

# Privacy Policy

Welcome to [www.fixflexttc.in](http://www.fixflexttc.in) ("TTC, fixflexttcbgp"). This website and mobile application owned and operated by Fix Flex Maintenance Private Limited. This privacy policy ("Privacy Policy") explains how we collect, use, share, disclose and protect personal information about the users of the services, including customers, service professionals, medical practitioners and all other End users/Service personal.

## Data protection law

Section 43A of the Information Technology act, 2000;

Regulation 4 of the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Information) rule, 2011(the "SIP Rules");

Regulation 3(1) of the Information Technology (Intermediaries Guidelines) Rules, 2011.

## IF YOU DO NOT AGREE PLEASE DO NOT USE OR ACCESS THE WEBSITE OR MOBILE APPLICATION

The words you/your/they/User/Customer as used herein, refer to all individuals and /or entities accessing or service professionals using the website for any reason. The words "we/us/our or the company as used herein, refer to the Fix Flex Maintenance Pvt. Ltd. Or any permitted assignees. We create this privacy policy to explain to you what personal information we collect from your visit(s) to our website/mobile application, and how we protect the information that you provide to us when you use our website. You can be assured that [www.fixflexttc.in](http://www.fixflexttc.in) will use such information sensibly and carefully, and only in accordance with this privacy statement. We maintain compliance with the highest standards of website privacy, so our visitors/customers can securely place orders on our website.

## Minor's privacy

We strongly encourage parents and guardians to supervise the online activities of their minors. Our website and services are not intended for use of minors, we respects the privacy of minors who may inadvertently use the internet.

## Accepting the Privacy Policy

By accepting the Privacy Policy and the Terms of Use, which prescribes terms and conditions for use of website or availing services, you expressly consent to our use and disclosure of your personal information in accordance with this Privacy Policy. Your use of and access to the service is subject to this Privacy Policy and our Terms of Use. Any capitalized term used but not defined in this Privacy Policy shall have the meaning attributed to it in our Terms of Use.

## Your Consent

This privacy Policy and Terms of Use are effective upon your visit of website or mobile application. We encourage you to read the terms of the Privacy Policy and the Terms of Use in their entirety before you use the website and mobile application.

It is defined to include information that whether on its own or in combination with other information may be used to readily identify or contact you such as name, address, email address, phone number etc.

**Demographic/Sensitive Information:** It is defined to include gender, age, education, race or ethnic origin, mental or physical infirmities, employment record, government issued ids and etc.

**Users:** During the account registration or accessing of TTC website or application, we will collect information such as your name, email id, mobile number, postal code and other personal information. You also may provide us with your corresponding address and demographic information. We may also collect personal information that you post in your offer, profile, wants, or feedback and any comments or discussions you post in any blog or other correspondence site on the website or mobile application or any comments you provide during dispute resolution with other users of the website or mobile application.

**Service professionals:** We collect personal information from all the service professionals listed under Fix Flex Maintenance Pvt. Ltd. Company offering their products and services. This information is partially or completely accessible to all visitors using fixflexttc.in website or mobile application, either directly or by submitting a request for a service. Service professionals and customers are required to create an account to be able to access certain portions of our website, such as to submit questions, participate in polls or surveys.

If and when they create and use an account with us, will be required to disclose and provide information including bank or personal contact or personal identification details (such as PAN card, Aadhar card, phonebook, call logs etc.) and participate in polls or surveys or feedbacks etc. Such information gathered shall be utilized to ensure greater customer satisfaction and help a customer with their needs. The type of personal information that we collect from you varies based on your particular interaction with our website or mobile application.

**Background Verification:** The service professional acknowledges that as part of on-boarding process, the company or any permitted assignees, may undertake background verification checks of the Service Professionals in order to authenticate inter alia the genuineness and competency of the Service Professionals.

### **Service Professional consents and acknowledges**

- The Service Professional does not and will not have any objection to sharing personal information and documents including name, gender, date of birth, address, mobile number, email, education record, employment record and government issued Ids with the verifier for the purpose of background checks and verifications.
- The Service Professional authorizes the verifier (“verifier”, here refers to TTC) to store the information in digital record and shall be accessible to TTC or any permitted assignees when needed.
- Company reserves its right to take appropriate actions pursuant to the outcome of the background check and verification.
- Company reserves the right to record the conversation (like messaging/call/mail/etc.) between service professionals and customers to safeguard the rights of consumers and service professional, resolve disputes (if generated)

**All Users Note:** You must ensure to provide us with the correct or up-to-date personal information. This will allow us to contact you for further correspondences and offers with respect to your order at TTC. We are not responsible for any inaccurate information you provide to us, which may affect your credential on our website.

If, at any time, you want to access, update, modify or eliminate any of your account information, you may do so by clicking “your account”, and then review/ change your sensitive/demographic information as you want to be.

The company may assign any of its responsibilities/obligations to any other person without notice to the user, at its sole discretion. However, you shall not assign, sub-licence or otherwise transfer any of your rights under this privacy policy to any other party, unless a written consent is taken from the company.

### **Information we collect**

When you use our website, we collect and store your personal information. Our primary goal in doing so is to provide a safe, efficient and customized experience to our users. This allows us to provide services and features that most likely meet your needs, and to customize our website to make your experience safe and easier. Importantly, we only collect personal information about you that we consider necessary for achieving this purpose. Once you give us your personal information and initiate registration process, you are not anonymous to us. Where possible we indicate which field are mandatorily required and which field are optional. You always have the option to not provide information by choosing not to use a particular service or feature on the website, unless we require it so. We do not automatically collect your personally identifiable information. However, you might provide us with your personal and demographic/sensitive information- in the following way.

- As a new customer/service professional
- As an existing customer/service professional
- When you sign up for newsletters/blogs/etc.
- Log in through social networking account.
- Through refer and earn program
- Using our services through website/mobile application.

During your visit to our website/mobile application, we may automatically receive technical information about your computer/device, including your IP address, your computer operating system, time zone, browser type browser plug-in details, your behaviour on our website due to communication protocol setting on the internet. You agree that we may use such information to do internet research on our users demographics /and medical history to better understand, protect and serve our users. This information is compiled and analyzed on an aggregated basis.

### **Use of Cookies**

We use data collection devices such as “cookies” on certain pages of the website to help analyze our web page flow, measures promotional effectiveness, and promote trust and safety.

“Cookies” are small pieces of information placed by a website onto your computer’s hard drive. Cookies do not collect any sensitive personal information from you. We use cookies to help us save your preferences for your visits and also allow us to customise our website according to your interests, which will enable us to deliver a more personalised service to our customers. You may choose to accept or decline, but if you choose to decline you may not be able to use certain features on our website and you may be required to re-enter your password more frequently during a session.

### **Use of your information**

You agree that we may use information about you to improve our marketing and promotional efforts, to analyse site usage, improve the website’s content and service offering, and customise the website’s content, layout, and services. These uses improve the website and better tailor it to meet your needs, so as to provide you with an efficient, safe and customised experience while using the website.

**Discloser of your information**

We do not sell, rent or exchange your any personally identifiable information that you provided to us through the website with any third party for commercial reasons except to provide product or services under terms of use or this private policy. However, we engage trusted online payment service partners to perform payment processing and authorisation services (for net banking or credit/debit card validation). Through your use of our services, you consent to our collection and transfer of your information to our payment service partner websites. As with any business, it is possible that as our business develops, we might sell or buy other businesses or assets. In such transactions, user/customer information is typically one of the transfer business assets. Accordingly, in the event that TTC or substantially all of our assets, is required by a third party, such information may be one of the assets that is transferred or acquired by a third party. Under such circumstances, TTC would, to the extent possible, require the acquiring party to follow the practices described in this private policy. You acknowledge that such transfers may occur, and that any acquirer of TTC may continue to process your personal information as set forth in the private policy. Further, you agree that we may share your personal information with the following categories of activities with from time-to-time: Advertisements, corporate entities and posting to public areas of the website.

**Changes to this privacy policy**

We reserve the right to update, change or modify this privacy policy at any time. The amendment to this private policy shall come to effect from the time of such update, change or modification and the same will be published on this website.

**Security**

We guarantee that all your personal information with us is secure. We take careful precaution to protect our user's information from unauthorised access, improper use or disclosure or unauthorised modification. We store your information in a secure environment. Even though we have taken significant steps to protect your information but no company, including our website/mobile application, can fully eliminate security risks associated with personal information.

**Disclaimer**

The company does not access, store or keep any card payment details and the company plays no role in the transaction, except for directing the customers to gateways or relevant webpage. Accordingly, the company shall not be responsible or liable for any loss or damage due to any disclosure whatsoever of personal information. The company shall not be liable for any loss or damage sustained by reason of any disclosure of any personal information concerning the user's account and /or information relating to or regarding online transactions using any payment and/or their verification process and particular nor for any errors, omission or inaccuracy with respect to any information so disclosed and used.

**Contacting the website**

If you have any questions about privacy policy, the privacy practices of this website, or if you want to exercise any of the rights that you are given under this privacy policy, you can contact us at [fixflexhelp@gmail.com](mailto:fixflexhelp@gmail.com).