

# Privacy Policy

## . Privacy Policy

### **-Introduction**

- Collection of your personal information
- How do we use your information
- How do we protect your information
- Do we use 'cookies'
- Links to External Websites
- Third-party disclosure
- Tracking User Behavior
- Automatic Collected Information
- External Data Storage Sites
- E-mail Communications
- Updating, Deleting and Correcting Your Personal Information
- Third-Party Ad Networks
- Your Full Name and Use of Serviceinfinity Information

- User Generated Content
- Changes to this Statements (Privacy Policy Updates)
- CONTACT INFORMATION

## Welcome to the Serviceinfinity Privacy Policy

When you use **Serviceinfinity** services, you trust us with your information. This Privacy Policy is meant to help you understand what data we collect, why we collect it, and what we do with it. This is important; we hope you will take time to read it carefully.

Protecting your private information is our priority. This statement of Privacy applies to [www.Serviceinfinity.com](http://www.Serviceinfinity.com) and Serviceinfinity Technology Private Ltd. and governs data collection and usage. For the purposes of this Privacy Policy, unless otherwise noted , all references to Serviceinfinity Technology Private Ltd. include [www.Serviceinfinity.com](http://www.Serviceinfinity.com) and Serviceinfinity. The Serviceinfinity website is an ecommerce service provider site. By using the Serviceinfinity website, you consent to the data practices described in this statement.

### Collection of your personal information:-

In order to better provide you with our services offered on our Site, Serviceinfinity may collect personally identifiable information, such as your :

-First, Middle and Last Name

-Mailing Address

-E-mail Address

-Employer

-Job Title

-Adhaar card

-Pan card

-GST Number

-Business Id

-Voter Id

Etc.

Or other details to help you with your experience. If you purchase Serviceinfinity's services, we collect billing and credit card information. This information is used to complete the purchase transaction.

Serviceinfinity may also collect anonymous demographic information, which is not unique to you, such as your :

- Age
- Gender
- Political Affiliation

We do not collect any personal information about you unless you voluntarily provide it to us. However, you may be required to provide certain personal information to us when you elect to use certain products or services available on the Site. These may include:

(a) registering for an account on our site;

(b) entering a sweepstakes or contest sponsored by us or one of our partners or vendors;

(c) Signing up for special offers from selected third parties;

(d) sending us an email message;

(e) submitting your credit card or other payment information when ordering and purchasing products and services on our Site.

(f) Respond to a survey

(g) Provide us with feedback on our products or services .

(h) Generating a coupon and for connecting to the nearby vendor, etc. .

To with, we will use your information for , but not limited to, communicating with you in relation to service and/or products you have requested from us. We also may gather additional personal or non-personal information in the future.

## **How do we use your information?**

Serviceinfinity collects and uses your personal information to operate its website and deliver the services you have requested.

Serviceinfinity may also use your personally identifiable information to inform you of other products or services and discounts available from Serviceinfinity and its affiliate vendors.

We may also use the information we collect from you when you register, make a purchase of our services from us or from our vendors, sign up for our newsletter,

respond to a survey or marketing communication, surf the website, or use certain other site features in the following ways:

- To personalize your experience and to allow us to deliver the type of content, services and products offerings in which you are the most interested.
- To improve our website in order to better serve you.
- To allow us to better service you in responding to your customer service requests.
- To administer a contest, promotion, survey or other site feature.
- To quickly process your transactions.
- To ask for ratings and reviews of services or products.
- To follow up with them after correspondence ( live chat, email, phone or mobile inquiries)

## **How do we protect your information?**

Our website is scanned on a regular basis for security holes and known vulnerabilities in order to make your visit to our site as safe as possible. We don't do Malware Scanning.

Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential. In addition, all sensitive/credit/debit information you supply is encrypted via Secure Socket Layer (SSL) technology.

We implement a variety of security measures when a user places an order enters, submits, or accesses their information to maintain the safety of your personal information.

All transaction are processed through a gateway provider and are not stored or processed on our servers.

## **Do we use ‘cookies’?**

Yes. Cookies are small files that a site or its service provider transfers to your computer’s hard drive through your Web browser (if you allow) that enables the site’s or service provider’s systems to recognize your browser and capture and remember certain information. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you. One of the primary purposes of cookies is to provide a convenience feature to save your time. The purpose of cookie is to tell the Web server that you have returned to a specific page. For examples, if you personalize Serviceinfinity pages, or register with Serviceinfinity site or service, a cookie helps Serviceinfinity to recall your specific information on subsequent visits. This simplifies the process of recording your personal information, such as billing addresses, shipping addresses, and so on. For instance, we use cookies to help us remember and process the items in your shopping cart. They are also used to help us understand your preferences based on previous our current site activity, which enables us to provide you with improved services. We also use cookies to help us compile aggregate data about site traffic and site information so that we can offer better site experiences and tools in the future.

## **We use cookies to:**

- Help remember and process the items in the shopping cart.
- Understand and save user’s preferences for future visits.

- Keep track of advertisements.
- Compile aggregate data about site traffic and site interactions in order to offer better site experiences and tools in the future. We may also use trusted third-party or other vendors to whom you visits for services that track this information on our behalf.

You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. You do this through your browser settings. Since browser is a little different, look at browser's Help Menu to learn the correct way to modify your cookies.

If you choose to decline cookies, you may not be able to fully experience the interactive feature of the Serviceinfinity services or website you visit.

## **Links**

This website may contains links to other sites. Please be aware that we are not responsible for the content or privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of any other site that collects personally identifiable information.

## **Third-party disclosure:**

We may share the information that we collect about you, including your personal information, as follows:

### **1. INFORMATION DISCLOSED TO PROTECT US AND OTHERS**

We may disclose your information including Personal Information if: (i) Serviceinfinity reasonably believes that disclosure is necessary in order to comply with a legal process (such as a court order, search warrant, etc.) or other legal requirement of any governmental authority, (ii) disclosure would potentially mitigate our liability in an actual or potential lawsuit, (iii) reasonably necessary to enforce this Privacy Policy, our Terms of Use etc. (iv) disclosure is intended to help investigate or prevent unauthorized transactions or other illegal activities, or (v) necessary or appropriate to protect our rights or property, or the rights or property of any person or entity.

## **2. INFORMATION DISCLOSED TO THIRD PARTY SERVICE PROVIDERS AND BUSINESS PARTNERS**

We may contract with various third parties for the provision and maintenance of the Website, Services and our business operations, and Serviceinfinity may need to share your personal information and data generated by cookies and aggregate information (collectively, "information") with these vendors and service agencies. For example, we may provide your information to a credit card processing company to process your payment. The vendors and service agencies will not receive any right to use your personal information beyond what is necessary to perform its obligations to provide the Services to you. If you complete a survey, we also may share your information with the survey provider; if we offer a survey in conjunction with another entity, we also will disclose the results to that entity.

## **3. DISCLOSURE TO NON-AFFILIATED THIRD PARTIES IN FURTHERANCE OF YOUR REQUEST**

Your request for services may be shared with third party websites with whom we have a contractual relationship in order to provide your request with maximum exposure. The post on the third party website will include the details of your request, including your location, and other contact details. Interested bidders, however, will be able to click on your request on such third party site, and will be directed to our Website where they will have access to your contact details (Partial or complete), as would any other service provider on our Website interested in bidding on your request.



#### **4. DISCLOSURE TO OTHER USERS OF OUR WEBSITE**

If you are a Service Professional, the information that you post (other than your payment information) is available to other users of our Website and our Services. Comments that users post to our Website also will be available to other visitors to our Website (see our discussion of User Generated Content below). In addition, we will post the results (in aggregate form) of surveys to our Website. If you are a consumer, name, and location, as well as the details of your request, are available to all visitors to our Website. Bidding professionals also will be permitted to see the consumer's full name, telephone number, email address and the -location

#### **5. INFORMATION DISCLOSED TO LAW ENFORCEMENT OR GOVERNMENT OFFICIALS**

We will disclose your information, including, without limitation, your name, city, state, telephone number, email address, user ID history, quoting and listing history, and fraud complaints, to law enforcement or other government officials if we are required to do so by law, regulation or other government authority or otherwise in cooperation with an investigation of a governmental authority.

#### **6. IN THE EVENT OF A CHANGE OF CONTROL OR BANKRUPTCY**

In the event that Serviceinfinity undergoes a change in control, including, without limitation, a merger or sale of all or substantially all of Serviceinfinity assets to which this Website relates or other corporate reorganization in which Serviceinfinity participates, and is thus merged with or acquired by a third party entity (a "Successor"), Serviceinfinity hereby reserves the right to transfer the information we have collected from the users of the Website and/or Services to such Successor.

In addition, in the event of Serviceinfinity bankruptcy, reorganization, receivership, or assignment for the benefit of creditors, or the application of laws or equitable principles affecting creditors' rights generally, Serviceinfinity may not be able to control how your information is transferred, used, or treated and reserves the right to transfer the information we have collected from the users of the Website and/or Services to non-affiliated third parties in such event.

## **7. INFORMATION DISCLOSED AT YOUR REQUEST**

We may share your personal information with other Registered Users to whom you explicitly ask us to send your information or if you explicitly consent to such disclosure upon receipt of a specific Service. For instance, when you contract for a specific Service with another Registered User, Serviceinfinity will send that Registered User a notice that includes the personal information that you have chosen to allow Serviceinfinity to reveal to users with whom you contract.

### **Tracking User Behavior:**

Serviceinfinity may keep track of the websites and pages our user visits within Serviceinfinity, In order to determine what Serviceinfinity services are the most popular. This data is used to deliver customized content and advertising within Serviceinfinity to customers whose behavior indicates that they are interested in a particular subject area.

### **Automatic Collected Information:**

Information about your computer hardware and software may be automatically collected by Serviceinfinity. This information can include: your IP address, browser type, domain names, access times and referring website addresses. This information is used for the operation of the service, to maintain quality of the service, and to provide general statistics regarding use of the Serviceinfinity website.

### **External Data Storage Sites:**

We may store your data on servers provided by third party hosting vendors with whom we have contracted.

### **E-mail Communications:**

From time to time, Serviceinfinity may contact you via email for the purpose of providing announcements, promotional offers, alerts, confirmations, surveys, and/or other general communication. In order to improve our Services, we may receive a notification when you open an email from Serviceinfinity or click on a link therein.

If you would like to stop receiving marketing or promotional communications via email from Serviceinfinity, you may opt out of such communications by

From Opt out option

## **Updating, Deleting and Correcting Your Personal Information**

You may choose to restrict the collection or use of your personal information in the following ways:

You can review, correct and delete your personal information by logging into the Website and navigating to your preferences page in "Edit Profile." You must promptly update your personal information if it changes or is inaccurate. Typically, we will not manually alter your personal information because it is very difficult to verify your identity remotely. Nonetheless, upon your request we will close your Account and remove your personal information from view as soon as reasonably possible based on your Account activity and in accordance with applicable law. We do retain information from closed Accounts in order to comply with the law, prevent fraud, collect any fees owed, resolve disputes, troubleshoot problems, assist with any investigations of any Registered User, enforce our Terms of Use, and take any other actions otherwise permitted by law that we deem necessary in our sole and absolute discretion. You should understand, however, that once you publicly post a Request, Offer, Want, Feedback, or any other information onto the Website, you may not be able to change or remove it. Once we have deleted or removed your Account, you agree that Serviceinfinity shall not be responsible for any personal information that was not included within your deleted and/or removed Account that remains on the Website.

## **Third-Party Ad Networks**

We participate in third party ad networks that may display advertisements on other websites based on your visits to our Site as well as other websites. This enables us and these third parties to target advertisements by displaying ads for products and services in which you might be interested. Third party ad network providers, advertisers, sponsors and/or traffic measurement services may use cookies, JavaScript, web

beacons (including clear GIFs), Flash LSOs and other technologies to measure the effectiveness of their ads and to personalize advertising content to you. These third party cookies and other technologies are governed by each third party's specific privacy policy, and not by Serviceinfinity's Policy. We may provide these third-party advertisers with information about your usage of our Site and our services, as well as aggregate or non-personally identifiable information about visitors to our Site and users of our service.

## **Your Full Name and Use of Serviceinfinity Information**

### **1. YOUR FULL NAME**

As a Registered User of the Website you will select a Full Name during the registration process. All of your activities on the Website will be traceable to your Full Name. Certain other people, including other Registered Users with whom you have transacted business via the Website, can see a large part of your activity on the Website. If you book a service with a Registered User, cancel a scheduled service with a Registered User, receive an offer on your posted service from a Registered User, or have posted a service, Serviceinfinity may send a notice to you or the appropriate Registered User that includes your Full Name. Thus, if you associate your real name with your Full Name, the people to whom you have revealed your name may be able to personally identify your Website activities.

### **2. USING INFORMATION FROM SERVICEINFINITY**

The Website facilitates your sharing of personal information with others in order to negotiate, provide, and use the Services. If you agree to contract for a service with another Registered User, you may need to reveal your name, email, phone number, or personal address to that individual so that the service may be performed. Please respect the privacy of others. You agree to use the information of other users solely for the following purposes: (a) Serviceinfinity-transaction-related purposes; and (b) using Services offered through the Website.

### **3. ACCOUNT PROTECTION**

Your password is the key to your Account. When creating your password you should use unique numbers, letters, special characters, and combinations thereof. In addition, DO NOT disclose your password to anyone. If you do share your password or your personal information with others, you are solely responsible for all actions taken via your Account. If you lose control of your password, you may lose substantial control over your personal information and be subject to legally binding actions taken on your behalf. Thus, IF YOUR PASSWORD HAS BEEN COMPROMISED FOR ANY REASON, YOU MUST IMMEDIATELY NOTIFY SERVICEINFINITY TO CHANGE YOUR PASSWORD.

## **User Generated Content**

We invite you to post content on our Website, including your comments, feedback, pictures, and any other information that you would like to be available on our Website. If you post content to our Website, all of the information that you post will be available to all visitors to our Website. If you post your own content on our Website or Services, your posting may become public and Serviceinfinity cannot prevent such information from being used in a manner that may violate this Policy, the law, or your personal privacy.

## **Changes to this Statements (Privacy Policy Updates)**

Serviceinfinity RESERVES THE RIGHTS TO CHANGE THIS PRIVACY POLICY FROM TIME TO TIME BY CHANGING THIS STATEMENT. SERVICEINFINITY POST ITS UPDATED POLICY ON THE WEBSITE ON THIS PAGE. SERVICEINFINITY ENCOURAGES YOU TO REVIEW THIS POLICY REGULARLY FOR ANY CHANGES. YOUR CONTINUED USE OF THIS WEBSITE AND/OR CONTINUED PROVISION OF PERSONAL INFORMATION TO US WILL BE SUBJECT TO THE TERMS OF THE THEN-CURRENT POLICY.

CONTACT INFORMATION:

Serviceinfinity welcomes your questions or comments regarding this statement of Privacy. If you believe that Serviceinfinity has not adhered to this statement, please contact Serviceinfinity at:

Serviceinfinity Technologies Private Limited

Mumbai

E-mail Address:

[support@Serviceinfinity.com](mailto:support@Serviceinfinity.com)

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