

# Terms of Service

**Effective Date:** 1<sup>st</sup> November, 2025

**Entity:** Deep Horizon Security Technologies Pvt. Ltd.

**Registered Office:** 1<sup>st</sup> Floor, Ashirwad Bhavan, Near Maligaon Overbridge, Guwahati 781012, Assam

**Contact:** [support@deephorizon.io](mailto:support@deephorizon.io)

## 1. Introduction

Welcome to **Deep Horizon** (“App”, “Platform”, “we”, “us”, or “our”), operated by **Deep Horizon Security Technologies Pvt. Ltd.** By downloading, accessing, or using Deep Horizon, you (“User”, “you”, or “your”) agree to be bound by these Terms of Service (“Terms”).

If you do not agree with these Terms, please do not use or access the app.

## 2. Nature of Services

Deep Horizon is a **technology-driven safety companion platform** that enables users to:

- Access **real-time safety features**, such as emergency alerts, live location sharing, and threat detection;
- Connect with **trusted contacts**, emergency helplines, and — where available — licensed response partners;
- Receive **digital assistance**, guidance, and tracking support during distress situations.

Deep Horizon **does not provide or deploy private security personnel directly**. Any physical security response is coordinated through **state-licensed security agencies or public emergency responders (e.g., 112)** as available.

## 3. User Consent & Acknowledgement

By using the App, you expressly acknowledge that:

1. Deep Horizon functions as a **digital safety companion**, not a private security agency.
2. The platform is **an assistive technology**, meant to supplement — not replace — police, emergency, or professional security services.
3. Any physical response (if provided) will be executed **only by PSARA-licensed partners**, and Deep Horizon’s role is **limited to coordination and communication**.
4. You are responsible for using the app safely and ensuring the accuracy of your profile, contacts, and emergency data.

## 4. User Responsibilities

You agree to:

- Provide accurate registration details;
- Use the app lawfully and ethically;
- Not misuse emergency alert systems;
- Allow access to device permissions (e.g., location, notifications) for proper functioning.

## 5. Emergency & Limitations

While Deep Horizon strives to offer reliable safety features:

- We **do not guarantee** immediate emergency response in every circumstance;
- The service may depend on **network, device, and geographic availability**;
- Deep Horizon **is not liable** for delays, failures, or outcomes of emergency interventions.

Users are advised to always contact **112 (National ERSS)** or local authorities in life-threatening situations.

## 6. Payments & Subscriptions

Certain premium features or subscriptions may be offered within the app. All in-app payments are governed by the **Refund and Cancellation Policy** available within the app and on our website.

## 7. Privacy

Your personal data is handled in accordance with our **Privacy Policy**, available in the app and at <http://www.deephorizon.io/>.

## 8. Partnerships & Licensing

Deep Horizon may collaborate with **state-licensed private security agencies, law enforcement bodies**, and **verified partners** to provide on-ground support.

Users acknowledge that any such services are rendered **under the license of those partners**, not directly by Deep Horizon Security Technologies Pvt. Ltd.

## 9. Limitation of Liability

To the maximum extent permitted by law, Deep Horizon shall not be liable for:

- Any indirect, incidental, or consequential damages arising from use of the app;
- Delays, communication errors, or non-availability of emergency response;
- Actions or omissions of third-party agencies or responders.

## 10. Termination

We reserve the right to suspend or terminate user access for misuse, false reporting, unlawful conduct, or violation of these Terms.

## **11. Governing Law & Jurisdiction**

These Terms are governed by the laws of **India**. Any disputes shall be subject to the exclusive jurisdiction of the courts of **Guwahati, Assam**.

## **12. Contact**

For questions or support:

[support@deephorizon.io](mailto:support@deephorizon.io)

<http://www.deephorizon.io/>