

Privacy Policy

BookUrVibe ("BookUrVibe", "BUV", "we", "our", or "us") values your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, store, share, and protect your information when you use the BookUrVibe website, mobile application, and related services.

By using BookUrVibe, you agree to the practices described in this Privacy Policy.

1. Information We Collect

We may collect the following information:

Personal Information

- Full name
- Mobile number
- Email address
- Profile photo (optional)
- Residential or service address
- Date of birth (if required)
- Gender (optional)

Account Information

- Username
- Password (stored securely in encrypted form)
- Login history
- Device information

Booking Information

- Booked services
- Booking dates and times
- Vendor information
- Appointment history
- Cancellation history

Payment Information

Payments are processed through secure third-party payment gateways.

BookUrVibe does **not** store your complete debit card, credit card, UPI PIN, or banking passwords.

We may store:

- Transaction IDs
- Payment status
- Payment amount
- Refund status

Device Information

We may automatically collect:

- IP address
- Browser type
- Operating system
- Device model
- App version
- Crash reports
- Usage analytics

Location Information

With your permission, BookUrVibe may access your device location to:

- Show nearby service providers
- Improve search results
- Enable location-based services

You can disable location access through your device settings.

2. How We Use Your Information

We use your information to:

- Create and manage your account
- Process bookings

- Connect customers with vendors
 - Process payments and refunds
 - Send booking confirmations
 - Send OTPs and notifications
 - Improve our services
 - Detect fraud and suspicious activity
 - Respond to customer support requests
 - Comply with legal obligations
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3. Sharing Your Information

We may share limited information with:

Vendors

To complete your booking, vendors may receive:

- Name
- Contact number
- Service address (where applicable)
- Booking details

Payment Partners

Payment information required to process transactions may be shared with authorised payment providers.

Legal Authorities

We may disclose information if required by law or to protect our legal rights, users, or the public.

BookUrVibe does **not** sell your personal information to third parties.

4. Data Security

We implement reasonable technical and organisational measures to protect your information, including:

- Secure servers

- Password encryption
- Access controls
- Firewalls
- Regular security updates

While we strive to protect your information, no method of internet transmission or electronic storage is completely secure.

5. Cookies

BookUrVibe may use cookies and similar technologies to:

- Keep you signed in
- Remember your preferences
- Improve website performance
- Analyse traffic
- Enhance user experience

You may disable cookies through your browser settings, though some features may not function properly.

6. Your Rights

Depending on applicable law, you may have the right to:

- Access your personal information
- Update or correct your information
- Delete your account (subject to legal and business requirements)
- Request a copy of your personal data
- Withdraw consent where applicable
- Opt out of promotional communications

To exercise these rights, please contact us using the details below.

7. Data Retention

We retain personal information only for as long as necessary to:

- Provide our services
- Maintain booking records
- Resolve disputes
- Prevent fraud
- Comply with legal obligations

When no longer required, your information will be securely deleted or anonymised where appropriate.

8. Children's Privacy

BookUrVibe is not intended for children under the age of 18 without parental or guardian supervision.

We do not knowingly collect personal information from children in violation of applicable laws.

9. Third-Party Services

Our platform may include links to third-party websites or services.

We are not responsible for the privacy practices or content of those third-party services. We encourage you to review their privacy policies before providing personal information.

10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time.

Any changes will be posted on this page with an updated Effective Date.

Your continued use of BookUrVibe after changes become effective constitutes acceptance of the updated Privacy Policy.

11. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy, please contact us:

BookUrVibe Support

Email: support@bookurvibe.com

Website: www.bookurvibe.com

12. Consent

By accessing or using BookUrVibe, you acknowledge that you have read, understood, and agreed to this Privacy Policy.