

PRIVACY POLICY

ConvergeAI - Service Marketplace Platform

Effective Date: January 1, 2025

Last Updated: October 07, 2025

1. INTRODUCTION

ConvergeAI Technologies Private Limited ("we", "us", "our") respects your privacy and is committed to protecting your personal data. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our Platform.

1.1 Scope

This Privacy Policy applies to:

- ConvergeAI website (www.convergeai.com)
- ConvergeAI mobile applications (iOS and Android)
- All related services and features

1.2 Consent

By using our Platform, you consent to the collection and use of your information as described in this Privacy Policy.

1.3 Updates

We may update this Privacy Policy from time to time. Material changes will be notified through email or prominent notice on the Platform.

2. INFORMATION WE COLLECT

2.1 Information You Provide

Account Information:

- Full name
- Mobile number (mandatory)
- Email address

- Date of birth
- Gender
- Profile photo

Service Address Information:

- Complete address
- Landmark
- Pincode
- GPS coordinates (with permission)
- Address type (home, office, other)

Payment Information:

- Credit/debit card details (tokenized)
- Bank account information (for refunds)
- UPI ID
- Wallet information
- Billing address

Service Provider Information (additional):

- Government-issued ID (Aadhaar, PAN, Driving License)
- Professional certifications
- Bank account details
- GST number (if applicable)
- Background verification documents
- Work experience and skills
- Service area preferences

Communication Data:

- Customer support conversations
- Chat messages with Service Providers
- Complaint details
- Feedback and reviews
- Survey responses

2.2 Information Collected Automatically

Device Information:

- Device type and model
- Operating system and version
- Unique device identifiers
- Mobile network information
- IP address
- Browser type and version

Usage Information:

- Pages visited
- Features used
- Time spent on Platform
- Search queries
- Booking history
- Click patterns
- App interactions

Location Information:

- Precise location (GPS) - with permission
- Approximate location (IP-based)
- Service delivery locations
- Service Provider location (during service)

Cookies and Similar Technologies:

- Session cookies
- Persistent cookies
- Web beacons
- Local storage
- Analytics cookies

2.3 Information from Third Parties

Social Media:

- Profile information (if you sign in via social media)
- Friends list (with permission)
- Email address

Payment Processors:

- Transaction status
- Payment method details
- Fraud detection information

Background Verification Agencies (for Service Providers):

- Criminal record checks
- Identity verification
- Address verification
- Employment history

Government Databases:

- Aadhaar verification (with consent)
- PAN verification
- GST verification

3. HOW WE USE YOUR INFORMATION

3.1 Service Delivery

- Create and manage your account
- Process bookings and payments
- Match Customers with Service Providers
- Facilitate communication between parties
- Send booking confirmations and reminders
- Provide customer support
- Process refunds and cancellations

3.2 Platform Improvement

- Analyze usage patterns
- Improve user experience
- Develop new features
- Conduct research and analytics
- Test new functionality
- Optimize performance

3.3 Safety and Security

- Verify user identity
- Prevent fraud and abuse
- Detect and prevent security threats
- Enforce Terms and Conditions
- Comply with legal obligations
- Resolve disputes

3.4 Marketing and Communications

- Send promotional offers and discounts
- Notify about new services
- Share platform updates
- Conduct surveys and feedback requests
- Send newsletters (with consent)
- Personalize marketing content

You can opt-out of marketing communications at any time.

3.5 Legal Compliance

- Comply with applicable laws and regulations
- Respond to legal requests and court orders
- Protect our rights and property
- Enforce our Terms and Conditions
- Cooperate with law enforcement

4. HOW WE SHARE YOUR INFORMATION

4.1 With Service Providers

We share necessary information with Service Providers to facilitate service delivery:

- Customer name and contact number
- Service address
- Service details and requirements

- Special instructions

4.2 With Customers

Service Providers' information shared with Customers:

- Name and photo
- Ratings and reviews
- Service specializations
- Approximate location (during service)

4.3 With Service Partners

Payment Processors:

- Transaction details
- Payment method information
- Billing address

SMS and Email Service Providers:

- Mobile number
- Email address
- Message content

Analytics Providers:

- Usage data
- Device information
- Anonymized user behavior

Cloud Storage Providers:

- Encrypted data backups
- Application logs

4.4 With Government Authorities

When required by law:

- Tax authorities (GST, Income Tax)
- Law enforcement agencies
- Regulatory bodies
- Courts and tribunals

4.5 Business Transfers

In case of merger, acquisition, or sale:

- User data may be transferred
- You will be notified of any such transfer
- Privacy Policy will continue to apply

4.6 With Your Consent

We may share information with third parties when you explicitly consent.

5. DATA SECURITY

5.1 Security Measures

We implement industry-standard security measures:

Technical Safeguards:

- SSL/TLS encryption for data transmission
- AES-256 encryption for data at rest
- Secure authentication mechanisms
- Regular security audits
- Intrusion detection systems
- Firewall protection

Organizational Safeguards:

- Access controls and authorization
- Employee training on data protection
- Confidentiality agreements
- Regular security assessments
- Incident response procedures

Payment Security:

- PCI-DSS compliance
- Tokenization of card details
- Secure payment gateways
- No storage of CVV/PIN

5.2 Data Retention

We retain your data for as long as:

- Your account is active
- Required to provide services
- Required by law
- Necessary for legitimate business purposes

After account deletion:

- Personal data deleted within 90 days
- Transaction records retained for 7 years (tax compliance)
- Anonymized data may be retained for analytics

5.3 Your Responsibilities

- Keep your password secure
- Do not share account credentials
- Log out after using shared devices
- Report suspicious activity immediately
- Keep your contact information updated

6. YOUR RIGHTS AND CHOICES

6.1 Access and Correction

You have the right to:

- Access your personal data
- Correct inaccurate information
- Update your profile
- Download your data

Access through: Account Settings or contact support@convergeai.com

6.2 Data Deletion

You can request deletion of your account and data:

- Through Account Settings

- By emailing privacy@convergeai.com
- Some data may be retained for legal compliance

6.3 Marketing Opt-Out

You can opt-out of marketing communications:

- Click "Unsubscribe" in emails
- Adjust notification settings in app
- Contact support@convergeai.com

You will still receive transactional messages (booking confirmations, etc.)

6.4 Cookie Management

You can control cookies through:

- Browser settings
- Cookie preference center on website
- Mobile app settings

Note: Disabling cookies may affect Platform functionality.

6.5 Location Services

You can control location access:

- Through device settings
- Through app permissions
- By denying location access

Note: Some features require location access.

7. CHILDREN'S PRIVACY

Our Platform is not intended for users under 18 years of age. We do not knowingly collect personal information from children. If we discover that we have collected information from a child, we will delete it immediately.

8. INTERNATIONAL DATA TRANSFERS

Your data may be transferred to and processed in countries other than India. We ensure adequate safeguards are in place through:

- Standard contractual clauses
- Data processing agreements
- Compliance with applicable data protection laws

9. THIRD-PARTY LINKS

Our Platform may contain links to third-party websites or services. We are not responsible for their privacy practices. We encourage you to read their privacy policies.

10. CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time. We will notify you of material changes through:

- Email notification
- Prominent notice on Platform
- In-app notification

Continued use after changes constitutes acceptance.

11. CONTACT US

For privacy-related questions or concerns:

Data Protection Officer

ConvergeAI Technologies Private Limited

123 Tech Park, Sector 62, Noida, Uttar Pradesh 201301, India

Email: privacy@convergeai.com

Phone: +91-120-4567890

For data access, correction, or deletion requests:

Email: privacy@convergeai.com

12. GRIEVANCE OFFICER

As per Information Technology Act, 2000:

Grievance Officer

Name: [Grievance Officer Name]

Email: grievance@convergeai.com

Phone: +91-120-4567890

Address: 123 Tech Park, Sector 62, Noida, Uttar Pradesh 201301, India

Grievances will be acknowledged within 24 hours and resolved within 30 days.

By using the ConvergeAI Platform, you acknowledge that you have read and understood this Privacy Policy.

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