

Privacy Policy

The Information Technology Act, 2000,

The Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011, and

The Digital Personal Data Protection Act, 2023 (DPDP Act).

For Customers

1. Introduction

This Privacy Policy ("Policy") describes how [Extrovertt / INFYLENS TECHNOLOGIES PRIVATE LIMITED] ("Company", "We", "Us", "Our") collects, uses, discloses, and protects the personal information of users ("You", "Your", "Customer") who access or use our mobile application, website, and related services (collectively, the "Platform").

By using or registering on the Platform, you consent to the collection and use of your personal data as described in this Policy.

2. Scope

This Policy applies to all Customers using the Platform for discovering, comparing, and booking services offered by salons, beauty parlours, grooming centres, tattoo studios, and allied wellness service providers (collectively, "Vendors").

3. Information We Collect

We may collect the following types of information when you use our Platform:

A. Personal Information

- * Full Name
- * Contact Number
- * Email Address
- * Gender (optional)
- * Profile Photo (optional)
- * Address or Location Data (if you enable location access)
- * Device Information and IP Address
- * Booking History and Preferences

B. Payment Information

* UPI ID or masked payment method details (handled via secure third-party payment gateways).

We do not store or access your complete payment details such as card numbers or CVV.

C. Usage Data

* App usage logs, session durations, and interaction data.

* Crash reports, device identifiers, and analytics data for improving service quality.

4. Purpose of Data Collection

We collect and process your information for the following purposes:

1. To register and manage your user account.
2. To facilitate service discovery, booking, and appointment scheduling.
3. To communicate booking confirmations, reminders, and updates.
4. To provide customer support and resolve queries or complaints.
5. To personalize recommendations, offers, and in-app experience.
6. To improve the Platform's functionality, security, and user experience.
7. To comply with applicable legal obligations.

5. Data Sharing and Disclosure**

We may share your data only in the following situations:

- * With Vendors: To confirm bookings and share relevant contact details necessary for service delivery.
- * With Payment Processors: For secure payment processing and reconciliation.
- * With Service Providers: Who assist in operating the Platform (e.g., hosting, analytics, SMS, email).
- * For Legal Reasons: When required by law, regulation, or governmental authority.
- * In Business Transfers: If our company is merged, acquired, or restructured, your information may be transferred with due notice.

We do not sell, rent, or trade your personal information to any third party for marketing purposes.

6. Data Retention

We retain your personal information only as long as necessary to fulfill the purposes outlined in this Policy or as required by applicable law.

You can delete your account and all associated data by clicking the **"Delete Account"** button located in the

Account Security and Privacy section.

7. Cookies and Tracking Technologies

We may use cookies or similar technologies to:

- * Maintain your login session.
- * Store user preferences.
- * Analyze traffic and usage patterns.

You may disable cookies in your browser settings, though some features of the Platform may not function properly without them.

8. Data Security

We use industry-standard security measures to protect your data against unauthorized access, alteration, disclosure, or destruction.

However, no method of transmission over the internet or electronic storage is 100% secure.

The Company shall not be liable for any unauthorized access beyond its reasonable control.

9. Your Rights under DPDP Act, 2023

As per the Digital Personal Data Protection Act, 2023, you have the right to:

- * Access your personal data collected by us.
- * Request correction or deletion of your personal data.
- * Withdraw consent for data processing.
- * Lodge a complaint with the Data Protection Board of India if you believe your data has been mishandled.

10. Children's Privacy

The Platform is not intended for use by individuals under 13 years of age.

We do not knowingly collect data from minors. If you believe we have inadvertently collected such data, please contact us for immediate deletion.

11. Links to Third-Party Sites

Our Platform may contain links to third-party websites or payment gateways.

We are not responsible for their privacy practices, and we encourage you to review their respective privacy policies.

12. Changes to this Policy

We may update this Privacy Policy periodically. The revised version will be posted on the Platform with the updated “Last Updated” date. Continued use of the Platform after such changes shall constitute your consent to the updated Policy.

13. Contact Us

For any questions, concerns, or requests related to this Privacy Policy, please contact:

INFYLENS TECHNOLOGIES PRIVATE LIMITED

Email: infylenstechnologies@gmail.com

Address: C/O LACHIT GOHAIN, STATION RD NAHARKATIA, DULIAJAN, DIBRUGARH, 786602, ASSAM

Last Updated: 11 NOV 2025

For Vendors

1. Introduction

This Privacy Policy (“Policy”) explains how **Extrovertt / INFYLENS TECHNOLOGIES PRIVATE LIMITED** (“Company”, “We”, “Us”, or “Our”) collects, uses, stores, and discloses personal and business information of vendors (“You”, “Your”, or “Vendor”) who register, list, or use our mobile application, website, and related services (collectively, the “Platform”).

By registering as a Vendor on the Platform, you consent to the collection and use of your data in accordance with this Policy.

2. Scope

This Policy applies to all Vendors who create business listings, upload content, or use the Platform for promoting and managing their salons, parlours, beauty studios, grooming centres, tattoo studios, or other personal care and wellness services.

3. Information We Collect

We may collect the following categories of information from Vendors:

A. Personal and Contact Information

- Owner or authorized person’s name
- Mobile number
- Email address
- Business address or operational location
- Identity verification details (e.g., GSTIN, trade license, or PAN, if applicable)

B. Business Information

- Business name and type of establishment
- Description of services offered
- Service pricing and duration details
- Opening and closing hours

- Photos, videos, and promotional materials uploaded by the Vendor

C. Technical and Usage Information

- Device details, IP address, and browser type
- Login sessions and activity logs
- Communication and support interaction records

4. Purpose of Data Collection

We collect and process Vendor information to:

1. Verify Vendor identity and onboard the business on the Platform.
2. Display Vendor listings, images, and service details to customers.
3. Facilitate customer bookings, communication, and appointment management.
4. Send important business updates, policy changes, or promotional opportunities.
5. Ensure compliance with legal and regulatory requirements.
6. Improve Platform performance, security, and Vendor experience.

5. Data Sharing and Disclosure

We may share Vendor information only in the following circumstances:

- **With Customers:** To display Vendor details such as business name, location, contact, services, pricing, reviews, and images.
- **With Service Providers:** Who assist in operations such as hosting, analytics, marketing, or payment processing.
- **For Legal Compliance:** If required by law, court order, or government authority.
- **In Business Transfers:** If the Company undergoes a merger, acquisition, or restructuring, Vendor data may be transferred with due notice.

We do **not sell or rent** your personal or business data to third parties.

6. Content Ownership and Usage

- Vendors retain ownership of the photos, videos, and business materials they upload to the Platform.
- By uploading such content, the Vendor grants the Company a **non-exclusive, royalty-free, worldwide license** to display, reproduce, and promote such content on the Platform and associated marketing materials.
- The Company reserves the right to remove or modify any content that violates applicable laws, community standards, or third-party rights.

7. Data Retention

We retain Vendor information for as long as the Vendor account remains active or as necessary to comply with legal obligations.

Vendors may request account deletion or data removal by writing to **infylenstechnologies@gmail.com**

Upon deletion, certain records may be retained for audit, legal, or compliance purposes.

8. Data Security

We employ appropriate technical and organizational safeguards to protect Vendor data against unauthorized access, loss, or misuse.

However, no system is completely secure, and the Company shall not be liable for breaches beyond its reasonable control.

9. Your Rights under the DPDP Act, 2023

As per the Digital Personal Data Protection Act, Vendors have the right to:

- Access and obtain a copy of their personal data.
- Request correction or deletion of inaccurate data.
- Withdraw consent to data processing.
- Lodge a complaint with the **Data Protection Board of India** for grievances related to data misuse.

10. Use of Platform Terms

While the Company may refer to Vendors as “partners” or similar terms within the Platform, such terminology is **for convenience only** and does **not** create any legal partnership or shared liability between the Company and the Vendor.

11. Changes to this Policy

The Company reserves the right to update or modify this Privacy Policy at any time. Updates will be posted on the Platform, and continued use shall constitute acceptance of the revised Policy.

12. Contact Us

For questions, concerns, or requests related to this Policy, please contact:

INFYLENS TECHNOLOGIES PRIVATE LIMITED

Email: infylenstechnologies@gmail.com

Address: C/O LACHIT GOHAIN, STATION RD NAHARKATIA, DULIAJAN, DIBRUGARH, 786602, ASSAM

Last Updated: **12 NOV 2025**