

Privacy Policy

Effective Date: 1st May 2025

Last Updated: 25th May 2025

Platform: Strings Social

Strings Social ("we", "our", or "us") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our mobile application, website, and related services (collectively, the "Platform").

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

1. Information We Collect

a. Information You Provide to Us

- - Account Information: Name, email address, mobile number, profile photo, and password.
- - Service Details: Services you offer or book, including descriptions, schedules, pricing, and location preferences.
- - Communication Data: Messages, reviews, ratings, and feedback exchanged between users.
- - Payment Information: UPI ID, bank details, Credit/Debit Cards, or wallet credentials (processed securely via third-party providers like Razorpay, Phonepay or Stripe).

b. Information We Collect Automatically

- - Device Data: Device ID, operating system, browser type, and mobile carrier.
- - Usage Data: Time spent on the app, pages viewed, search terms, click patterns.
- - Location Data: GPS-based location for service discovery (with your consent).

c. Third-Party Information

- - We may receive information about you from third-party platforms (e.g., Google Sign-In, social media logins) or SDKs integrated for analytics, crash reports, or advertisements.

2. How We Use Your Information

- - Enable account creation, profile management, and authentication
- - Connect you with relevant service providers or consumers
- - Process bookings, payments, and service contracts
- - Personalize your experience based on preferences and past activity
- - Send updates, confirmations, security alerts, and support messages

- - Improve app performance, detect fraud, and analyze user behavior

3. How We Share Your Information

- - Other Users: Your name, profile, and service history may be visible to others on the platform.
- - Third-Party Providers: For payments, analytics, messaging, customer support, etc.
- - Legal Authorities: When required to comply with the law, protect our rights, or prevent fraud.
- - We never sell your personal data to advertisers or external parties.

4. Data Storage and Retention

- - Local Data Storage: Strings Social operates country-specific data servers to ensure compliance with local data protection and residency laws. Your personal data will be stored and processed within your country or jurisdiction of use, in accordance with local legal requirements.
- - Data Retention: We retain your information as long as your account is active or as needed to provide services. You may request deletion of your account and associated data at any time.

5. Security

We implement industry-standard security measures to protect your data. However, no method of transmission over the Internet or mobile networks is completely secure.

6. Your Rights and Choices

- - Access & Update: You can view and update your profile and preferences at any time.
- - Delete Account: You can request account deletion via the app or by emailing us.
- - Opt-out of Notifications: You may disable marketing emails and push notifications in your settings.

7. Children's Privacy

Strings Social is not intended for use by children under the age of 13. We do not knowingly collect data from children without parental consent.

8. International Users

Your information will be processed and stored within your country of operation. In cases where cross-border processing is required, we ensure that such transfers comply with relevant legal safeguards and data protection standards.

9. Updates to This Policy

We may update this Privacy Policy from time to time. We will notify you via app notification or email whenever changes are significant.

10. Contact Us

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

Email: info@exentrea.com

Address: Worli, Mumbai, India