

Effective Date: 25 May 2026

Welcome to ClickNow. Your privacy is important to us. This Privacy Policy explains how ClickNow collects, uses, stores, protects, and shares information when users access our website, mobile application, and related services.

By using ClickNow services, you agree to the practices described in this Privacy Policy.

1. About ClickNow

ClickNow is an event professional booking and service coordination platform operating in India. The platform connects customers with suitable event professionals based on service requirements, availability, and operational matching systems.

2. Information We Collect

ClickNow may collect the following information from customers and professionals:

A. Personal Information

- Full name
- Mobile number
- Email address
- City and location information
- Profile information
- Date of birth (if required)

B. Location Information

If permission is granted by the user, ClickNow may collect:

- GPS/live location
- Approximate location
- Event/service location details

Location access is used for booking coordination, professional assignment, service availability, and operational improvements.

C. Professional Verification Information

Professionals joining the platform may be required to submit:

- Aadhaar card details
- PAN card details
- Identity verification documents
- Bank account information
- Business/service details

D. Payment Information

Payments are processed through secure third-party payment gateway providers. ClickNow does not store debit card, credit card, or UPI PIN details on its own servers.

E. Device & Technical Information

We may automatically collect:

- Device type and model
- Operating system version
- App version
- IP address
- Device identifiers
- Usage logs and analytics

F. Media & Camera Access

If permission is granted, ClickNow may request access to:

- Camera
- Gallery/media storage

Professionals may upload portfolio images or service-related content through the platform.

G. Communication Data

ClickNow may store:

- In-app chats
- Support conversations
- Customer service interactions

Such data may be used for dispute resolution, quality monitoring, fraud prevention, and customer support.

3. How We Use Information

ClickNow may use collected information for:

- Creating and managing user accounts
- Booking coordination and professional assignment
- Identity verification and fraud prevention
- Customer support and communication
- Payment processing and payout management
- Improving platform performance and services
- Sending notifications, updates, and promotional communications
- Legal compliance and dispute resolution

- Security monitoring and operational management

4. Permissions Used by the App

Depending on user actions and device permissions, ClickNow may request access to:

- Location services
- Camera access
- Gallery/media access
- Notifications
- Phone authentication for OTP verification

Users may disable permissions through device settings, though some platform features may become unavailable.

5. OTP Verification

ClickNow may use OTP (One-Time Password) verification during registration, login, or account recovery to improve account security and authentication.

6. Professional Assignment & Information Sharing

ClickNow uses an internal matching system to assign professionals based on customer requirements, event details, availability, and service suitability.

Customer contact details and exact location information are not fully shared with professionals before booking confirmation. Limited operational details may be shared when necessary for service coordination.

7. Third-Party Services

ClickNow may use trusted third-party services including but not limited to:

- Google Maps
- Firebase services
- Razorpay payment gateway
- Cloud storage providers
- Analytics and operational tools

These services may process limited user information according to their own privacy policies and security practices.

8. Data Security

ClickNow implements reasonable administrative, technical, and operational measures to protect user information from unauthorized access, misuse, alteration, disclosure, or destruction.

However, no digital platform or internet transmission can guarantee complete security.

9. Data Retention & Deletion

Users may request account deletion through the platform or customer support.

ClickNow aims to delete user data immediately upon successful account deletion requests, except where retention is required for:

- Legal obligations
- Payment records
- Fraud investigations
- Regulatory compliance
- Dispute resolution

10. Children & Minors

Users under the age of 18 may use ClickNow only under parental or legal guardian supervision. Parents and guardians are responsible for monitoring usage by minors.

11. Promotional Communications

ClickNow may send:

- Booking updates
- Service notifications
- Promotional offers
- Platform announcements
- Marketing communications

Users may opt out of promotional communications where applicable.

12. Account Suspension & Termination

ClickNow reserves the right to suspend, restrict, or terminate accounts involved in:

- Fraudulent activities
- Fake documentation
- Abuse or misconduct
- Violation of platform policies
- Illegal or harmful activities

13. Professional Payouts

Professionals may receive payouts directly to their registered bank accounts according to platform payout schedules, verification processes, and applicable deductions.

14. User Rights

Users may:

- Access account information
- Update profile details
- Request account deletion
- Manage app permissions
- Contact support regarding privacy concerns

15. Service Availability

ClickNow services are currently intended for users and operations within India.

16. Policy Updates

ClickNow reserves the right to modify or update this Privacy Policy at any time. Updated versions may be published on the website or application without prior notice.

Continued use of the platform after updates constitutes acceptance of the revised policy.

17. Contact Information

For privacy-related concerns or support, contact:

ClickNow

Email: support@clicknow.co.in

Phone: +91 9253842526

By using ClickNow services, users acknowledge that they have read, understood, and agreed to this Privacy Policy.