

Privacy Policy

Scrappy Innovations Pvt. Ltd. (“**Company**”, “**we**”, “**our**”, or “**us**”) operates the **Scrappy** mobile application (“**App**”), which offers scrap collection, cleaning services, waste management and cleaning product e-commerce, and local taxi hiring. We value your privacy and are committed to protecting your personal information. This Privacy Policy explains in clear terms how we collect, use, store, and share your data when you interact with our App and services. By downloading, registering, or using Scrappy, you acknowledge and agree to the practices described below.

1. Information We Collect

We collect various types of information to allow us to provide our services efficiently and securely. When you create an account on Scrappy, we may collect personal information such as your name, mobile number, email address, delivery or service address, and profile details. This information is required to identify you, create your user account, and ensure accurate service delivery.

During your use of the App, we also collect **usage data**, including your device details, operating system version, IP address, app interaction patterns, screen activity, and log information. Such data helps us enhance the performance of our App, diagnose technical issues, and improve user experience.

Certain services—such as scrap pickup, on-site cleaning, or taxi hiring—require access to your **real-time location**. With your permission, we collect approximate or precise GPS-based location data to assign service providers, track ride routes, and ensure timely service. You can control location access from your device settings; however, disabling location may limit the use of location-based services.

We also collect **service-related information**, including past scrap pickup details, cleaning or taxi bookings, order histories from the e-commerce section, communication with service providers, and any messages or inquiries you submit through our helpdesk.

2. How We Use Your Information

The information we collect is used primarily to deliver our services effectively and safely. We use your personal details to register your account, verify your identity, process service requests, allocate service providers, and deliver products or services to your location. Your contact information enables us to send important updates such as booking confirmations, delivery notifications, cancellations, or service alerts.

We also use your data to analyze user behavior, improve our App features, and personalize your experience. For example, we may use usage patterns to enhance navigation, optimize performance, or recommend relevant services and products.

Your information may additionally be used for security purposes, such as fraud detection, account verification, and policy enforcement. In certain cases, we may use your data to comply with legal requirements or respond to government or regulatory authorities.

3. Sharing of Information

We do not sell or rent your personal information to any third party. However, there are circumstances under which we may share your data responsibly. To fulfill your service requests, we may share relevant details with scrap collectors, cleaners, taxi drivers, delivery partners, or other authorized service personnel. These partners receive only the information necessary to complete the assigned task.

We also work with trusted third-party service providers—including payment gateways, cloud hosting providers, SMS/OTP service partners, and analytics tools—who may have access to limited data strictly for operational purposes. All such partners operate under confidentiality agreements and are required to maintain strong data-protection standards.

In addition, we may disclose your information if required by law, court orders, or regulatory authorities, or when necessary to protect the rights, safety, and security of our users, service providers, or the Company.

4. Data Storage & Security

Your personal information is stored on secure servers and protected through industry-standard technical and organizational measures. These safeguards include encryption, access control, secure data transmission, and routine security monitoring. Despite our strong efforts to protect your data, no digital platform can guarantee absolute security, and you acknowledge that you use our services at your own discretion and risk.

5. Retention of Data

We retain your personal information only for as long as necessary to provide our services, comply with legal obligations, resolve disputes, and enforce our agreements. Once the data is no longer required, we take reasonable steps to permanently delete or anonymize it. You may also request deletion of your data at any time, as described in Section 8.

6. Cookies & Tracking Technologies

To improve your overall experience, we may use cookies, app analytics tools, and similar technologies. These tools help us understand how users interact with various features, identify performance issues, and enhance speed and usability. You may adjust or disable certain tracking permissions in your device settings, although doing so may limit some functionalities of the App.

7. Third-Party Links

The Scrappy App may include links to external websites, services, or payment portals. These third-party sites operate independently and have their own privacy policies. We are not responsible for their practices, and we encourage you to review their policies before sharing any information.

8. Your Rights & Choices

You have full control over your personal information. You may access and update your profile details directly within the App. You can also request correction of inaccurate information, deletion of your data, or deactivation of your account. You may withdraw your consent for location tracking or marketing communications at any time.

For any privacy-related request, you may contact us using the details provided below. We will process your request within a reasonable time frame in accordance with applicable laws.

9. Children's Privacy

Scrappy is not designed for individuals under the age of 18. We do not knowingly collect personal information from minors. If we discover that a minor has provided information, we will take immediate steps to delete it from our records.

10. Changes to This Privacy Policy

We may update this Privacy Policy periodically to reflect changes in our services, legal obligations, or practices. Any updates will be posted within the App along with the date of the

latest revision. Continued use of the App after such updates will constitute your acceptance of the revised Policy.