

Privacy Policy

(Last updated on 25-07-2024)

At Dcharcha, we are committed to protecting the privacy of our users. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you use our platform. Please read this Privacy Policy carefully to understand our practices regarding your personal information and how we will treat it. By accessing or using our platform, you agree to this Privacy Policy.

Introduction

Dcharcha (“we” or “us”) values the privacy of our users and understands the importance of protecting their personal information. This Privacy Policy outlines how we collect, use, disclose, and safeguard your information in relation to our platform. By using our platform, you consent to the collection, use, and disclosure of your personal information as described in this Privacy Policy.

1. Information We Collect

1.1 Personal Information

We may collect personal information from you when you voluntarily provide it to us, such as when you register for an account, participate in interactive features of our platform, communicate with us, or otherwise use our services. The types of personal information we may collect include your name, email address, phone number, and any other information you choose to provide.

1.2 Usage and Device Information

When you use our platform, we may automatically collect certain information about your device, including your IP address, operating system, browser type, mobile network information, unique device identifiers, and other diagnostic data. We may also collect information about how you interact with our platform, such as the features you use, the content you view, and the actions you take.

2. Use of Information

We may use the information we collect for various purposes, including:

2.1 Providing and Improving the Platform

We use your information to provide you with access to our platform and its features, personalize your experience, and improve our platform's functionality, content, and user interface.

2.2 Communication and Support

We may use your information to communicate with you, respond to your inquiries, provide technical support, and send you important notices and updates related to our platform.

2.3 Analytics and Research

We may analyze usage patterns, gather demographic information, and conduct research to understand and improve our platform, services, and user experience.

2.4 Compliance with Laws

We may use your information to comply with applicable laws, regulations, legal processes, or enforceable governmental requests. We may also use it to protect our rights, privacy, safety, or property, or that of our users and others.

3. Data Sharing and Disclosure

We may share your personal information with third parties in the following circumstances:

3.1 Service Providers

We may engage trusted third-party service providers to perform certain functions on our behalf, such as hosting, data analysis, customer support, and email delivery. These service providers will have access to your personal information only to the extent necessary to perform their functions and are obligated to maintain the confidentiality and security of your information.

3.2 Legal Requirements

We may disclose your personal information if required to do so by law or in response to valid legal requests or court orders.

3.3 Business Transfers

In the event of a merger, acquisition, sale of assets, or other similar business transaction, your personal information may be transferred as part of the transaction. We will provide notice before your personal information is transferred and becomes subject to a different privacy policy.

4. Data Security

We have implemented appropriate technical and organizational measures to protect the security of your personal information. However, please note that no method of transmission over the internet or electronic storage is 100% secure, and we cannot guarantee absolute security.

5. Your Choices

You have the right to access, correct, or delete your personal information. You may also opt-out of receiving promotional communications from us by following the instructions in those communications or contacting us directly. Please note that even if you opt-out, we may still send you important administrative messages related to our platform.

6. Children's Privacy

We are committed to protecting the privacy and safety of children who use Dcharcha. If you are under 18 years old, please read the following information carefully.

6.1 Parental or Guardian Consent

a) Users under 18 years old must obtain the consent of a parent or legal guardian before creating an account or using the platform. b) By providing consent, the parent or legal guardian acknowledges and agrees to the collection, use, and disclosure of the child's personal information as outlined in this Privacy Policy.

6.2 Collection of Personal Information

a) We may collect certain personal information from users under 18 years old, such as name, age, gender, parent contact number, and educational information, in order to provide the services of the platform. b) We do not knowingly collect personal information from children under 18 years old without parental or guardian consent. If we become aware that we have collected personal information from a child without proper consent, we will take steps to delete that information.

6.3 Use of Personal Information

a) We use personal information of users under 18 years old solely for the purpose of providing and improving the platform's services. b) We do not disclose personal information of children under 18 years old to third parties unless it is necessary for the operation of the platform or required by law.

6.4 Parental Access and Control

a) Parents or legal guardians have the right to review, delete, or request changes to the personal information of their child that has been collected by the platform. b) Parents or legal guardians may also request the termination of their child's account by contacting us at support@dcharcha.com.

6.5 Data Security

a) We implement appropriate security measures to protect the personal information of users under 18 years old. b) We regularly review and update our security practices to ensure the safety and confidentiality of children's personal information.

6.6 Changes to the Child Privacy Policy

a) We may update or modify this Privacy Policy from time to time. Any changes will be reflected in the updated version of the Privacy Policy. b) We encourage parents or legal guardians to review the Privacy Policy periodically to stay informed about how we collect, use, and protect children's personal information.

7. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. The updated Privacy Policy will be effective upon posting, and your continued use of our platform after the effective date constitutes your consent to the updated policy.

8. Contact Us

If you have any questions or concerns about this Privacy Policy or our privacy practices, please contact us at support@dcharcha.com.

Thank you for using Dcharcha. We hope you enjoy collaborating, communicating, and driving meaningful change within your community.