
Privacy Policy

Last Updated: September 20, 2023

1. Introduction

Welcome to ServiceMate! At ServiceMate, we are committed to safeguarding your privacy and ensuring that your personal information is handled responsibly. This Privacy Policy outlines how we collect, use, and protect your information when you use our website and services.

2. Information We Collect

We may collect the following types of information when you use our website or services:

- **Personal Information:** When you book a service with us, we may collect personal information such as your name, email address, phone number, and address.
- **Payment Information:** To process payments for our services, we collect payment information such as credit card details or other payment methods. Please note that we do not store full payment card information; it is securely processed by our payment service providers.
- **Usage Information:** We may collect information about your interactions with our website and services, including IP addresses, browser type, and device information.
- **Cookies:** We use cookies and similar tracking technologies to enhance your experience and gather information about your preferences. You can control cookie preferences through your browser settings.

3. How We Use Your Information

We use the collected information for the following purposes:

- To provide and maintain our services, including scheduling and delivering household services like electrician and plumber services.
- To process payments and invoices for the services you request.
- To communicate with you about your bookings, updates, and promotional offers.
- To improve and optimize our website and services.
- To comply with legal obligations and resolve disputes.

4. Data Security

We prioritize the security of your personal information and employ industry-standard measures to protect it. However, please be aware that no online method of transmission or storage is entirely secure, and we cannot guarantee the absolute security of your data.

5. Disclosure of Your Information

We may share your information with:

- Service providers and professionals who deliver the requested household services.
- Payment processors to facilitate payment transactions.
- Legal authorities when required to comply with applicable laws and regulations.

6. Your Choices

You have certain rights regarding your personal information:

- You can access, update, or correct your personal information by logging into your account.
- You can opt-out of receiving promotional communications from us by following the unsubscribe instructions in the emails we send.

7. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or for legal reasons. We will notify you of any significant changes through our website or via email.

8. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or the way we handle your personal information, please contact us at:

ServiceMate Bangalore, India Email: arpit@gmail.com Phone: 8123456789

Thank you for trusting ServiceMate with your household service needs. We are committed to protecting your privacy and providing you with reliable services.