

# HIFI FINTECH

## **Privacy**

Privacy Policy is intended to inform the user of site's policies and practices regarding the collection, use and disclosure of any personal information that the User submitted to us through our website. The site is committed to protecting the privacy of the users' personal information. The purpose of this policy is to inform the user of the personal information that he/she provides to the site when using the site. This privacy statement applies solely to information collected by the site. This Privacy Policy is incorporated into and subject to the terms of the site's Terms of Service and forms part of Terms and Conditions of Use. If the user does not agree to the terms of this Privacy Policy, he/she must discontinue using the services on this site and terminate the user registration. By using or accessing the site, the user expressly and impliedly accepts the practices described in this Privacy Policy.

## **Refund**

Our money transfer service has a refund policy in place to ensure customer satisfaction. If you have made a money transfer and would like a refund, please contact our customer support team within 24 hours of initiating the transfer. A full refund will be processed if the transaction has not been completed. However, if the transfer has been completed, we will not be able to process a refund. If payment is pending from bank end customer need to wait up to 3 to 5 bank working days for get an payment status from bank end. Please note that refunds may take up to 10 business days to appear on your account. For any further queries, please do not hesitate to contact us.

## **User Consent**

By submitting personal information the user profile, including contact particulars, pictures, interests etc., the user joins the site and agrees to the terms of this Privacy Policy and expressly consents to the processing of his/her personal information according to this Privacy Policy. User's personal information may be processed by the site in the country where it was collected as well as other countries (including India). This data is used to customize his/her visit to the site, showing the user content that we think you may be interested in.

# HIFI FINTECH

## Collection and Use of Informations

The site uses any information voluntarily given by the user to enhance their experience in the network of the site so as to make the content useful for the users on the basis of their interest. At this site we want to make the experience of our users satisfying and worthwhile. User posts the content on the site at his/her own risk. Although the site allows to set privacy options that limit access to User pages, please be aware that no security measures are perfect or impenetrable. The site cannot control the actions of other users with whom you may choose to share your pages and information. Therefore, the site cannot guarantee that the user content the User posts on the site will not be viewed by unauthorized persons. The site is not responsible for circumvention of any privacy settings or security measures contained on the site. User must understand and acknowledge that, even after removal, copies of user content may remain viewable in cached and archived pages or if other users have copied or stored the user content.

## Changes in the Privacy Policy

If there is a change in the privacy policy, it will prominently be posted as a link to those changes on site's homepage so that the users are always aware of what information is being collected, how is it being used it, and under what circumstances, if any, it is disclosed.

## Grievance and Customer Support

You have the right to register your complaint if you are not satisfied with the services of HIFI FINTECH.

Email – [contact@hififintech.com](mailto:contact@hififintech.com)

Customer Support - +91 82701 81914

### Escalation Level 1:

Executive Officer - +91 63832 24535

### Escalation Level 2:

CEO - +91 99521 99550

On receiving the escalation, the complaint will be acknowledged within twenty four (24) hours. Post acknowledgement, resolution will be provided up to a maximum of seven (7) days.