

Privacy Policy

Website: www.ekatamotors.com

Effective date: 02 October 2026

1. About this policy

Ekata Motors Pvt. Ltd. ("Ekata Motors", "we", "us" or "our") values your privacy. This policy describes how personal information is handled when you visit our website, submit a vehicle or dealership enquiry, register your interest, or communicate with our team through the channels offered on the website. It covers information handled by Ekata Motors; independent third parties have their own privacy notices.

2. Information you provide

Depending on your request, you may provide your name, phone number, email address, location, vehicle interests and the contents of your message. Dealership enquiries also request business details, including business name, current business activity, preferred province, municipality and business address. We may retain correspondence and information needed to follow up on your enquiry. Please avoid submitting unnecessary identity documents, financial credentials or other sensitive information through general enquiry forms.

3. Technical information

Website hosting and security services may record technical details such as your IP address, browser and device type, pages requested, visit time and error logs. These records can help maintain website availability, identify technical problems and prevent misuse. The specific information recorded depends on the services configured for the website.

4. How information is used

Information is used to respond to requests; provide vehicle, pricing, availability and service information; assess dealership interest; arrange requested follow-up; and maintain appropriate enquiry records. It may also support website operation, fraud prevention and compliance with applicable obligations. We will seek any consent required before using information for a new, unrelated purpose.

Use, sharing & protection

5. Contact preferences and consent

Where you agree to follow-up, our team may contact you by phone, email or WhatsApp about your enquiry. Consent to an enquiry response does not automatically mean consent to unrelated promotional messages. Where promotional communications are offered, any required consent will be obtained separately. You can ask us to stop promotional contact or withdraw consent by using the contact details below. Withdrawal does not undo processing already lawfully completed, and necessary service or legal communications may continue.

6. Cookies and website analytics

Cookies and similar technologies, where used, may support website functions and remember preferences. If analytics tools are enabled, they may help us understand which pages visitors use and improve the website. Where consent is required by applicable law, we obtain it before enabling non-essential tracking. You can manage or delete cookies in your browser; blocking some cookies may affect website functions. Where applicable, the website cookie notice identifies the tools in use and the choices available.

7. When information may be shared

We may share relevant information with service providers supporting website hosting, enquiry management or communications, subject to appropriate confidentiality and data-protection arrangements. Where necessary to fulfil your request, information may be shared with an authorised dealer, service partner or vehicle manufacturer, with consent where required. We may also disclose information when lawfully required by a court or competent authority, or where permitted by law to address fraud, protect safety or defend legal rights. We limit sharing to information needed for the stated purpose. Personal information will not be sold.

8. Service providers outside Nepal

Some communication, hosting or other technology providers may process information outside Nepal. Where such providers are used, Ekata Motors assesses applicable requirements and arranges suitable safeguards before transferring personal information. The privacy terms of independent platforms also apply to information they collect directly.

9. Security and retention

We aim to use reasonable access controls and technical and organisational measures to protect information against unauthorised access, loss or misuse. No internet service can guarantee absolute security. We retain information only while needed for the purpose collected, necessary business records or applicable legal requirements. Once it is no longer needed, we securely delete or anonymise it. Retention periods depend on the record type and relevant obligations.

Your choices & contact

10. Privacy requests

You may contact us to request access to information you provided, correction of inaccurate details, deletion where appropriate, or withdrawal of consent. We may need to verify your identity before acting. Requests will be considered under applicable Nepalese law; legal record-keeping duties or other lawful grounds may limit deletion. If a request cannot be fulfilled, we will explain the reason. You can also raise a concern about how your information has been handled.

11. External links and platforms

Our website may link to social media, messaging platforms, maps, external forms or other websites. Information you submit directly to those services is governed by their own privacy practices. Please read their notices before sharing personal information. A link does not mean that Ekata Motors controls that service or its handling of your data.

12. Children's information

Our enquiry and dealership services are intended for adults. We do not intend to collect personal information from children through these services. If you believe a child has submitted personal information, please contact us so we can review and take appropriate action.

13. Suspicious messages

Treat unexpected messages asking for passwords, one-time codes or payment credentials with caution. Verify unusual requests using our published contact details before responding. If you suspect impersonation of Ekata Motors or a privacy or security incident, notify us promptly. Do not include passwords or payment credentials in your report.

14. Updates and applicable law

We may revise this policy when our services, data practices or applicable requirements change. The published version shows its effective or last-updated date, and we communicate material changes where required. This policy is intended to be applied in accordance with the laws of Nepal and does not remove any rights or remedies available under applicable law.

15. Contact Ekata Motors

For privacy questions, requests or suspected misuse of your information, contact:

Ekata Motors Pvt. Ltd.

Naxal, Kathmandu, Nepal

Email: info@ekatamotors.com

Sales and enquiries: sales@ekatamotors.com

Phone: +977 9705322342

Website: www.ekatamotors.com