

Privacy Policy

Catkin Engineering Sale and Services (Pvt.) Ltd.

Effective Date: 05 October 2026

Catkin Engineering Sale and Services (Pvt.) Ltd. (“Catkin”, “we”, “us”, or “our”) respects the privacy of visitors to our website and is committed to protecting personal information.

This Privacy Policy explains how information is handled when you visit or use the Catkin website.

1. Information We Collect

Catkin's website is primarily intended to provide information about our company, products, equipment, solutions, and services.

Catkin does not directly collect or store personal information through the website for general browsing.

We do not require website visitors to create an account or provide personal information merely to browse the website.

Where a customer voluntarily contacts Catkin through an available communication channel, such as email or telephone, information provided by the customer may be used solely for the purpose of responding to the enquiry or providing the requested service.

2. Online Payments

Where online payment facilities are made available through the website, payment transactions may be processed through a third-party payment gateway or financial service provider.

Catkin does not store customers' complete credit card, debit card, banking, or other sensitive payment credentials on its website or servers.

Payment information entered during an online payment transaction is handled by the relevant payment gateway or financial institution in accordance with its own privacy and security policies.

Customers are encouraged to review the privacy policy of the relevant payment service provider when making an online payment.

3. Use of Information

Any information voluntarily provided to Catkin, for example through email or other direct communication, may be used for purposes such as:

- Responding to customer enquiries.
- Providing requested information about products or services.
- Processing and managing customer orders, where applicable.
- Providing after-sales support.
- Communicating regarding an existing transaction or service.

Catkin does not sell, rent, or trade personal information to third parties for marketing purposes.

4. Cookies

The Catkin website may use cookies or similar technologies where required for the proper functioning, security, or performance of the website.

Cookies may be used by website infrastructure, hosting providers, analytics services, or other technical service providers, where applicable.

Catkin does not use the website to intentionally collect sensitive personal information through cookies.

Visitors may configure their web browser to refuse or restrict cookies. However, disabling certain cookies may affect some website functionality.

5. Third-Party Services

The Catkin website may contain links to third-party websites, services, manufacturers, suppliers, payment providers, or other external websites.

Catkin is not responsible for the privacy practices, content, security, or policies of third-party websites.

Visitors are encouraged to review the privacy policies of third-party websites before providing them with personal information.

6. Data Security

Catkin takes reasonable measures to protect information that is voluntarily provided to us against unauthorized access, misuse, alteration, or disclosure.

However, no method of transmission or electronic storage can be guaranteed to be completely secure.

Catkin does not store customers' payment-card credentials on its website or servers.

7. Data Retention

Because Catkin does not generally collect personal information directly through the website, there is no routine storage of website visitor personal information by Catkin.

Information voluntarily provided through direct communication may be retained for as long as reasonably necessary to respond to the enquiry, fulfil a transaction, provide services, maintain business records, or comply with applicable legal or regulatory requirements.

8. Children's Privacy

The Catkin website is not specifically directed toward children, and Catkin does not knowingly collect personal information from children through the website.

9. Your Privacy Rights

Depending on applicable law, individuals may have rights concerning their personal information, including the right to request access to, correction of, or deletion of information voluntarily provided to Catkin.

Requests regarding personal information may be submitted using the contact details provided below.

10. Changes to this Privacy Policy

Catkin may update this Privacy Policy from time to time to reflect changes in its website, services, legal requirements, or business practices.

Any updated version will be published on this page with a revised effective date.

11. Contact Us

If you have any questions regarding this Privacy Policy or the handling of information by Catkin, please contact us:

Catkin Engineering Sale and Services (Pvt.) Ltd.

Registered/Business Address:

Plot 14 & 15, Hospital Boulevard, Sector A, DHA 2, Islamabad, Pakistan

Phone: 051-4100081

Email: catkin@catkin.com.pk

Website: catkin.com.pk

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