

Privacy Policy

Last Updated: [29/09/2025]

We value the trust you place in us when you share your personal details and files. This Privacy Policy explains how we collect, use, store, and protect your information when you use our website, Telegram bot, and related services (“Services”). It also outlines how your data may be accessed by our team and volunteers, and how we handle payments when applicable.

By accessing or using our Services, you acknowledge that you have read, understood, and agreed to the practices described in this Privacy Policy. If you do not agree, please discontinue use of our Services.

1. Information We Collect

We collect the following types of information from users and visitors:

1.1 Personal Information You Provide

- Name (required)
- Email address (required)
- Phone number (optional, but may be requested for communication)
- Residential or correspondence address (when required for delivery or verification purposes)

1.2 Files and Documents

When you use our Telegram bot or submit assignments/files through our Services, we collect:

- Documents, files, PDFs, images, or other materials you voluntarily upload.
- Any content within those files that may contain personal, academic, or sensitive details.

1.3 Volunteer Access to Files

As part of our workflow, volunteers assisting in assignment preparation may access the files you upload. These volunteers operate under confidentiality obligations and are only permitted to use your documents for assignment completion purposes.

1.4 Non-Personal Information

We automatically collect certain non-identifiable details when you interact with our Services, such as:

- Browser type and version
- Device type and operating system
- IP address
- Website usage statistics (pages visited, time spent, referral links)

1.5 Cookies and Tracking

Our Site may use cookies, beacons, or similar technologies to improve functionality. These may record preferences, analyze site usage, and enhance your overall experience.

2. How We Use Your Information

We use collected data strictly for legitimate purposes, including but not limited to:

- Providing services: Processing and managing assignment requests.
- Communication: Responding to inquiries, updates, and clarifications.
- File management: Storing and sharing user-submitted files only with authorized volunteers.
- Operations: Maintaining, analyzing, and improving our Services.
- Future payments: Processing transactions and delivering receipts when payment gateways are enabled.
- Legal compliance: Meeting legal obligations and preventing fraud or misuse.

3. Access and Sharing of Your Information

We do not sell or rent your data. Your personal information and files may be shared only in these cases:

- Volunteers: To complete assignments, authorized volunteers may access files you upload. They are instructed to:
 - Maintain strict confidentiality.
 - Avoid downloading, copying, or sharing files outside assignment purposes.
- Service Providers: Hosting platforms, Telegram APIs, cloud storage providers, or payment processors.
- Legal Compliance: If required by law, government

request, or legal process.

- Business Changes: In the event of mergers, acquisitions, or business restructuring.

4. File Storage and Security

We understand that your files may contain sensitive data. To protect them, we implement:

- Secure Transmission: Files shared via Telegram or our site are transmitted through encrypted channels (where available).
- Restricted Access: Only authorized staff and volunteers may view uploaded documents.
- Internal Guidelines: Volunteers and team members are required to handle documents solely for assignment purposes.
- Data Retention: Files are retained only as long as necessary for completion of assignments, after which they may be archived or deleted.

5. Cookies Policy

We may use cookies to:

- Keep track of session activities.
- Analyze traffic and performance.
- Customize user experience.
- Support future advertising and promotions.

You can disable cookies in your browser, but some features may not function correctly.

6. Online Payments (*Future Scope*)

When payment functionality is introduced, we may collect additional details such as:

- Billing address
- Payment method details (processed securely via third-party payment gateways)
- Transaction history

We **will not** store sensitive card details on our servers. Payments will be processed using trusted third-party providers who comply with international standards such as PCI-DSS.

7. Data Retention

- Personal details (name, email, phone) will be retained as long as you maintain an active relationship with our Services.
- Uploaded files will be stored only until the assignment is completed, unless retention is necessary for legal or operational reasons.
- Non-personal analytics data may be stored indefinitely.

8. Data Security

We take the security of your data seriously and use reasonable technical and organizational measures to prevent unauthorized access, misuse, or loss. These include:

- Encryption (where supported by platforms used).
- Access control for staff and volunteers.
- Regular review of storage practices.

While we strive to use industry-standard security practices, no method of online transmission or storage is completely secure.

9. International Transfers

If you are accessing our Services from outside our primary operating country, please note that your information may be transferred and processed in locations where data protection laws differ. By using our Services, you consent to such transfers.

10. Your Rights

Depending on your region, you may have rights to:

- Access the personal data we hold about you.
- Request correction or deletion of your data.
- Restrict or object to processing.
- Withdraw consent for communications.
- Request a copy of your data in portable format.
- Requests can be submitted through our contact details below.

11. Updates to This Policy

We may revise this Privacy Policy from time to time. Any changes will be posted with an updated “Last Updated”

date. Major updates may also be communicated directly to users.

12. Contact Us

For questions, requests, or concerns regarding this Privacy Policy, please contact us at:

Email: [assignly.helpline@gmail.com]

Phone: [+91XXXXXXXXX]

Address: [No Record Found]