

Sparklit Privacy Policy

Last Updated: 19 September 2025

OneZero Innovations Private Limited (“Company,” “we,” “us,” or “our”) operating as Sparklit (“Platform,” “Services”) respects your privacy and is committed to protecting your personal data in accordance with applicable laws, including the Information Technology Act, 2000 and the Digital Personal Data Protection Act, 2023 (DPDP Act).

This Privacy Policy describes how we collect, use, share, protect, and retain your personal information when you use our platform via website, mobile applications, WhatsApp, or other interfaces.

1. Information We Collect

Personal Information You Provide:

- Name, contact number, email address, postal address.
- Account access information collected via One-Time Password (OTP) SMS for login verification.
- Details about your home, including house type (e.g., 1BHK, 2BHK), approximate size, and whether pets are present, to customize our services.
- Payment details, including billing and transaction data, processed through secure third-party payment gateways.

Automatically Collected Information:

- Device data (type, browser, operating system, IP address).
- Location information collected via GPS or IP to assign Crew and fulfill service requests.
- Cookies and tracking technologies to analyze service usage, performance, and for personalized experiences.

Communication Data:

- Correspondence between Customers and Crew and interactions with our support teams.

Exclusions:

- We do not collect sensitive personal data related to health or biometric information.
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2. How We Use Your Information

We process your data to:

- Provide, operate, and maintain our services effectively.
 - Confirm bookings, assign Crew, and manage service delivery.
 - Communicate with you via email, SMS, or in-app notifications about your bookings, updates, and promotional offers (you may opt out).
 - Ensure platform and transaction security, prevent fraud and abuse.
 - Comply with applicable laws and regulatory obligations.
 - Analyze data to improve our Platform and develop new services.
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3. Legal Grounds for Processing

We process your personal data based on one or more of the following legal bases:

- **Performance of contract:** To fulfill service bookings and transactions.
 - **Consent:** Where required for marketing communications or specific data collection.
 - **Compliance with legal obligations:** For regulatory reporting or lawful inquiries.
 - **Legitimate interests:** Enhancing services, fraud prevention, and security.
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4. Sharing and Disclosure of Information

We share your information strictly on a need-to-know basis with:

- **Crew and Service Providers:** For service delivery and support.
- **Payment Service Providers:** Secure handling of your payment information.
- **Third-Party Vendors:** Analytics, IT support, customer experience enhancements, under confidentiality agreements.
- **Legal and Government Authorities:** When mandated by law or for legal enforcement purposes.

We do not rent, sell, or trade your personal information to third parties for marketing purposes.

5. Cross-Border Data Transfers

Your data may be transferred, processed, or stored outside India where our service providers or hosting facilities are located. We ensure such transfers comply with applicable data protection laws and use suitable safeguards.

6. Data Retention

We retain your data only as long as necessary to provide services, meet legal obligations, resolve disputes, and enforce agreements. Typically, data is retained for up to three years from the last interaction or as required by law.

7. Cookies and Similar Technologies

We utilize cookies and similar tracking technologies to enhance user experience, analyze usage patterns, and deliver targeted content. Cookies are categorized as:

- **Essential Cookies:** Required for Platform operation and security.
- **Performance and Analytics Cookies:** To analyze and improve Platform usage.
- **Advertising Cookies:** To provide personalized marketing (with opt-out options).

You may manage cookies via your browser or Platform settings.

8. Your Privacy Rights

Under applicable laws, you have the right to:

- **Access:** Obtain a copy of your personal information.
- **Rectification:** Correct inaccuracies or incomplete data.
- **Portability:** Export your data to another service provider.
- **Erasure:** Request deletion where lawful and feasible.
- **Restrict Processing:** Limit certain uses of your data.
- **Withdraw Consent:** For processing activities requiring consent.
- **Object:** To data processing based on legitimate interests.
- **Lodge Complaints:** With data protection authorities if dissatisfied.

Please contact our Data Protection Officer (DPO) at [Insert Email] to exercise these rights. We will respond within timeframes as mandated by law.

9. Data Security

We implement appropriate organizational and technical measures such as encryption, access controls, regular audits, and staff training to protect your data from unauthorized access,

alteration, or disclosure. However, no internet transmission or electronic storage method is entirely secure.

10. Children's Privacy

Use of our Platform by children below 18 years is allowed only with parental or guardian consent and supervision. We do not knowingly collect personal information from children without such consent.

11. Data Breach Notifications

In event of a personal data breach likely to result in risk to your rights, we will notify you and applicable regulators without unreasonable delay as prescribed by law.

12. Changes to This Privacy Policy

This Policy may be updated occasionally. We will notify you of significant changes via Platform notifications or email, indicating the effective date.

13. Contact Details

For privacy questions or to exercise your rights:

OneZero Innovations Private Limited
Registered Office: H No 4, Krishna Kunj, Dattatreya Colony, Rajiv Nagar, Hubli -580031,
Karnataka, India
Email: support@justsparklit.com