

Privacy Policy

We value the trust you place in us. That's why we insist upon the highest standards for secure transactions and customer information privacy. Please read the following statement to learn about our information gathering and dissemination practices.

Note: Our privacy policy (Privacy Policy) is subject to change at any time without notice. To make sure you are aware of any changes, please view this Privacy Policy periodically.

By visiting this portal or App, you agree to be bound by the terms and conditions of this Privacy Policy. If you do not agree, please do not use or access our portal or mobile APP. By mere use of the portal or APP, you expressly consent to our use and disclosure of your personal information in accordance with this Privacy Policy. This Privacy Policy is subject to our Terms of Use.

COLLECTION OF OTHER INFORMATION

When you use our portal/APP, we collect and store your personal information and other information (except payment mode related details) which is provided by you from time to time. Our primary goal in doing so is to provide you a safe, efficient, smooth and customized experience. This allows us to provide services and features that most likely meet your needs, and to customize our portal to make your experience safer and easier. More importantly, while doing so we collect personal information from you that we consider necessary for achieving this purpose.

You can browse the portal/go through the APP which require you to provide your personal information including but not limited to your name, contact details, vehicle details etc. Once you give us your personal information, you are not anonymous to us. Where possible, we indicate which fields are required and which fields are optional. You have the option not to provide information by choosing not to use the portal/APP. We may automatically track certain information about you based upon your behavior on our portal/APP. We might use this information to do internal research on our users' demographics, interests and behavior to better understand, protect and serve our users. This information is compiled and analyzed on an aggregated basis. Your personal information may also be analyzed to provide you customized information, or information with a customized approach on our portal or application. This information may include the URL that you just came from (whether this URL is on our portal or not), which URL you next go to (whether this URL is on our portal or not), your computer browser information, and your IP address.

We use data collection devices such as "cookies" on the portal to help analyze our web page flow, measure promotional effectiveness, and promote trust and safety.

We collect personally identifiable information (email address, name, phone number etc.) from you when you set up an account with us. While you may be able to browse some sections of our portal without being a registered member, access to certain activities/features do require registration. We reserve the right to use your contact information to send you offers based on

your previous orders and your interests

USE OF INFORMATION

We use personal information to provide the services you request. To the extent we use your personal information to market to you, we will provide you the ability to opt-out of such uses. We use your personal information to resolve disputes; troubleshoot problems; help promote a safe service; collect money; measure consumer interest in our services, inform you about online and offline offers, products, services, and updates; customize your experience; detect and protect us against error, fraud and other criminal activity; enforce our terms and conditions; and as otherwise described to you at the time of collection.

In our efforts to continually improve our service offerings, we collect and analyze demographic and profile data about our users' activity on our portal/app. We identify and use your IP address to help diagnose problems with our server, and to administer our portal/app. Your IP address and location, is also used to help identify you and to gather broad demographic information.

We may occasionally ask you to complete optional online surveys. These surveys may ask you for contact information and demographic information (like pin code, age, or income level). We use this data to tailor your experience at our portal, providing you with content that we think you might be interested in and to display content according to your preferences.

SHARING OF INFORMATION

We may share personal information with our other corporate entities and affiliates to help detect and prevent identity theft, fraud and other potentially illegal acts; correlate related or multiple accounts to prevent abuse of our services. Those entities and affiliates may not market to you as a result of such sharing unless you explicitly opt-in.

We may disclose personal information if required to do so by the Indian laws or in the good faith belief that such disclosure is reasonably necessary to respond to subpoenas, court orders, or other legal process. We may disclose personal information to law enforcement offices, third party rights owners, or others in the good faith belief that such disclosure is reasonably necessary to enforce our Terms of Use or Privacy Policy; respond to claims that an advertisement, posting or other content violates the rights of a third party; or protect the rights, property or personal safety of our users or the general public.

LINKS TO OTHER PORTAL

Our portal links to payment portals (that may collect personally identifiable information about you). We and our portal are not responsible for the privacy practices or the content of those linked portals. Whatever data is transmitted to those other portals like Credit Card/Debit Card information, BHIM information, UPI information etc. that you as a user provide to these other payment portals are protected under the data prevention policies of those portals itself and do not come under the purview of our data protection policy. On request we provide access to the data prevention policies of the linked portals to our users.

SECURITY PRECAUTIONS

Our portal/APP has security measures in place to protect the loss, misuse, and alteration of the information under our control. Once your information is in our possession we adhere to security guidelines, protecting it against unauthorized access.

CHOICE/OPT-OUT

We will provide all users with the opportunity to opt-out of receiving non-essential (promotional, marketing-related) communications from us (if at all you receive such communications in the future), after setting up an account.

ADVERTISEMENTS

We may use third-party advertising companies to serve ads when you visit our portal/APP.

These companies may use information (not including your name, address, email address, or telephone number) about your visits to this and other portals/APP in order to provide advertisements about goods and services of interest to you.

YOUR CONSENT

By using the portal and/or or app and/ or by providing your information, you consent to the collection and use of the information you disclose on the portal and/or software application in accordance with this Privacy Policy, including but not limited to your consent for sharing your information as per this Privacy Policy. If we decide to change our Privacy Policy, we will post those changes on this page so that you are always aware of what information we collect, how we use it, and under what circumstances we disclose it.

QUESTIONS?

Please contact us at info@efill.co.in regarding any questions regarding this Privacy Policy.