

Privacy Policy for Service Partners

Last Updated: 21st August, 2025

This Privacy Policy ("Policy") applies to individuals who register or partner with Hausvalley Private Limited ("Hausvalley.com", "we", "us" or "our") as service professionals, vendors, or contractors (collectively referred to as "Service Partners") through our platform www.hausvalley.com or our mobile applications ("Platform").

By signing up or continuing your association with us as a Service Partner, you acknowledge that you have read, understood, and agreed to the practices described in this Policy.

1. Purpose and Applicability

This Policy explains how we collect, use, share, and protect the personal data of individuals who partner with us to deliver Professional Services on the Platform. It is intended to ensure transparency and demonstrate our commitment to data protection and privacy.

2. Information We Collect

We may collect the following categories of personal data from you:

- (a) Identity and Contact Information: Full name, phone number, email ID, residential address, government-issued ID proofs (such as Aadhaar, PAN, driver's license), profile photographs etc.
- (b) Professional and Business Information: Service category, certifications, licenses, training records, bank account details, UPI IDs, work history, skill details, tools and equipment used.
- (c) Background Verification Data: Criminal history, address verification, police verification reports, and references.
- (d) Usage and Technical Data: Device details, login timestamps, location tracking (where permitted), session history, and analytics data from app usage.
- (e) Communication Data: Chat and call records with customers (where applicable), feedback and rating data, support communications.
- (f) Financial Data: Transaction records, payments received, refunds issued, tax-related information.
- (g) Photographs, videos, and other content: Provided voluntarily or collected during the use of our Platform for business verification or training.

3. How We Collect Your Data

- **During onboarding and profile creation**

When you register with us as a service partner, we collect certain personal and professional details that you provide at the time of onboarding. This may include your name, contact number, address, government-issued identification documents, photographs, bank details for payments, and professional qualifications or experience certificates. These details help us verify your identity, create your profile on our platform, and ensure that you meet the eligibility criteria to offer services to customers.

- **Through background verification partners**

For safety and compliance purposes, we may share limited information (such as identification details and contact information) with authorized third-party background verification agencies. These agencies may collect and validate information related to your identity, criminal record (if any), employment history, or address verification. This process is conducted to ensure the trustworthiness and reliability of every service partner onboarded on our platform.

- **From your usage of our app and web portal**

As you interact with our mobile application or website, we automatically collect data regarding your activities on the platform. This includes information such as your login details, location data (when services are being delivered), transaction history, communication with customers, and preferences while using our services. Such data helps us improve your overall experience, monitor service quality, and provide personalized recommendations or support.

- **Via feedback or ratings provided by customers**

We also collect information indirectly through customer feedback, reviews, and ratings shared after the completion of a service. This feedback may include comments about your behavior, punctuality, service quality, and professionalism. Such information is valuable for maintaining service standards, resolving disputes (if any), and identifying opportunities for your growth and improvement.

- **Through periodic training or audit sessions**

From time to time, we conduct training sessions, workshops, or audits to enhance the skills and performance of our service partners. During such interactions, we may collect data related to your participation, assessments, skill evaluations, or feedback provided during the sessions. This information enables us to design better training programs, ensure compliance with our service policies, and maintain consistent quality standards across our network.

4. How We Use Your Data

- **To verify your identity and credentials**
We use your personal details and submitted documents to confirm your identity, validate your qualifications, and ensure you meet the required eligibility standards.
- **To register you as a Service Partner on our Platform**
Your information is processed to create and maintain your profile on our app and web portal, making you discoverable to customers.
- **To facilitate the delivery of Professional Services to customers**
We use your data to match you with customer requests, share booking details, and enable smooth service delivery.
- **To communicate assignments, bookings, and updates**
Your contact details help us notify you of new assignments, schedule changes, reminders, and important service updates.
- **To transfer earnings and process payments**
We collect and use your bank details or preferred payment information to ensure secure and timely settlement of your earnings.

- To maintain quality assurance and user satisfaction
Customer feedback, ratings, and performance records are monitored to ensure consistent service quality and customer satisfaction.
- To manage customer support and resolve complaints
In case of disputes or complaints, we use your data to investigate, respond, and resolve issues effectively.
- To carry out internal training and performance assessments
Your participation in training sessions and performance data is used to enhance skills, upgrade knowledge, and evaluate service standards.
- To ensure compliance with legal and tax obligations
We process and store relevant data to comply with applicable laws, regulations, and taxation requirements.
- To send safety, compliance, and operational updates
Your contact information enables us to send important alerts, policy changes, or safety guidelines that affect your work.
- To protect the integrity and security of our Platform and services
We use your data to detect fraud, prevent misuse, and maintain the safety and reliability of our platform for all users.

5. Sharing and Disclosure of Data

We may share your data:

- (a) With customers, to enable them to identify and contact you for service fulfillment
Your basic profile information, such as name, photograph, and contact details, may be shared with customers to coordinate and complete service bookings.
- (b) With internal Hausvalley.com teams for operational and support purposes
Our internal teams may access your data to assign bookings, monitor service quality, resolve issues, and provide necessary partner support.
- (c) With third-party service providers
 - Background check agencies: To verify your identity, criminal record, and address before onboarding.
 - Payment processors: To securely process transactions and transfer your earnings.
 - Training vendors: To deliver skill development, workshops, or performance enhancement programs.
 - Insurance or safety compliance partners: To provide coverage, manage risks, and ensure workplace safety standards.
- (d) With legal or regulatory authorities, if required by law
We may disclose your data to government bodies, law enforcement, or regulators when necessary to comply with legal, taxation, or safety obligations.

6. Location Tracking

In some cases, we may collect real-time location data to:

- Assign jobs based on proximity
We may collect your real-time location data to match you with customer requests in your nearby area, ensuring quicker job assignments and efficient service delivery.

- Ensure service delivery standards
Location tracking allows us to monitor whether services are being delivered at the customer's location on time and as per platform standards.
- Enable customers to track service status
Your live location may be shared with customers so they can track your arrival, know the estimated time, and plan accordingly for a smooth service experience.
- Permission and control
Location tracking is enabled only with your explicit consent. You may choose to disable it at any time, but this could affect your ability to receive bookings or impact the overall functionality of the platform.

7. Data Security

We use encryption, secure cloud storage, and access controls to safeguard your data. Only authorized personnel can access sensitive information. You are responsible for maintaining the confidentiality of your login credentials.

8. Data Retention

We retain your data as long as your association with Hausvalley.com continues. After termination, we may retain certain records for legal, tax, or operational reasons.

9. Your Rights

You have the right to:

- Access, update, or correct your personal data
You have the right to review the personal information stored with us and request corrections or updates if any details are inaccurate or incomplete. This ensures your profile remains accurate and up to date.
- Request deletion of your profile, subject to legal requirements
You may request that we delete your account and personal data from our systems. However, certain records may need to be retained as required by law, taxation, or dispute resolution purposes.
- Opt out of marketing or training communications
You can choose to opt out of receiving non-essential communications such as promotional messages or training-related updates, while still continuing to receive important operational and safety notifications.

For requests, please write to support@hausvalley.com.

10. Updates to This Policy

We may update this Policy from time to time. You will be informed of material changes via SMS, email, or app notifications. Continued use of our Platform after such updates constitutes your acceptance.

11. Business Transitions

In the event of a merger, acquisition, or sale of assets, your data may be transferred as part of the transaction. You will be notified in such cases, where legally required.

12. User-Generated Content

Any content (photos, comments, reviews, etc.) you post publicly on the Platform may be visible to others. You are solely responsible for any content shared and must ensure it complies with applicable law.

13. Grievance Redressal

If you have any questions or concerns regarding this Policy or your data, you may contact us at support@hausvalley.com.