Privacy Policy

Last updated: 07-01-2021

Welcome to Servimate's privacy policy

At Servimate, accessible from website/ Mobile Application, one of our main priorities is the privacy of our customers. This Privacy Policy document contains types of information that is collected and recorded by Servimate Private Limited and how we use it.

If you have additional questions or require more information about our Privacy Policy, do not hesitate to contact us.

1. Personal Information

   'Personal Information' here signifies the details you fill-in while signing up to readily identify or contact you with your name, address, email address, phone number etc. and your financial information like bank details, debit-credit card details and UPI IDs for processing payment.

   We collect this information for service professionals offering their services as per your bookings. This information is partially or completely accessible to all visitors using Servimate's website or Mobile Application.

2. Geo-Location
   When you book a service or trying to book a service from our platform, your geolocation is being tracked, that is, geoposition services use network routing addresses or internal GPS to determine you location where you want service, which is henceforth provided to the service provider assigned to you.

3. Payment details

   Customer's account history with Servimate includes the billing information and communications, payment history etc. This information is preserved in encrypted form of secured servers.

4. Log Files

   Servimate follows a standard procedure of using log files. The information collected by log files include internet protocol (IP) addresses, browser type, Internet Service Provider (ISP), date and time stamp, referring/exit pages, and possibly the number of clicks. These are not linked to any information that is personally identifiable. The purpose of the information is for analyzing trends, administering the site, tracking users' movement on the website, and gathering demographic information.

5. How your information is used

   We collect your personal information and aggregate information about the use of our website/mobile application and services to better understand your needs and to provide

you with better experience. However, below gives details why your personal information is collected by us:

- To provide you with our service platform
- For customer-support and inquiry related
- For internal record keeping purposes
- Payment and billing details with third party payment gateways in connection with website/mobile application.
- To improve and maintain our services provided through website/mobile application
- To periodically send promotional mails to you regarding new product, service, or special offer
- To contact you through call, text and mail for any service requested by you
- For Servimate's market research purposes, without disclosing your identity

5.2. We do not and shall never for any reason whatsoever sell your Personal Information to any third party or trade otherwise.

6. Tracking Information
   Tracking information will be collected as you navigate through our services. In case of any emergency, your phone will send your GPS coordinates and an SMS, during the service, to our servers.

7. User-Created Content
   We invite you to post various content on our platform through comments, feedback, written or with pictures or videos. Please note that these content will be available to all the visitors and will be public. You agree with all the applicable laws in relation to the content uploaded or otherwise shared by you on our platform.

8. Use of Cookies and other Automation Information
   We, Servimate and our Third-Party service providers, including ad networks, use cookies, web beacons, and other tracking technologies collects information about your use of website/App and Services, such as browser type, ISP, domain name, your access time, number of times you visited website/app, abandoned order, your IP address and the type of device you use. We use this information to determine and evaluate our advertising campaigns, and as described in this policy.

9. Third Party Policy

   This app contains a software development kit ("SDK") from third party like (Google), The SDK is integrated with this app for the purposes of profiling the device on media consumption and other device data and utilizing the same to analyse media behaviour and/or target relevant content and ads to the device ("Services") pursuant to the terms and conditions of Google Inc ("Terms of Use").

10. Policy Updates
    We will occasionally update the policy; hence we request you to periodically check the Privacy policy and terms and condition for any updation made.

11. Consent

    By using our website/Mobile Application, you hereby consent to our Privacy Policy and agree to its Terms and Conditions

    If you have any questions about this policy, or want to add any comments, feedback, or any query, write us at
    Info@servimate.in

    Your problem/ query will be addressed at the earliest.

12.