TodayFix

FIND • CONNECT • GET IT FIXED

PRIVACY POLICY& USER AGREEMENT

Public App & Website Privacy Notice

Effective Date: 10 October 2026

Last Updated: 10 October 2026

Version: 1.0

Public App & Website Notice

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Document Control

Document Name	**TodayFix Privacy Policy & User Agreement**
Document no.	**TFX_PRIV_POL_001**

Version no.	**V 1.0**
Date of Approval	**10 October 2026**
Document Classification	**Public**
Document Owner	**TodayFix**
Prepared By	**Management Team of ToadyFix**

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1. Acceptance of This Agreement

I agree that by creating an account, browsing, accessing, or using TodayFix, I have read and understood this Privacy Policy & User Agreement.

I agree that this Agreement explains how TodayFix may collect, use, store, protect, and share information in connection with the TodayFix platform and its services.

I understand that certain TodayFix features may have additional terms, notices, or consent requirements, which may apply together with this Agreement.

2. Information I Provide

I agree that TodayFix may collect information that I voluntarily provide while using the platform.

This may include my name, email address, mobile number, profile information, address, location, service requests, booking details, reviews, business information, documents, payment-related information, and other information required to provide the requested services.

I agree to provide information that is accurate, complete, lawful, and reasonably up to date.

3. Account and Authentication Information

I agree that TodayFix may collect and process information required to create, authenticate, secure, and maintain my account.

This may include account identifiers, login information, email verification status, mobile verification status, authentication information, and security-related records.

I agree to keep my account credentials confidential and understand that I am responsible for activity performed through my account unless unauthorised use is reported appropriately.

4. Email, Phone and OTP Verification

I agree that TodayFix may verify my email address and mobile number through verification links, OTPs, or other appropriate methods.

I understand that verification may be required for account creation, login, account changes, business registration, direct business listings, security, fraud prevention, and other platform functions.

I agree not to share verification codes, OTPs, or verification links with another person.

5. Location and Address Information

I agree that TodayFix may collect and use address and location information that I provide or permit where necessary to provide location-based services.

This information may be used to identify nearby businesses or service providers, determine service availability, calculate distance or travel charges, facilitate bookings, provide directions, and support service delivery.

I understand that location information may be shared with the relevant business or service provider when reasonably necessary to fulfil my requested service.

6. Business Information

If I register or operate a business on TodayFix, I agree that TodayFix may collect and process business information including business name, business type, category, address, location, description, contact

details, website, logo, service information, employee information, business documents, verification information, and payout information.

I understand that some business information may be publicly displayed as part of the business profile and discovery features.

7. Direct Business Listings

If I submit a direct business listing, I agree that TodayFix may collect, verify, review, moderate, approve, reject, suspend, or otherwise manage the listing.

I understand that a direct business listing may contain the business name, category, location, description, email, phone number, website, verification status, listing status, discoverability status, and related listing information.

I agree that when a listing is made publicly discoverable, information included in that listing may be visible to TodayFix users or members of the public.

I understand that TodayFix may record listing interactions such as enquiries, profile views, contact actions, website clicks, direction requests, and other relevant events to operate and measure the listing service.

8. Business Documents and Verification

I agree that TodayFix may request and process documents or information necessary for business registration, verification, compliance, fraud prevention, or administrative review.

Depending on the applicable business process, this may include identity documents, tax or registration documents, business photographs, logos, bank information, or other supporting documents.

I confirm that I have the right and authority to submit any document or personal information that I provide to TodayFix.

9. Services, Requests and Bookings

I agree that TodayFix may process information relating to the services I search for, request, schedule, or book.

This may include service category, selected service, service location, requested date and time, customer notes, pricing information, travel information, booking status, business or provider information, and other information necessary to complete the requested service.

I understand that relevant information may be shared with the business or service provider assigned to my request or booking.

10. Communication, Chat and Calling

I agree that TodayFix may provide communication features between customers, businesses, employees, and service providers.

I understand that information associated with such communications may include messages, conversation identifiers, timestamps, call-session information, attachments, status information, and other technical records required to operate the communication feature.

I agree not to use TodayFix communication features to share passwords, payment credentials, confidential information, or information that I am not authorised to disclose.

11. Reviews, Ratings and User Content

I agree that reviews, ratings, comments, photographs, attachments, feedback, and other content that I submit may be processed by TodayFix.

I understand that such content may be displayed to other users or publicly where the relevant feature is designed for public display.

I agree that TodayFix may moderate, restrict, remove, or retain content where reasonably necessary for safety, fraud prevention, legal compliance, policy enforcement, dispute resolution, or platform integrity.

12. Payments and Financial Information

I agree that TodayFix may process payment and transaction information through authorised payment providers.

This may include transaction identifiers, payment amounts, payment status, refunds, invoices, payout information, settlement records, and related financial information.

I understand that payment authentication credentials such as UPI PINs, card PINs, CVVs, passwords, and similar confidential credentials should not be shared with TodayFix unless handled through an authorised payment interface.

13. Fix-Coins and Rewards

Where Fix-Coins or reward features are available, I agree that TodayFix may maintain information relating to my balance, earned coins, redeemed coins, expired coins, reservations, transaction history, and related booking or payment references.

I agree that this information may be used to maintain balances, process rewards, prevent misuse, resolve disputes, and maintain accurate transaction records.

14. How TodayFix Uses My Information

I agree that TodayFix may use my information for purposes including:

providing and improving services;

creating and managing accounts;

verifying users and businesses;

processing bookings and payments;

facilitating communication;

providing customer support;

managing business profiles and listings;

preventing fraud, abuse, and unauthorised access;

improving security and platform performance;

analysing usage and developing features;

handling complaints and disputes; and

complying with applicable laws and lawful requests.

15. Sharing of Information

I agree that TodayFix may share relevant information where reasonably necessary to operate the platform, provide services, protect users, or comply with law.

Depending on the service, information may be shared with customers, businesses, employees, service providers, payment providers, hosting and infrastructure providers, communication providers, authentication providers, professional advisers, regulators, authorities, and other authorised service providers.

I understand that TodayFix will seek to limit sharing to information reasonably necessary for the relevant purpose.

16. Third-Party Service Providers

I acknowledge that TodayFix may use third-party providers for services such as hosting, cloud storage, payments, email, SMS, authentication, analytics, security, communications, verification, customer support, and other technical operations.

I understand that these third parties may process information on behalf of TodayFix or independently, depending on their role, and may have their own privacy policies and terms.

17. Publicly Available Information

I understand that certain information submitted through public business profiles, direct listings, reviews, ratings, or other public features may be visible to other users or members of the public.

I agree not to submit unnecessary personal or confidential information through a public feature.

I understand that TodayFix may restrict, suspend, reject, or remove public information or listings where necessary for safety, verification, policy enforcement, legal compliance, or legitimate platform operations.

18. Automatic and Technical Information

I agree that TodayFix may automatically collect technical and usage information when I use the Services.

This may include IP address, device information, operating system, application or browser information, session information, timestamps, error information, security signals, interaction records, and other technical information.

I agree that this information may be used for security, troubleshooting, fraud prevention, analytics, performance monitoring, and service improvement.

19. Cookies and Similar Technologies

I understand that TodayFix may use cookies, SDKs, local storage, logs, pixels, and similar technologies where applicable.

I agree that these technologies may be used for authentication, security, session management, preferences, analytics, performance, fraud prevention, and service functionality.

Where applicable law requires consent or choices for non-essential technologies, TodayFix may provide appropriate controls.

20. Security and Fraud Prevention

I agree that TodayFix may process information to detect, investigate, prevent, and respond to fraud, fake accounts, account takeover, payment fraud, business impersonation, abusive behaviour, spam, unauthorised access, review manipulation, misuse of Fix-Coins, fraudulent bookings, and other security risks.

I understand that TodayFix may use automated systems, manual review, or a combination of both for these purposes.

21. Data Security

I understand that TodayFix will use reasonable technical and organisational safeguards intended to protect personal information against unauthorised access, disclosure, alteration, loss, misuse, or destruction.

I understand that security measures may include access controls, authentication controls, secure password handling, encryption where appropriate, logging, monitoring, rate limiting, backups, recovery procedures, and infrastructure security.

I acknowledge that no electronic system can be guaranteed to be completely secure.

22. Data Retention

I agree that TodayFix may retain information for as long as reasonably necessary for the purposes for which it was collected.

This may include providing services, maintaining accounts, completing transactions, preventing fraud, resolving disputes, maintaining financial and business records, complying with legal obligations, enforcing agreements, and protecting legal rights.

I understand that different categories of information may have different retention periods and that some information may remain temporarily in backup systems.

23. Account Deletion

I understand that I may request deletion of my TodayFix account through the available process.

I agree that deletion may be subject to pending transactions, unresolved disputes, legal obligations, fraud or security investigations, financial or tax record requirements, regulatory requirements, and other lawful retention requirements.

Where information must be retained, I understand that TodayFix may restrict its use to the purposes for which retention is required or permitted.

24. My Privacy Rights

I understand that, subject to applicable law, I may have rights relating to my personal information, including:

requesting access to information held about me;

requesting correction of inaccurate or incomplete information;

requesting deletion where applicable;

withdrawing consent where processing is based on consent;

raising a privacy or grievance request; and

managing applicable communication preferences.

I understand that TodayFix may reasonably verify my identity before processing a privacy request.

25. Marketing and Promotional Communications

I agree that TodayFix may send service-related communications necessary to operate the platform, including account, booking, payment, security, verification, and support notifications.

Where permitted by law, TodayFix may also send promotional communications such as offers, campaigns, product updates, or newsletters.

I understand that optional promotional communications may be subject to available unsubscribe or communication-preference controls.

26. Children's Use

I understand that TodayFix is not primarily designed as a service for children.

Where applicable law requires parental or lawful guardian involvement or consent for a minor's use of the Services or processing of personal information, I agree that such requirements must be followed.

I agree not to provide unnecessary personal information belonging to a child through the Services.

27. User Responsibility

I agree that information I provide to TodayFix must be accurate, lawful, and provided with appropriate authority.

I agree not to submit another person's personal information, documents, photographs, business information, or other content unless I am legally authorised or have appropriate permission to do so.

I understand that I may be responsible for consequences arising from information that I knowingly provide inaccurately or unlawfully.

28. Business User Responsibilities

If I use TodayFix as a business, I agree to use customer and platform information only for legitimate service-related purposes.

I agree not to sell, misuse, unlawfully disclose, export, or use customer information for unrelated purposes.

I understand that TodayFix may restrict, suspend, or terminate business access where misuse, fraud, security concerns, or policy violations are identified.

29. Legal and Regulatory Compliance

I agree that TodayFix may process and retain information where reasonably necessary to comply with applicable laws, regulations, lawful orders, tax and accounting requirements, regulatory requirements, fraud investigations, dispute resolution, or protection of legal rights.

I understand that information may be disclosed to authorised authorities where disclosure is required or permitted by applicable law.

30. International Data Processing

I understand that some TodayFix service providers may process or store information outside India.

I agree that, where applicable, TodayFix may use service providers and infrastructure located in other countries, subject to applicable Indian law and appropriate security and contractual safeguards.

31. Changes to This Agreement

I agree that TodayFix may update this Privacy Policy & User Agreement from time to time to reflect changes in services, technology, business operations, third-party providers, legal requirements, or privacy practices.

I understand that the latest version will be made available through appropriate TodayFix channels and that material changes may be communicated separately where required by law.

32. Privacy Complaints and Contact

I understand that I may contact TodayFix regarding privacy questions, requests, or complaints.

Privacy Email: **privacy@todayfix.in**

Privacy Request URL: **https://todayfix.in/privacy**

Grievance Officer: **Santosh Paswan** (Authorized Person of the company)
Grievance Email: **santosh@winsobusiness.com**
Registered Office: **SY No. 112, Ground Floor, Hirandahall Opp GHP School, Virgonagar, Bangalore – 560049**

I understand that TodayFix may request reasonable information to verify my identity before responding to certain privacy requests or complaints.

33. Final Agreement and Acknowledgement

By using TodayFix, I confirm that:

I have read and understood this Privacy Policy & User Agreement;

I agree to the collection, use, storage, and sharing of my information as described in this Agreement;

I understand that information may be shared when necessary to provide services, operate the platform, protect users, or comply with law;

I agree to provide accurate and lawful information;

I understand that certain business information, listings, reviews, and other content may be publicly visible;

I understand my privacy rights and available choices; and

I agree to comply with applicable TodayFix terms, policies, and requirements.

By continuing to use TodayFix, I acknowledge and accept this Privacy Policy & User Agreement.

END OF PRIVACY POLICY & USER AGREEMENT