

WELCOME TO WWW.LOCALCONNECT.IN

Thanks for using our service. By using our Services, you are agreeing to these terms. THEREFORE PLEASE READ THE FOLLOWING INFORMATION CAREFULLY.

www.localconnect.in, the purpose of this site is to provide a hyperlocal home service at your doorstep. We may revise these terms of use and policies for the web site at any time without notice to you. You can review our updated terms and policies always in this page. Usage of this site is subject to these Terms, Conditions and Policies.

## **INFORMATION WE COLLECT FROM YOU**

We will collect and process the following data about you:

1. Information you provide us with. It includes information you provide when you register to use our website/App, book a service, and when you report a problem with our site or a service you booked. The information you give us may include your name, email address, phone number, job address, payment and payment card information, provided by filling in forms on our website/App or by corresponding with us by, email, phone or otherwise.

If you are a service provider, you may provide us additionally with identity verification documents, registrations, certifications and licenses, insurance policies as well as bank account details in which you wish to be paid for the jobs you carry out.

LOCALCONNECT does not directly hold payment card or payment information but uses third party payment service providers to facilitate payment card processing as described in our [Terms of Service](#).

2. Information we collect about you. With regard to each of your visits to our website/App we will automatically collect the following information:
  - Your computer's IP address
  - Browser type
  - Source of traffic and/or previous webpage before visiting our website/App
  - The pages visited and actions taken within our website/App
  - The time spent within our website/App
  - Access times and dates
  - Page response times
  - Errors
  - and other statistics

## **COOKIES**

Our websites/Apps use cookies to distinguish you from other users of our websites/Apps. A cookie is a small data file that we transfer to your computer's hard disk for record-keeping purposes. This helps us provide you with an optimal experience when you use our websites/Apps and also allows us to continuously improve these. Our cookies may be persistent (those only LOCALCONNECT can read and use to save your login information for future logins to the LOCALCONNECT platform) or session-based (which get automatically deleted from your computer when you log off from the LOCALCONNECT platform and then close your browser). If you are concerned about cookies, it is possible to turn them off in your web browser preferences.

## **USES MADE OF THE INFORMATION**

We use information held about you in the following ways:

1. Information you give to us. We will use this information:
  - to register your account on the LOCALCONNECT website/App;
  - to respond to your queries;
  - to place a booking for a service you request on the LOCALCONNECT website/App;
  - to carry out other obligations arising from contracts entered into between you and us;
  - to connect you with the service provider assigned to be carrying out the service and enable the completion of the service;
  - to notify you of special marketing offers for LOCALCONNECT services or third party products and services;
  - to notify you about changes to our service;
  - to ensure that content from our site is presented in the most effective manner for you and for your device;
  - In the event of a dispute between you and the service provider assigned to carry out the service, to provide the service provider with certain details (which the service provider is obliged to keep confidential and only use for this purpose) in order to enable finding a resolution.
2. Information we collect about you. We will use this information:
  - to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
  - to improve our site to ensure that content is presented in the most effective manner for you and for your device;
  - to allow you to participate in interactive features of our service, when you choose to do so;

- as part of our efforts to keep our site safe and secure;
  - to measure or understand the effectiveness of services we display on the website/App;
  - to make suggestions and recommendations to you and other users of our website/App about goods or services that may interest you or them.
3. Information we receive from other sources. We will combine this information with information you give to us and information we collect about you. We will use this information and the combined information for the purposes set out above (depending on the types of information we receive).

## **DISCLOSURE OF YOUR INFORMATION**

Subject to the need to perform the contract with you based on our [Terms of Service](#) and our legitimate interests, we have the right to share your personal information with selected third parties including:

- Service providers assigned to carrying out your service when placing a booking on the LOCALCONNECT website/App. Before they accept the task, (multiple) service providers will see only the first part of your postcode and your job description in order to be able to decide whether they are able to carry out the service. Further details of your name and full address will only be disclosed to a single service provider after they have accepted the job and only until they have completed the job. At that point, they may also be able to access your phone number, however only on a temporary basis until they have completed the job;
- Analytics, CRM and other software that assist us in the communication with you and the improvement and optimisation of our website/App;
- Manufacturers and distributors of products you may have installed which will be ordered as part of the service booking process;
- Our insurance provider for the purpose of assisting you in a claim;
- Any other third parties for the purpose of enabling the services you book to be carried out;
- Any other third parties with your express consent.

We will disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we will disclose your personal data to the prospective seller or buyer of such business or assets.
- If we (or substantially all of our assets) are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our [Terms of Service](#) and other agreements; or to protect the rights, property, or safety of Localconnect, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

## **WHERE WE STORE YOUR PERSONAL DATA**

The data that we collect from you is primarily stored on servers physically located in the India. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

All information you provide to us is stored on secure servers. Any communication between our website/App and our databases follow the HTTPS protocol and use industry standard secure sockets layer (SSL) encryption technology connections.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone and if your password has been compromised for any reason or if you have grounds to believe that your password has been compromised, you should immediately contact us and change your password.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to prevent unauthorised access.

## **YOUR RIGHTS**

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes.

Where another mechanism is not provided, you can also exercise the rights at any time by contacting us at [help@Localconnect.in](mailto:help@Localconnect.in).

You have the right have your data erased, which you can exercise by means of the deactivation of your account. We are not required to delete the information important for the establishment, exercise or defence of legal claims, or that we need to retain in order to comply with the law.

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

## **STORAGE LIMITATION**

We will normally store your information as long as your LOCALCONNECT account remains active, which includes the history of your purchases. We may delete accounts or specific information before account deactivation where we believe it may no longer be relevant or where an account has been inactive for more than 3 years. Your purchase history may be deleted after 3 years.

## **CHANGES TO OUR PRIVACY POLICY**

Any changes we make to our privacy policy in the future will be posted on this page and, where appropriate, without any prior notice to you.

## **INTELLECTUAL PROPERTY RIGHTS**

All text, graphics, editorial content, data, formatting, graphs, designs, HTML, look and feel, photographs, music, sounds, images, software, videos, designs, typefaces and other content (collectively "Proprietary Material") that users see or read on the Service is owned by Localconnect.in or are used by permission. Proprietary Material is protected in all forms, media and technologies now known or hereinafter developed. Users may not copy, download, use, redesign, reconfigure, or retransmit anything from the Service without Localconnect.in's express prior written consent. Any use of such Proprietary Material, other than as permitted therein, is expressly prohibited without the prior permission of Localconnect.in and/or the relevant right holder.

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## **CONTACT AND COMPLAINTS**

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to [support@Localconnect.in](mailto:support@Localconnect.in).