
- This Privacy Policy does not apply to third-party websites, mobile applications, or external services linked through the HOPCOMS portal. Users are advised to review the privacy policies of such third-party services separately.
- This Privacy Policy explains when and why personal information is collected, how the information is used, and the measures adopted to safeguard user information.

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**2. Information We Collect**

HOPCOMS may collect the following information while users transact or interact through the portal:

- Name

- Mobile Number
  - Address / Landmark
  - Email Address
  - Transaction Information
  - Delivery Details
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### **3. How the Information is Used**

HOPCOMS does not sell, rent, or trade personal information collected from users without their consent.

The information collected may be used for the following purposes:

- Processing orders and deliveries
  - Customer communication and support
  - Payment processing and transaction verification
  - Service improvement and operational analysis
  - Responding to customer queries and complaints
- Payment-related information such as Credit Card, Debit Card, UPI, or Net Banking details are generally processed directly by authorized payment gateways and banking partners and are not stored by HOPCOMS.
  - Users may browse the HOPCOMS website anonymously without revealing personal information. Aggregate visitor data may be collected for statistical and analytical purposes.
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### **4. Collection of Technical Information**

- The portal server may automatically collect IP addresses and browser-related information to understand website usage patterns and improve services.
  - An IP address is automatically assigned to a user's device while accessing the internet. HOPCOMS does not link IP addresses to personally identifiable information.
  - The website may use standard security technologies including SSL encryption and secure web services to protect data transmission.
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### **5. Safety and Security**

- HOPCOMS adopts reasonable administrative, technical, and physical safeguards to protect personal information from unauthorized access, misuse, loss, alteration, or disclosure.
  - While all reasonable precautions are taken, users acknowledge that transmission of information over the internet cannot be guaranteed as completely secure.
  - HOPCOMS continuously reviews and updates its security measures in compliance with applicable standards and technological advancements.
  - Any changes to this Privacy Policy will be updated on the official portal along with the revised effective date.
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## **6. Use of Personal Information**

- Personal information collected from users shall be used only for the purposes for which the information was provided.
  - HOPCOMS may disclose personal information if required by law, court order, government authority, or for the prevention of fraud, misuse, or unlawful activities.
  - Information may also be disclosed where reasonably necessary to protect the rights, property, or safety of HOPCOMS, its users, employees, or associated entities.
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## **7. Third-Party Websites**

- HOPCOMS shall not be responsible for the privacy practices or content of third-party websites linked through its portal.
  - Users are advised to review the privacy policies of external websites independently before sharing personal information.
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## **8. Changes to this Privacy Policy**

- HOPCOMS reserves the right to modify or update this Privacy Policy at any time without prior notice.
  - Updated versions of the Privacy Policy will be published on the official HOPCOMS website.
  - Continued use of the portal after such updates constitutes acceptance of the revised Privacy Policy.
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## **9. Contact Information**

For any questions, concerns, complaints, or clarifications regarding this Privacy Policy, users may contact:

**HOPCOMS**

Horticultural Producers' Cooperative Marketing and Processing Society Ltd.

Dr. M. H. Marigowda Road, Lalbagh, Bengaluru – 560004

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

Website: [www.hopcoms.karnataka.gov.in](http://www.hopcoms.karnataka.gov.in)

ECommerce website: **[www.hopcomsbengaluru.com](http://www.hopcomsbengaluru.com)**

Based on the uploaded privacy policy document.