

Privacy Policy

Effective Date: 03/09/2025

Entity: Swarajya Construction Pvt. Ltd. (operating under the brand "Constructkaro")

Swarajya Construction Pvt. Ltd. ("Company," "we," "our," or "us"), operating under the brand *Constructkaro*, respects your privacy and is committed to protecting the personal information of all **Users (Customers)** and **Vendors (Contractors, Architects, Consultants, Interior Designers, Suppliers)**.

This Privacy Policy explains how we collect, use, disclose, and protect your information when you access our website, mobile application, or related services ("Platform" or "Services").

1. Information We Collect

We may collect and process the following categories of information:

From Users (Customers):

- Personal details: Name, contact number, email, address.
- Identity verification: Aadhaar, PAN (if required for agreements).
- Project-related details: Land size, project type, uploaded documents, ad postings.
- Payment information: Details for ad postings, premium/custom plans.

From Vendors:

- Business details: Company profile, office address, GST number, PAN.
- Verification documents: MSME, ESIC, PF, PWD license, certifications, turnover proof.
- Bank account details (for payouts).
- Uploaded technical documents: BOQs, drawings, experience certificates.

Automatically Collected (Both Users & Vendors):

- Device information: IP address, browser, device type.
 - Log data: Actions on platform, date/time, interactions.
 - Cookies & analytics data.
-

2. How We Use Your Information

We process your data for the following purposes:

- To create and manage accounts for users and vendors.
- To verify vendors before listing them.
- To facilitate project postings, vendor bids, and customer-vendor agreements.
- To prepare legally binding e-agreements (via e-sign tools).

- To process secure payments and vendor payouts.
 - To monitor quality and safety of projects.
 - To communicate important updates and notifications.
 - To comply with legal and regulatory obligations.
-

3. Sharing & Disclosure of Information

We do not sell or rent personal data. However, information may be shared with:

- **Vendors ↔ Customers:** Limited information for project execution.
 - **Third-Party Service Providers:** Payment gateways, e-signature providers, hosting, analytics, digital marketing partners.
 - **Regulatory Authorities:** Where required under law or court order.
-

4. Confidentiality Obligations

- Vendors agree not to bypass Constructkaro by dealing directly with customers outside the platform.
 - Customers agree not to bypass Constructkaro by contacting vendors outside the platform once introduced.
 - Both parties agree to maintain confidentiality of project details, pricing, and documents.
-

5. Data Security

We adopt industry-standard safeguards to protect your data:

- Encryption of sensitive information.
 - Access control and limited staff handling.
 - Secure servers and PCI-DSS compliant payment gateways.
 - Regular security audits and updates.
-

6. Data Retention

- Data is retained as long as required to provide services or comply with law.
 - Vendor and project records are retained for regulatory and compliance purposes.
 - Once no longer needed, data is anonymized or securely deleted.
-

7. User Rights

You may:

- Access and review your personal information.
 - Correct inaccuracies.
 - Request deletion (subject to legal retention requirements).
 - Withdraw marketing consent at any time.
-

8. Cookies Policy

Our platform uses cookies for analytics, personalization, and improving user experience. Users may adjust browser settings to block cookies, but some features may not function.

9. Third-Party Links

Our platform may contain links to third-party sites. We are not responsible for their privacy practices.

10. Updates to Policy

This Privacy Policy may be updated from time to time. Users will be notified of material changes via email/app notifications. Continued use of the platform constitutes acceptance of updates.

11. Grievance Officer

Name: Mrs. Sheetal Agarwal

Email: swarajyaconstruction@outlook.com

Phone: 9326216153

Address: B- G1, Crescent Pearl, Katrang Road, Khopoli, Tal. Khalapur, Dist. Raigad, 410203