

UPVC Connect – Terms and Conditions, Refund Policy, and Privacy Policy (India Compliant)

1. Terms and Conditions

Introduction:

UPVC Connect ("the App") is a digital platform for generating leads of buyers interested in UPVC windows and doors and connecting them with verified fabricators in India.

Eligibility and Account:

- Users must be 18+ years old.
- All registration information must be accurate.
- Users are responsible for maintaining account security.

Services & Payments:

- Fabricators are charged per lead or via subscription. All charges, including in-app, are transparently shared within the app.
- Payments are processed via Google Play's billing system as mandated

Usage Rules:

- Leads are sold strictly for business purposes.
- Reproduction, resale or unauthorized use of leads is prohibited.
- The App does not guarantee business conversions or buyer authenticity.

Prohibited Activities:

- Illegal, fraudulent, or misleading activities.
- Submission of false details or impersonation.
- Distribution or misuse of lead data outside the App.

Disclaimer and Limitation:

The App is an intermediary, facilitating connections without guaranteeing transactions or product quality.

Termination:

Accounts may be terminated for violations of these terms or applicable Indian law.

2. Refund Policy

Purchases and Cancellations:

- All lead purchases and subscriptions are generally non-refundable due to the immediate delivery of lead data.
- If purchased leads contain invalid (incorrect, duplicate) details, users may contact support at [suren@upvcconnect.com] within 7 days for review.

Refund Process:

- Verified refund requests will be resolved within 7–14 business days to the original payment method.

****Cancellation of Subscription:****

- Subscription cancellations will be effective from the next billing cycle, with no partial refunds.

3. Privacy Policy

****Legal Foundation:****

- This policy adheres to the Information Technology Act, 2000 and the Digital Personal Data Protection Act, 2023, and Google Play Platform rules

****Information Collection:****

Details collected:

- Name, contact information, business profile
- Inquiry and usage data
- Device/app metadata

****Consent:****

- Users must give explicit, informed, and freely given consent for their personal data to be processed
- Consent is sought in plain language in English or any Indian language.

****Data Usage:****

- Personal data is processed only for the stated purpose (lead generation and business connectivity).
- We never sell user data to third parties.

****Data Sharing:****

- Buyer information is shared only with verified fabricators for legitimate business transactions.
- Service providers/analytics partners may access non-personal data for technical or business support.

****User Rights:****

- Users can access, modify, or request deletion of their data by emailing suren@upvccconnect.com
- Users may withdraw consent at any time; data processing will be stopped unless required by law.

****Security Practices:****

- Data is stored securely using encryption standards. Regular security audits and multi-factor authentication are used for data protection
- In case of a data breach, affected users and authorities are notified immediately.

****Grievance Redressal:****

- Users may contact grievance officer at suren@upvcconnect.com for complaints, as required under Indian law

****Policy Updates:****

- Changes to terms or privacy will be notified via the app or user email. Continued use implies acceptance of updates.

Contact Information:**

suren@upvcconnect.com