

Privacy Policy

CARE2JOY recognizes the importance of maintaining your privacy. We value your privacy and appreciate your trust in us. This Policy describes how we treat user information we collect on <https://care2joy.com/>. This Privacy Policy applies to current and former visitors to our website and to our online customers. By visiting and/or using our website, you agree to this Privacy Policy. This privacy policy may be read as part and parcel of the Terms published along with this privacy policy and any term not defined herein shall have the meaning as defined in the Terms.

The brand CARE2JOY is owned and controlled by CARE2JOY WELLNESS SOLUTIONS PRIVATE LIMITED a company registered under the laws of the Companies Act 2013 having its registered place of business at 195 Chartered House Seat 3D, Ideal Homes Rajarajeshwarinagar Bangalore Karnataka India 560098.

Wherever the words ("You" or "User") appears shall mean any natural or legal person who (1) visits CARE2JOY Platform for the purpose of browsing; or (2) Care Recipients who obtain care services provided on the CARE2JOY Platform; or (3) Agencies or Care Givers who register with CARE2JOY; and (4) Anyone contacting customer-services.

The terms ("CARE2JOY", "We", "Us" or "Our") shall mean CARE2JOY and its platform.

Access to the content available through the CARE2JOY Platform is conditional upon your consent to this Privacy Policy which should be read by You, together with the Terms. **You acknowledge that this Privacy Policy, together with our Terms, forms our agreement with You in relation to Your use of the CARE2JOY Platform.** The use of CARE2JOY Platform, and any dispute over privacy, is subject to this Privacy Policy, including its applicable limitations on damages and the resolution of disputes.

When we use the term "Personal Information", we refer to information that identifies or can be reasonably be linked to you.

Sensitive Personal Information Includes the following :-

- Contact Information such as your name, email address. Phone number, and address, date of birth, and other similar identifiers
- Username and passwords.

- financial information such as bank account or credit card or debit card or other payment instrument details;
- Personal health information including diagnosis, previous treatments, general health, physical, physiological and mental health condition;
- medical records and history;
- Biometric information;
- any detail relating to the above clauses as provided to body corporate for providing service;
- any of the information received under above clauses by body corporate for processing, stored or processed under lawful contract or otherwise; and
- Survey responses, reviews, and other content submitted by you.

Information we collect

Contact information - We might collect your name, email, mobile number, phone number, street, city, state, pincode, country and IP address.

Payment and billing information - We might collect your billing name, billing address and payment method when you buy any item. We DO NOT collect your credit card number or credit card expiry date or other related details pertaining to your credit card on our website. Credit card information will be obtained and processed by our online payment partner.

Information you post. We collect information you post in a public space on our website or on a third-party social media site belonging to CARE2JOY or CARE2JOY WELLNESS SOLUTIONS PRIVATE LIMITED or its affiliates.

Demographic information. We may collect demographic information about you, product preferences, or any other information provided by you during the use of our website. We might collect this as a part of a survey also.

Other information. If you use our website, we may collect information about your IP address and the browser you're using. We might look at what site you came from, duration of time spent on our website, number of times you visit our website, pages accessed or what site you visit when you leave us. We might also collect the type of

mobile device you are using, or the version of the operating system your computer or device is running.

How long we retain your personal information depends on different factors, such as whether we need the information to maintain your account, to provide you with Services, comply with legal obligations, resolve disputes or enforce other applicable contracts and policies

We collect information in multiple ways.

1. We collect information directly from you. We collect information directly from you when you register on the CARE2JOY Platform. We also collect information if you ask us a question through phone or email.

2. We collect information from you passively. We use tracking tools like Google Analytics, Google Webmaster, browser cookies and web beacons for collecting information about your usage of our website.

3. We get information about you from third parties. For example, if you use an integrated social media feature on our websites. The third-party social media site will give us certain information about you. This could include your name and email address.

Use of your personal information

We use information to contact you: We might use the information you provide to contact you for confirmation of a purchase on our website or for other promotional purposes.

We use information to respond to your requests or questions and queries

We use information to improve our products and services: We might use your information to customize your experience with us. This could include displaying content based upon your preferences.

We use information to look at site trends and customer interests: We may use your information to make our website and products better suited to your preferences. We may combine information we get from you with information about you we get from third parties.

We use information for security purposes: We may use information to protect our company, our customers, or our websites.

We use information for marketing purposes: We might send you information about special promotions or offers. We might also tell you about new features or products. These might be our own offers or products, or third-party offers or products we think you might find interesting. Or, for example, if you buy tickets from us we'll enroll you in our newsletter.

We use information to send you transactional communications: We might send you emails or SMS about your account or a ticket purchase.

We use information as otherwise permitted by law.

Sharing of information with third-parties

We will share information with third parties who perform services on our behalf. We share information with vendors who help us manage our online registration process or payment processors or transactional message processors.

We will share information with our business partners. This includes a third party who provides or sponsors CARE2JOY Platform. Our partners use the information we give them as described in their privacy policies.

We may share information if we think we have to in order to comply with the law or to protect ourselves. We will share information to respond to a court order. We may also share it if a government agency or investigatory body requests. Or, we might also share information when we are investigating potential fraud.

We may share information with any successor to all or part of our business. For example, if part of our business is sold we may give our customer list as part of that transaction.

We may share your information for reasons not described in this policy. YOU will be informed before we do this.

Email Opt-Out

You can opt out of receiving our marketing emails. To stop receiving our promotional emails, please **email** _____. It may take about ten days to process your request. Even if you opt out of getting marketing messages, we will still be sending you transactional messages through email and SMS about your purchases.

Third party sites

If you click on one of the links to third party websites, you may be taken to websites we do not control. This policy does not apply to the privacy practices of those websites. Read the privacy policy of other websites carefully. We are not responsible for these third party sites. We do not guarantee and are not responsible for the privacy or security of such sites, including the accuracy, completeness, or reliability of information found on these sites. Information you provide on public or semi-public venues, including information you share on third-party social networking platforms may also be viewable by other users of the Services and/or users of those third-party platforms without limitation as to its use by us or by a third party. Our inclusion of such links does not, by itself, imply any endorsement of the content on such platforms or of their owners or operators, except as disclosed on the Services.

Children's Data

The Services are not intended to be used by children, and we do not knowingly collect any personal information about children under the age of majority in your jurisdiction. If you are the parent or guardian of a child who has provided us with their personal information, you may contact us using the contact details set out below to request that it be deleted. As of the Effective Date of this Privacy Policy, we do not have actual knowledge that we "share" or "sell" (as those terms are defined in applicable law) personal information of individuals under 16 years of age.

Your Rights

You may have some or all of the rights listed herein subject to the applicable law:

- Right to access personal information we hold about you
- Right to request deletion of Personal Information we maintain about you.
- Right to request correction of Personal Information stored

