

SLOTSNAP PRIVATE LIMITED - Privacy Policy

Effective date: 22 August 2026

Last updated: 22 August 2026

This Privacy Policy explains how **SLOTSNAP PRIVATE LIMITED**, having its registered office at **No. 13-1-5/5/B, Plot No. 74, Avanthi Nagar, Erragadda, Hyderabad, Telangana, India - 5000182** (the "Company", "we", "us", or "our"), collects, uses, shares, retains, and protects personal data through the **TokenPe customer mobile application**, SlotSnap provider application, SlotSnap and TokenPe websites or QR booking pages, provider dashboards, support channels, and related services (collectively, the "Platform"). **TokenPe is the Company's customer mobile application and product brand, and SlotSnap is its provider-facing Platform brand. Neither TokenPe nor SlotSnap is a separate legal entity.**

This policy applies to customers, prospective customers, Providers and their owners, staff and authorised users, website visitors, and people who contact us. A Provider may separately control personal data that it collects to deliver its services. Please review the Provider's own privacy notice where applicable.

1. Personal data we collect

Depending on how you use the Platform, we may collect:

- **Identity and contact data:** name, mobile number, email address, profile information, and OTP-verification status.
- **Customer and booking data:** selected Provider, branch, service, staff member, date and time, token or queue number, booking status, notes you choose to provide, and booking history.
- **Provider and staff data:** owner or representative details; organisation, branch, service, staff, licence, tax, settlement, schedule, and business-contact information; business photographs and descriptions.
- **Payment and transaction data:** amount, currency, order and payment references, payment status, refund amount and status, payment-gateway refund identifier, refund receipt or reconciliation reference, refund attempt count, request and completion timestamps, failure reason, chargebacks, and limited payment-method details supplied by the payment processor. We do not intentionally collect or store complete card, bank-account, or UPI credentials.
- **Location data:** branch addresses and coordinates; approximate location derived from IP address; and device location only when you grant permission for a location-enabled feature.
- **Device, technical, and usage data:** IP address, device and app identifiers, operating system, app version, language, crash and diagnostic logs, timestamps, pages or screens viewed, clicks, session activity, and security events.
- **Communications:** support requests, complaints, feedback, survey responses, call or message records, and communications with Providers made through supported channels.
- **Notification data:** device push token and preferences for SMS, email, WhatsApp, or push notifications.
- **Information from others:** data supplied by a Provider, staff administrator, payment gateway, analytics or messaging vendor, fraud-prevention service, referral source, or lawful authority.

Please do not enter medical records, diagnosis details, government identifiers, or other sensitive information into free-text fields unless the Platform specifically requests it and explains why it is needed.

2. How we use personal data

We use personal data to:

- create, authenticate, secure, and administer accounts;
- display Provider listings and enable bookings, tokens, slots, queues, rescheduling, cancellation, check-in, and booking history;
- connect customers and Providers and disclose booking details needed to perform the requested service;
- process payments, settlements, automatic provider-cancellation refunds, refund retries, receipts, reconciliation, fraud prevention, support, and disputes;
- send OTPs and transactional booking, payment, queue, safety, and service messages;
- provide support, investigate complaints, enforce terms, prevent abuse, and protect users and the Platform;
- operate, troubleshoot, measure, secure, personalise, and improve the Platform;
- maintain business, tax, accounting, security, and legal records;
- comply with law and respond to lawful requests; and
- send marketing only where permitted, with any required consent and an opt-out mechanism.

Where applicable law requires consent, we will request clear consent for the specified purpose. You may withdraw consent through available settings or by contacting us. Withdrawal does not affect processing already lawfully completed and may prevent us from providing a feature that requires the data. We may also process data for uses permitted without consent under applicable law.

3. When we share personal data

We may share the minimum reasonably necessary personal data with:

- **Providers and their authorised staff** to confirm and perform a booking, manage queues, contact you about the service, and resolve complaints;
- **payment processors, banks, and financial partners** to verify, process, retry, and reconcile payments, provider-cancellation refunds, fraud reviews, and chargebacks;
- **cloud hosting, database, security, analytics, crash-reporting, customer-support, email, SMS, WhatsApp, and push-notification vendors** acting under appropriate contractual and security obligations;
- **professional advisers, auditors, insurers, and corporate transaction parties** subject to confidentiality and lawful safeguards;
- **government, courts, regulators, law enforcement, or other persons** where disclosure is required by law or reasonably necessary to protect rights, safety, and security; and
- **a successor or buyer** in a merger, financing, restructuring, or sale, subject to applicable notice and data-protection obligations.

We do not sell or rent personal data. We do not permit Providers to use Platform-derived customer data for unrelated advertising without a lawful basis and any required consent.

4. Provider responsibilities

Providers may independently determine why and how they process data to deliver professional or business services, maintain their own records, or comply with sector rules. In those situations, the Provider is responsible for its processing and for answering your request. The Company is responsible for processing under its own control, such as account operation, Platform security, payment administration, and product analytics.

5. Cookies, SDKs, and similar technologies

Our website may use essential cookies for security, session management, preferences, and core operation. Subject to applicable consent requirements, the website and apps may use analytics, attribution, diagnostics, or fraud-prevention technologies. A mobile app may use software development kits and device identifiers rather than browser cookies. We will provide available controls through a cookie banner, settings, device permissions, or opt-out links where required.

6. Data retention

We keep personal data only as long as reasonably necessary for the purposes described above, including while an account is active and afterward for legal, tax, accounting, payment and refund reconciliation, fraud-prevention, security, complaint, and dispute requirements. Refund records may be retained with the related booking and transaction records for those purposes. Retention varies by record type. We will document and apply a retention schedule before launch.

When data is no longer required, we delete it, anonymise it, or securely isolate it until deletion is technically feasible. Backup copies may remain for a limited cycle and are protected from ordinary use. Account deletion does not require deletion of records that law requires us or a Provider to retain.

7. Security

We use reasonable technical and organisational safeguards appropriate to the nature and risk of the data, including encrypted transmission, authentication, access controls, logging, backups, vulnerability management, vendor controls, and incident-response procedures. No system is completely secure. You should protect your device and OTPs and notify us immediately of suspected account misuse.

If a personal-data breach occurs, we will take containment and remediation steps and provide notifications to affected individuals and authorities as required by applicable law.

8. Your choices and rights

Subject to applicable law and verified identity, you may request:

- information about and access to personal data we process about you;
- correction, completion, or updating of inaccurate or incomplete data;
- deletion of data that is no longer needed or otherwise eligible for erasure;
- withdrawal of consent for consent-based processing;
- cessation of marketing communications; and
- grievance redressal and nomination of another individual to exercise rights where applicable.

You can update some information in your account. For other requests, contact the privacy address below. We may ask for information needed to verify identity and protect accounts. If the request concerns Provider-controlled records, we may direct you to that Provider.

9. Children's privacy

The Platform is intended for adults. A parent or lawful guardian may book a service for a child. We do not knowingly permit a child under 18 to create an independent account or consent to processing. Where child data is necessary, we will seek verifiable parental or guardian consent and apply restrictions required by law. Please contact us if you believe a child supplied personal data without proper authorisation.

10. International processing

Some service providers may process data outside your state or country. Where personal data is transferred internationally, we will use lawful safeguards and comply with any transfer restrictions notified by the Government of India or otherwise applicable.

11. Third-party links and services

The Platform may link to Provider websites, payment pages, maps, messaging services, or other third-party services. Their privacy practices are governed by their own notices. We are not responsible for a third party's independent processing.

12. Automated decisions

We may use automated signals to detect spam, fraud, account takeover, or payment risk. We do not intend to make decisions producing legal or similarly significant effects solely by automated processing without safeguards required by law. Contact us if you believe an automated control incorrectly restricted your account.

13. Changes to this policy

We may update this policy to reflect legal, security, product, or operational changes. We will post the updated version with its effective date and provide prominent notice of material changes. Where required, we will request fresh consent before using data for a materially new purpose.

14. Contact, grievance, and data-rights requests

Data Fiduciary/legal entity: SLOTSNAP PRIVATE LIMITED **Registered address:** No. 13-1-5/5/B, Plot No. 74, Avanthi Nagar, Erragadda, Hyderabad, Telangana, India - 5000182 **Privacy contact:** [INSERT PRIVACY EMAIL]
Grievance Officer: [INSERT NAME] **Grievance email:** [INSERT GRIEVANCE EMAIL] **Grievance address:** [INSERT POSTAL ADDRESS] **Business hours:** [INSERT HOURS AND TIME ZONE]

Please include enough detail to identify your account and request, but do not email passwords, OTPs, complete payment credentials, or unnecessary identity documents.