
Privacy Policy

Effective Date: 1 Jan 2024

Proficient Cleaning Service Private Limited ("Company," "we," "us," or "our") is committed to protecting the privacy of our customers ("you" or "your"). This Privacy Policy outlines how we collect, use, disclose, and protect your personal information in compliance with the applicable laws of India.

1. Information We Collect

We may collect the following types of personal information:

- **Contact Information:** Name, email address, phone number, and postal address.
- **Service Information:** Details about the services you request or use, including preferences and feedback.
- **Payment Information:** Billing address, credit/debit card details, and other payment-related information.
- **Usage Data:** Information about how you interact with our website, apps, and services, including IP address, browser type, and pages visited.
- **Device Information:** Information about the device you use to access our services, such as hardware model and operating system.

2. How We Use Your Information

We use your personal information for the following purposes:

- **Service Delivery:** To provide, maintain, and improve our services, process transactions, and manage customer relationships.
- **Communication:** To communicate with you regarding your inquiries, service updates, promotional offers, and other information related to our services.
- **Personalization:** To customize and enhance your experience based on your preferences and interactions with us.
- **Security:** To protect our users, prevent fraud, and ensure the security of our services.
- **Legal Compliance:** To comply with legal obligations and protect our legal rights.

3. Sharing Your Information

We may share your personal information with:

- **Service Providers:** Third-party vendors who assist us in providing our services, such as payment processors, IT service providers, and customer support.
- **Legal Authorities:** Government or regulatory authorities as required by law or to protect our legal rights.

- **Business Transfers:** In the event of a merger, acquisition, or sale of assets, your information may be transferred as part of the transaction.

4. Data Security

We implement appropriate technical and organizational measures to protect your personal information from unauthorized access, alteration, disclosure, or destruction. Despite our efforts, no security measures are completely secure, and we cannot guarantee absolute security.

5. Your Rights

You have the following rights regarding your personal information:

- **Access:** You can request access to the personal information we hold about you.
- **Correction:** You can request correction of inaccurate or incomplete personal information.
- **Deletion:** You can request the deletion of your personal information, subject to certain legal restrictions.
- **Objection:** You can object to the processing of your personal information under certain circumstances.
- **Withdrawal of Consent:** Where we rely on your consent to process your personal information, you have the right to withdraw your consent at any time.

6. Cookies and Tracking Technologies

Our website and services may use cookies and similar tracking technologies to enhance your experience and gather usage data. You can control cookies through your browser settings and other tools.

7. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of any significant changes by posting the updated policy on our website and indicating the effective date of the update.

8. Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at:

Proficient Cleaning Servico Private Limited

Workshop address: 65 Village Matiala, Uttam Nagar, Delhi 110059

Email: customerproficientcleaning@gmail.com

Phone: +91 8595051393