

# METRO360 PRIVACY POLICY

## **METRO360 SERVICES**

2nd Floor, Panakkapadath Annexe, Ponnurunni -Chalikkavattom Road, Opposite to Gold Souk Grande, Vyttila P.O., Kochi-682019

www.metro360.in

Phone: +91-484-4066650 Email: hello@metro360.in



## PRIVACY POLICY

Metro360 is dedicated to protect the privacy of your personal information shared by you on Metro360.

By visiting Metro360, you are requested to accept our Privacy Policy. In case you don't accept with our terms on this Privacy Policy as mentioned, we advise you not to use the Website. We might alter or cancel our Privacy Policy from time to time without any prior notice. Incase you continued to use Metro360, post these changes, will mean that you agrees with these changes.

As per our Policy, we do not sell, rent or give your personal information to any company outside of Metro360.

## **Personal information**

"Personal information" is defined as any info and materials you entered to Metro360 in connection with your registration for and use of the Service. This data is collected and stored by us.

Metro360 collects and stores information entered by you on the Website or through our customer care. You are responsible for the Personal information, and we act as a medium for your online distribution and publication of Personal information.

You hereby acknowledge to Metro360 that information (personal and other related) you provided to us (a) will not be false, incomplete or false; (b) will not be involve the sale of counterfeit or stolen items; (c) will not violate any third party's copyright, patent, trademark, trade secret or other proprietary right or rights of publicity or privacy; (d) will not violate any law, statute, ordinance, or regulation (e) will not be defamatory, unlawfully threatening, or harassing; (f) will not be contain child pornography or be harmful to minors; (g) will not contain any viruses, Trojan Horses, worms, time bombs or other computer programming routines that cause damage to data or personal information; and (h) will not create liability for Metro360 or cause Metro360 to lose (in whole or in part) the services of its ISPs or other partners or suppliers.

# **Termination and Suspension**

Metro360 may terminate or temporarily bar your right to access the Service if you go against any term of this Agreement or any policy of Metro360 from time to time, or if Metro360 otherwise finds that you have engaged in offensive behavior. If Metro360 spends the account then your right to use the Service for any of these reasons, you will not be entitled to any refund of remaining balance in your account. In addition to suspending your account, Metro360 reserves the right to take legal action if needed against you.

Metro360 may dismiss or debar your use of the Service at anytime for any or no reason by providing you with prior written or email notice of such dismissal, and dismissal will be effective immediately from the time of delivery of such notice.

# **Anonymous Information**

Metro360s servers keep a log that captures anonymous details of Website usage without identifying people individually. We also gather and keep certain traffic information regarding Website usage ourselves or through a third party. This includes IP address, time and date of access, web pages visited, things searched for, referring websites addresses and other such details.

## **Use of Cookies**

Like several others, we store cookies on your computer when you visit certain online pages. These cookies help us to track use of our Website which might help us in making it better. Cookies you get from companies advertising on our Website are not controlled by us and are not included in this privacy policy. If you want, then you can change your browser settings to disable cookies.

## **Usage of personal information**

Information captured by us to help us personalize and to better fulfil your requirements. We also use it to manage your account and to update our records, and also to prevent or detect illegal use of our Website.

## Service Seekers for individual service

Metro360 would share some information provided by you to service providers, to enable them to respond to you. However, your name, address, and contact details would not be shared till the time there is need for the same to be disclosed to facilitate and interaction with the service provider.

However, if you put your personal details, while putting in your request for a service, the same would be shared with the service provider.

## Service providers

Information you share with us in any format, or post on our Website, would be provided to the Service Seekers, to enable them to evaluate you.

#### **Customers**

Metro360 would share some information provided by you (including your name and address) to our logistic partners to enable them to deliver products.

#### **Customer Service**

Metro360 may use your Personal Information to provide you better customer service. If we plan to publicly post any of your Personal Information on our or another Website, we would take your prior permission for same. Calling our helpline allows us to contact you through calls and text messages.

# **Use of Anonymous Information**

Metro360 use Anonymous Information to help us understand website usage pattern, and to improve the Website.

# Advertising

Metro360 may use your Internet usage information and your Personal Information to deliver targeted advertisements or customized content to you.

# **Emergency Situations**

Metro360 may use or disclose Personal Information if so required by law or if we believe that it is our moral/social obligation to do so.

# **Steps Taken To Keep Personal Information Secure**

We provide secure transmission of personal information from your computer to our servers. Personal Information collected by our Website is stored on secure servers. We would try to safeguard Personal Information provided by you to the best of our ability.

# **Keep Your Account Details Confidential**

Security and confidentiality of your password and account is entirely your responsibility. Also, you are the sole responsible person for any and all activities occurring under your account. You must inform us immediately in case of any unauthorized use of your account.

Practices described in this Privacy Policy apply only to information gathered online at Metro360. It does not apply to any websites we link to, ads on our website or any partner websites.

Users of this Website are not allowed to share any details presented on the website post logging in, with a third party.

# **Intellectual Property Rights**

All text, graphics, editorial content, data, formatting, graphs, designs, HTML, look and feel, photographs, music, sounds, images, software, videos, designs, typefaces and other content (collectively "Proprietary Material") that users see or read on the Service is owned by Metro360 or are used by permission. Proprietary Material is protected in all forms, media and technologies now known or hereinafter developed. Users may not copy, download, use, redesign, reconfigure, or retransmit anything from the Service without Metro360's express prior written consent. Any use of such Proprietary Material, other than as permitted therein, is expressly prohibited without the prior permission of Metro360 and/or the relevant right holder. The service marks and trademarks of Metro360, including without limitation Metro360 and the Metro360 logo are service marks owned by Metro360. Any other trademarks, service marks, logos and/or trade names appearing on the Service are the property of their respective owners. You may not copy or use any of these marks, logos or trade names without the express prior written consent of the owner.