

Privacy Policy

This Privacy Policy ("Policy") has been formed under Information Technology (Reasonable Security Practices and procedures and sensitive personal data or information) Rules, 2011 and forms part of our Website's Terms of Service. Our Privacy Policy is subject to change at any time without notice. To make sure you are aware of any changes, please review this policy periodically. When you visit Moverdeal.com (hereinafter referred as "Website") and use any current or future services of Fedeltà Private Limited, you are deemed to have accepted the Privacy Policy and the Terms of Service that appear on the Website from time to time.

Any right and liabilities of the Website under this Policy shall be considered to be rights and liabilities of Fedeltà Private Limited.

Website values and respects your privacy. We are committed to protecting your personal information and the Website only collects personal data for the purpose of verifying user accounts, maintaining the accounts of the users, completing transactions of the users, which includes getting the best quote for the User and for analyzing user behaviour and requirements. The purpose of this Policy is to enable you to understand how we deal with your personal information.

What personal information do we collect?

As part of the Website account opening process, we will ask you to provide us with certain personal information and other information may be collected from time to time which includes:

- Personal Data

We may ask you to provide us with certain categories of information such as personal information, which is information that could reasonably be used to identify you personally, such as

- a) Your Name
- b) Email Address
- c) Mobile Number

We may collect this information through various forms and in various places through the Services, including account registration forms, contact us forms, or when you otherwise interact with us. When you sign up to use the Services, you create a user profile.

- Other Personal Information

To request for our services, apart from your Personal Information, you also provide us details such as,

- I. Postal/Contact address
- II. Home Inventory
- III. Your photograph for testimonials and other promotions.

- IV. Financial information such as Bank account or credit card or debit card or other payment instrument details.

Certain additional personal information may be requested by Website for permitting you access to any other facilities undertaken by Website.

- Other Information we collect as you access and use our Services
 - I. The IP address of your computer, browser type and language
 - II. The date and the time during which you accessed the site.
 - III. The address of the website which you may have used to link to the Website

Purpose of the information collected

The Personal Information collected shall be used to send you a welcoming email to verify your username and password. We will also communicate with you in response to your inquiries, to provide the services you request, and to manage your account. We will communicate with you by email, telephone, or SMS or text message, in accordance with your wishes. The information collected is also used to confirm various financial transactions, to occasionally send you events and news information, stored as your account information, displayed as a part of your user profile and to provide you with customer support services. You can at any time modify any such information by editing your personal details.

Website may use your some of your personal information like name, photo, Login ID and your location for promotion on the Website or otherwise. Website conducts periodic analysis and survey of the traffic to Website for market research and advertising purposes. Website reserves the right to share your account information with Website appointed market research and advertising companies or other firms from time to time for the said purposes. Website may also use cumulative non-personal information for auditing and analysis purposes with the aim of improving its services. We shall also forward your personal information to the business partners like Packers and Movers for purpose of contacting you.

Website may share Sensitive Personal Data and Other Personal Information if sharing of such information is necessary:

1. To comply with any applicable law, regulation legal processes or enforceable governmental request;
2. To enforce applicable the Terms of Service and this Privacy Policy; including investigation of potential violations.
3. Detect, prevent, or otherwise address fraud, security or technical issues.
4. For issues involving information security, or
5. To protect against harm to your rights, property or safety of Fedeltà Private Limited and rights of the general public as required or permitted by law.

User Consents

By accepting the Terms of Service and the Privacy Policy at the time of account registration, you are agreeing to provide 'personal information' and 'sensitive personal data or information' and you are aware of the purpose of sharing such information. Please inform us if you are not clear of the purpose for which the information will be used. Please do not open your account or register if you do not wish to

share the mandatory personal information with requested at the time of account registration. Account opening procedure shall not be completed until information in the non-optional fields is provided.

The consent for use of Sensitive Personal Data or Other Personal Information can be withdrawn by emailing a specific request to support@moverdeal.com. On such withdrawal of consent the Website shall be free to restrict any service being provided to the user prior to such withdrawal.

The Website may send you a temporary cookie when you visit the Site. A cookie is a text-only string of information that we place in your computer's cookie file so that we can remember who you are when you revisit the Site.

Limitation of Liability

Notwithstanding anything to the contrary contained in this Policy and elsewhere, the aggregate liability of Website for all claims for damages pursuant to provisions of services on the Website, including claims in respect to the violation of this Policy, shall be limited to the aggregate maximum amount of liability as provided in the Terms of Service.

Website does not take any responsibility for any information that you provide to third-party sites which link to or from the Site. You must read their privacy policy before submitting any information to their website. Website has no liability for any events beyond the direct control of the Website. Due to the nature of the technology and software, we cannot guarantee, nor do we represent that there will be error-free performance as regards to the privacy of your personal information. Website will not be liable for any indirect, incidental, consequential, or punitive damages relating to the use or release of your Personal Information.

Grievance Handling

In case of any grievance or suggestion related to Moverdeal services you can contact us using various contact pages and functionality on www.moverdeal.com or using email id support@moverdeal.com.

Security

We strives to ensure the security, integrity and privacy of Your Personal Information and to protect Your Personal Information against unauthorized access or unauthorized alteration, disclosure or destruction. For this purpose, we adopts internal reviews of the data collection, storage and processing practices and security measures, including appropriate encryption and physical security measures to guard against unauthorized access to systems where we store Your personal data. However, as effective as encryption technology is, no security system is impenetrable. We cannot guarantee the security of our databases, nor can we guarantee that information you supply won't be intercepted while being transmitted to us over the Internet or wireless communication, and any information you transmit to the Company you do at your own risk. We recommend that you not disclose your password to anyone.