

Privacy Policy

How “Only Click” collects, uses and protects your information

“Only Click” (“we”, “us”, “our”) operates the ONLYINCLIK DOMESTIC FIXES PVT LTD and onlyclick.in, providing home services in Vijayawada, Andhra Pradesh, India.

Effective date:01-07-2026 Version 1.0

This Privacy Policy explains what personal information we collect when you use “Only Click”, why we collect it, how we use and share it, and the rights you have. It is intended to be read together with our Terms of Service. By using “Only Click”, you agree to the practices described here.

1. Who we are

“Only Click” is a home-services platform connecting customers with service professionals (“Service Masters”) for cleaning, AC servicing, plumbing, vehicle washing and related services. For any privacy query, contact us at [\[support@onlyclick.in\]](mailto:support@onlyclick.in) or [\[+91-9121377419\]](tel:+919121377419).

2. Information we collect

2.1 Information you give us

- Identity and contact details: name, phone number, service address.
- Booking details: service selected, date/time, property details (such as number of rooms), special instructions.
- Payment details: amounts, payment method and status. Card/UPI credentials are handled by our payment gateway, not stored by us.
- Communications: messages, call records with support, ratings, reviews, photos you upload (e.g. to show a problem or damage).

2.2 Information collected automatically

- Device and usage data: device type, app version, IP address, app interactions and log data.
- Location data: with your permission, to show nearby Service Masters and assign jobs. You can control location access in your device settings.

2.3 Information from others

- Task Masters may add notes, checklists, before/after photos and completion status for your booking.
- Payment gateways and partners may share transaction confirmation and fraud-check signals.

3. How we use your information

1. To create and manage your account.
2. To book, schedule, assign and deliver the services you request.

3. To process payments, issue receipts and handle refunds or charges.
4. To provide customer support and resolve complaints or disputes.
5. To verify identity, prevent fraud, and keep customers and Service Masters safe.
6. To improve our services, train staff, and develop new features.
7. To send service updates and, where you have not opted out, offers and promotions.
8. To comply with legal obligations and enforce our Terms.

4. Legal bases

We process your information where it is necessary to perform our contract with you (deliver the service), to comply with the law, for our legitimate business interests (such as safety, fraud prevention and service improvement), and, where required, on the basis of your consent (such as for location access or marketing). You can withdraw consent at any time.

5. How we share information

We do not sell your personal information. We share it only as needed:

- With the assigned Service Master, to deliver your booking (your name, address, contact and job details).
- With payment gateways and banking partners, to process transactions.
- With service providers who help us run the platform (hosting, communications, analytics) under confidentiality obligations.
- With authorities or legal advisors when required by law, or to protect rights, safety and property, or to recover dues.
- In a business transfer (merger, acquisition), subject to this Policy.

6.Task Masters and your address

To deliver a home service we must share your address and contact number with the assigned Task Master. Task Masters are expected to use this only for the booking and to follow our conduct and confidentiality rules. Please still secure valuables and follow the safety guidance in the service checklist.

7. Data retention

We keep your information for as long as your account is active and as long as needed to provide services, comply with legal, tax and accounting requirements, resolve disputes and enforce agreements. When no longer needed, information is deleted or anonymised.

8. Security

We use reasonable technical and organisational measures to protect your information against unauthorised access, loss or misuse. No method of transmission or storage is fully secure, so

we cannot guarantee absolute security, but we work to protect your data and to notify you and authorities of significant breaches as required by law.

9. Your rights

Subject to applicable law, you may:

- Access the personal information we hold about you.
- Ask us to correct inaccurate or incomplete information.
- Ask us to delete information, where there is no overriding legal reason to keep it.
- Withdraw consent for location access or marketing.
- Object to or restrict certain processing.

To exercise any right, contact us at **[support email]**. We may need to verify your identity before acting on a request.

10. Children

“Only Click” is not intended for children under 13. We do not knowingly collect information from minors. If you believe a minor has given us information, contact us and we will delete it.

11. Cookies and analytics

Our website and app may use cookies and similar technologies to keep you signed in, remember preferences and understand usage. You can control cookies through your browser or device settings; disabling them may affect some features.

12. Grievance Officer

In line with Indian law, complaints about data handling may be addressed to our Grievance Officer:

Grievance Officer

Name: Lohit

Email: cherukurilohit@onlyclick.in

Address: Niddamanuru, Vijayawada, Andhra Pradesh

We aim to acknowledge complaints promptly and resolve them within the timelines required by law.

13. Changes to this Policy

We may update this Policy from time to time. We will post the updated version with a new effective date and, for significant changes, notify you in the app or by other means. Continued use after changes means you accept the updated Policy.