

PARK ASSIGN

Terms and Conditions

Product of Orionsoft Infotech Private Limited

Effective Date: [Insert Effective Date] | Last Updated: [Insert Last Updated Date]

These Terms and Conditions ("Terms") govern access to and use of the Park Assign mobile application, website, web applications, QR-based services, parking services, emergency/SOS features, vehicle-related services, communication services, and related products or services offered by Orionsoft Infotech Private Limited ("Company", "Orionsoft", "Park Assign", "we", "our", or "us").

By registering, accessing, browsing, scanning a Park Assign QR code, using the app, making a payment, creating a vehicle profile, adding emergency contacts, inviting a secondary owner, listing a parking space, or using any Park Assign service, you agree to be bound by these Terms, our Privacy Policy, and any additional terms displayed within the app or website.

Company and Contact Details

Product	Park Assign
Company	Orionsoft Infotech Private Limited
Email	info@parkassign.com
Phone / Address	+91 9696867899 167, Matrichhaya, Trivenipuram Extension, Jhusi, Prayagraj, Uttar Pradesh - 211019

1. Acceptance of Terms

You must read these Terms carefully before using Park Assign. If you do not agree to these Terms, you must not access or use Park Assign services.

You represent that you are legally competent to enter into a binding agreement. If you are using Park Assign on behalf of a business, parking operator, company, society, or other entity, you represent that you have authority to bind that entity.

We may update these Terms from time to time. Your continued use of Park Assign after any update means you accept the revised Terms.

2. About Park Assign Services

Park Assign is a vehicle, parking, and safety-focused digital platform. Depending on feature availability, Park Assign may provide services such as vehicle profile management, QR-based Move Vehicle Alert, masked calling between vehicle owner and requester, SOS/emergency alert, emergency contact notification, parking location pin/share, parking search and booking, secondary vehicle owner access, challan/fine information, fuel and vehicle-related services, parking owner/vendor management, and other related services.

Certain services may be available only in selected locations, for selected users, or through third-party service providers. We may add, remove, suspend, or modify features at our discretion.

3. User Registration and Account

You may be required to register using a mobile number, email address, OTP, password, or other authentication mechanism. You agree to provide accurate, current, and complete information and to keep it updated.

You are responsible for maintaining the confidentiality of your account credentials and for all activities that occur under your account.

You must not create fake accounts, impersonate another person, use another person's vehicle details without authorization, misuse emergency features, or use Park Assign for illegal, fraudulent, abusive, or harmful purposes.

We may suspend, restrict, or terminate your account if we believe you have violated these Terms, applicable law, platform rules, safety rules, or the rights of other users.

4. Vehicle Information and Ownership Responsibility

When you add a vehicle, you confirm that you are the owner, authorized user, lawful custodian, or otherwise authorized to manage that vehicle within Park Assign.

You are responsible for the accuracy of vehicle registration number, vehicle type, make/model, images, documents, QR sticker mapping, secondary owner permission, and related details submitted by you.

Park Assign may display or process vehicle-related information for providing move alerts, parking services, SOS assistance, challan/fine information, account support, fraud prevention, and user safety.

5. QR-Based Move Vehicle Alert

Park Assign may provide QR stickers or QR-based identifiers that allow another person to request a vehicle owner to move a vehicle or contact the vehicle owner through permitted communication channels.

Scanning a QR code does not give the scanner any ownership, control, or right over the vehicle. QR scanning must be used only for genuine and lawful reasons, such as requesting the vehicle owner to move a vehicle or reporting a parking-related issue.

We may record QR scan logs, request details, time, approximate location, device details, communication status, and related information to provide the service, prevent misuse, investigate disputes, and improve safety.

You must not misuse QR codes for harassment, spam, intimidation, stalking, illegal tracking, commercial scraping, or any other unauthorized activity.

6. Masked Calling and Call Recording

Park Assign may enable communication between a vehicle owner and another party, such as a QR scanner, parking operator, support agent, or relevant requester, through a system-generated or third-party provided virtual/masked number.

The purpose of masked calling is to enable necessary communication without directly sharing the personal phone numbers of either party, unless the user has separately and explicitly chosen to share such information.

Calls routed through the Park Assign system or its integrated third-party communication service provider may be recorded, stored, monitored, and processed for safety, quality assurance, dispute resolution, fraud prevention, service improvement, legal compliance, and user protection.

By using the masked calling feature, you consent to call routing, recording, and processing through Park Assign and/or its authorized third-party service provider. If you do not agree, you should not use the call feature.

Call availability, quality, connectivity, recording, and delivery may depend on telecom operators, third-party service providers, device settings, network availability, and applicable law.

7. SOS and Emergency Assistance Features

Park Assign may provide SOS and emergency alert features that allow a user to send emergency notifications, location information, vehicle details, and other relevant safety information to selected emergency contacts, support channels, or other permitted recipients.

The SOS feature is intended to assist users by sending digital alerts and related information. Park Assign is not a substitute for police, ambulance, fire, hospital, or official emergency services. In life-threatening situations, users should directly contact official emergency numbers and local authorities.

When the SOS feature is activated by the user, Park Assign may collect, process, store, and transmit live/current location, route or tracking information, device details, emergency message, vehicle details, audio recordings, video recordings, images, and other incident-related information for emergency support, safety review, dispute handling, legal compliance, and future reference.

Where technically enabled and legally permitted, the app may capture audio and/or video in the background only when the SOS feature is active, the user has granted the required device permissions, and the feature is being used for emergency/safety purposes.

Users understand that emergency notifications and SOS-related media capture may depend on device permissions, battery level, internet connectivity, mobile network coverage, operating system restrictions, third-party services, and correct emergency contact details.

You must not misuse the SOS feature for false alarms, prank alerts, harassment, illegal recording, stalking, or any non-emergency abuse. Misuse may result in account suspension, legal action, and disclosure to lawful authorities where required.

8. Emergency Contacts and Secondary Owners

If you add a person as an emergency contact, you confirm that you have obtained their permission to share their name, phone number, relationship, and related details with Park Assign for emergency notification and safety purposes.

Emergency contacts may receive service-related communications, including SMS, WhatsApp, calls, push notifications, or other alerts connected with your SOS or safety events.

If you invite a secondary owner or authorized user for a vehicle, you confirm that you are authorized to grant such access. The secondary owner may receive an invitation and may be able to view or manage limited vehicle information depending on permissions granted by the primary owner.

The primary owner may revoke secondary owner access through the app, subject to feature availability and system processing time.

9. Parking Services and Parking Owner/Vendor Responsibilities

Park Assign may enable users to discover, list, book, access, or manage parking spaces. Availability, pricing, operating hours, entry conditions, safety, and parking rules may be set by parking owners, operators, societies, companies, or other third-party providers.

Park Assign may provide parking information for convenience. Unless expressly stated, Park Assign does not own, operate, supervise, or control third-party parking spaces and does not guarantee the availability, safety, suitability, legality, or condition of any parking location.

Parking owners, vendors, and operators are responsible for providing accurate location, capacity, pricing, timing, images, rules, tax/business details, payment/settlement information, and service availability.

Users are responsible for following parking site rules, traffic rules, society/company rules, local laws, and the directions of authorized parking staff.

10. Payments, Razorpay, Refunds, and Charges

Park Assign may collect payments for parking bookings, parking passes, subscriptions, premium features, vehicle-related services, challan/fine-related services, vendor services, or other paid services displayed in the app or website.

Payments may be processed through Razorpay and/or other authorized payment gateway or payment service providers. Park Assign does not store full card numbers, CVV, UPI PIN, net banking passwords, or other sensitive payment credentials on its own servers.

Payment processing is subject to the terms, conditions, privacy policies, settlement timelines, security controls, and dispute processes of Razorpay and the relevant banking/payment ecosystem.

Unless specifically stated for a service, charges paid through Park Assign may be non-refundable once the service is consumed, booking is confirmed, QR/service sticker is issued, digital service is activated, or vendor service is initiated.

Refunds, if applicable, will be processed as per the cancellation/refund rules displayed for the relevant service and may take time depending on the payment gateway, bank, and payment method.

Park Assign may refuse or reverse transactions suspected to be fraudulent, unauthorized, illegal, abusive, or in violation of these Terms.

11. Communications and WhatsApp Consent

By registering with or using Park Assign, you agree to receive service-related communications through SMS, WhatsApp, RCS, email, phone call, push notification, in-app notification, browser notification, or other communication channels.

Service-related communications may include OTPs, login alerts, account updates, payment updates, QR move vehicle alerts, masked call connection information, SOS alerts, emergency contact notifications, secondary owner invitations, parking booking updates, support messages, security alerts, policy updates, and other important service notices.

WhatsApp messages may be used for transactional, utility, authentication, safety, emergency, or service-related purposes where permitted by applicable law and platform policies.

Marketing or promotional communications will be sent only as permitted under applicable law, user consent preferences, and applicable telecom or messaging platform rules. Users may opt out of promotional communication where such option is provided; however, essential service, security, payment, legal, and emergency communications may continue where necessary to provide the service.

12. Data, Privacy, and Permissions

Your use of Park Assign is also governed by the Park Assign Privacy Policy, which explains how we collect, use, disclose, store, and protect personal data, vehicle data, location data, device data, communication data, call records, SOS audio/video files, and other information.

Park Assign may request permissions such as location, camera, microphone, notifications, contacts, phone/call-related permissions, photos/media/files, and device information only where required for relevant features and subject to your device settings and consent.

Disabling permissions may limit or prevent certain features such as QR scanning, SOS alerts, emergency media capture, masked calling, nearby parking search, pin location, or emergency contact notifications.

13. Third-Party Services and Integrations

Park Assign may use third-party providers for cloud hosting, payment processing including Razorpay, maps and location services, WhatsApp/SMS/email/push notification delivery, masked calling and call recording, analytics, crash reporting, customer support, identity/authentication, parking vendor support, and other operational services.

Third-party services may have their own terms and privacy policies. Park Assign is not responsible for third-party service downtime, failures, data practices, pricing, policies, or actions, except to the extent required by applicable law.

Where Park Assign provides links to external websites, government portals, payment pages, partner pages, or third-party apps, such links are provided for convenience and users are responsible for reviewing the applicable terms and policies of those third parties.

14. Government/Public Vehicle and Challan Information Disclaimer

Vehicle, challan, fine, registration, fuel, parking, or other public or third-party information may be obtained from government portals, public sources, authorized providers, partners, or data aggregators.

Park Assign does not represent any government authority unless expressly stated. Such information is provided for user convenience and should be verified from official government sources where required.

We do not guarantee that public or third-party vehicle/challan data will always be accurate, complete, current, or available.

15. User Content, Feedback, and Submissions

You may submit content such as comments, feedback, suggestions, vehicle images, parking images, incident details, support messages, reviews, documents, audio/video evidence, or other materials.

You confirm that you have the right to submit such content and that it does not violate any law, third-party right, privacy right, intellectual property right, or these Terms.

Feedback, suggestions, or ideas submitted to Park Assign may be used by us to improve or develop our products and services without any obligation to compensate you, unless separately agreed in writing.

We may remove, restrict, or disable user content that we believe violates these Terms, applicable law, safety standards, privacy rights, or platform policies.

16. Prohibited Use

You must not use Park Assign to violate any law, commit fraud, impersonate another person, submit false vehicle or identity information, misuse QR codes, misuse SOS features, harass or threaten others, attempt unauthorized access, scrape or reverse engineer the platform, interfere with service operation, upload malicious code, or infringe intellectual property or privacy rights.

You must not upload, publish, transmit, store, or share content that is defamatory, obscene, pornographic, paedophilic, invasive of privacy, insulting or harassing on the basis of gender, racially or ethnically objectionable, harmful to children, misleading, patently false, threatening to the sovereignty/integrity/security of India, or otherwise unlawful.

We may cooperate with law enforcement, government agencies, courts, or regulatory authorities where required by applicable law.

17. Intellectual Property

Park Assign, its name, logo, product features, designs, software, APIs, databases, content, workflows, QR systems, user interface, trademarks, service marks, and related intellectual property are owned by or licensed to Orionsoft Infotech Private Limited.

You are granted a limited, revocable, non-exclusive, non-transferable license to use Park Assign only for lawful personal or authorized business purposes in accordance with these Terms.

You must not copy, modify, distribute, sell, sublicense, reverse engineer, decompile, create derivative works, or misuse any Park Assign intellectual property without prior written permission.

18. Availability, Maintenance, and Changes

Park Assign services are provided on an "as is" and "as available" basis. We do not guarantee uninterrupted availability, uptime, error-free operation, or compatibility with every device or network.

We may conduct maintenance, upgrades, security checks, feature changes, or service suspension at any time with or without notice.

We may modify, discontinue, restrict, or replace any feature, service, pricing, communication channel, or integration at our discretion.

19. Safety, Parking, and Emergency Limitations

Park Assign may assist with vehicle, parking, and safety-related digital communication, but users remain responsible for their personal safety, vehicle safety, parking decisions, driving behavior, and compliance with law.

Park Assign does not endorse the use of mobile phones while driving. Users must comply with applicable road safety rules and must not use the app in a manner that distracts from driving.

We do not accept responsibility for theft, damage, injury, delay, parking unavailability, towing, fines, disputes with parking operators, or failure of emergency communications except to the extent required by applicable law.

20. Limitation of Liability

To the maximum extent permitted by law, Park Assign, Orionsoft Infotech Private Limited, its directors, officers, employees, agents, partners, vendors, suppliers, and affiliates will not be liable for indirect, incidental, special, punitive, exemplary, or consequential damages, including loss of profits, loss of data, business interruption, loss of goodwill, loss of vehicle use, parking delay, service failure, or third-party acts.

Our total aggregate liability for any claim arising out of or related to Park Assign will be limited to the amount paid by you to Park Assign for the specific service giving rise to the claim during the three months preceding the claim, or INR 1,000, whichever is lower, unless a higher amount is required by applicable law.

Nothing in these Terms excludes liability that cannot be excluded under applicable law.

21. Indemnity

You agree to indemnify, defend, and hold harmless Park Assign, Orionsoft Infotech Private Limited, its directors, officers, employees, agents, partners, and service providers from and against claims, losses, liabilities, damages, costs, and expenses arising from your misuse of Park Assign, violation of these Terms, violation of law, infringement of third-party rights, misuse of SOS/QR/call features, false information, or unauthorized use of vehicle or contact details.

22. Suspension and Termination

We may suspend, restrict, disable, or terminate your access to Park Assign if we believe you have violated these Terms, our Privacy Policy, applicable laws, safety rules, payment rules, or third-party platform policies.

You may stop using Park Assign at any time and may request account deletion as described in the Privacy Policy. Certain records may be retained where required for legal, security, tax, payment, dispute, or safety purposes.

23. Copyright and Grievance Requests

If you believe any content on Park Assign infringes your intellectual property rights or violates applicable law, you may contact us with sufficient details, including your name, contact information, description of the issue, location of the content, proof of ownership/authority where applicable, and a good-faith statement.

For support, complaints, account issues, privacy requests, or legal notices, contact: info@parkassign.com.

24. Governing Law and Jurisdiction

These Terms shall be governed by and interpreted in accordance with the laws of India.

Subject to any mandatory legal requirement, the courts having jurisdiction over Prayagraj, Uttar Pradesh, India shall have exclusive jurisdiction over disputes arising from or related to these Terms, Park Assign, or services provided by Orionsoft Infotech Private Limited.

25. Updates to These Terms

We may modify these Terms from time to time. Updated Terms may be published on the app, website, or through other communication channels. Changes will become effective upon publication or on the effective date mentioned in the updated Terms.

Your continued use of Park Assign after publication of updated Terms means you accept the revised Terms.

26. Contact Information

For questions, support, grievances, legal notices, or information requests, contact Park Assign at: Orionsoft Infotech Private Limited, 167, Matrichhaya, Trivenipuram Extension, Jhusi, Prayagraj, Uttar Pradesh - 211019. Email: info@parkassign.com. Phone: +91 9696867899.

Annexure A - Service-Specific Important Terms

Feature / Service	Important User Responsibility	Important Park Assign Limitation
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QR Move Vehicle Alert	Use only for genuine parking/vehicle movement requests.	Park Assign may route communication but does not control third-party behavior.
Masked Calling	Do not misuse the call feature for harassment or unlawful communication.	Calls may be routed and recorded through third-party systems; connectivity is not guaranteed.
SOS Feature	Use only for genuine safety/emergency situations and keep permissions enabled when needed.	Park Assign is not an official emergency service provider.
Parking Services	Follow parking site rules, timing, charges, and local laws.	Parking availability and site safety may depend on third-party parking operators.
Payments	Use only valid and authorized payment methods.	Payment success, refund timelines, and settlement may depend on Razorpay, banks, and payment networks.
Emergency Contacts	Add contacts only after obtaining their permission.	Alert delivery depends on network, third-party providers, and correct contact details.

Important note: This document is a business draft prepared for Park Assign based on the supplied reference terms and the product features described. It should be reviewed by a qualified legal professional before publication or user acceptance.