



# Privacy Policy

Effective Date: May 5, 2024

<https://fnextonline.web.app>

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## 1. Introduction

Fnext is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, store, and protect your personal information when you use any of our mobile applications, web applications, or websites (collectively, "Services").

By using our Services, you consent to the practices described in this Privacy Policy, which is governed by the laws of India, including the Information Technology Act, 2000 and the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011.

## 2. Information We Collect

Depending on the Service you use, we may collect the following categories of personal information:

- Name: To identify and personalise your experience.
- Email Address: For account creation and communication purposes.
- Phone Number: For verification and support purposes.
- Location Data: To provide location-based features where applicable.
- Device and Usage Data: Automatically collected via analytics tools (see Section 5).

## 3. How We Use Your Information

We use the information we collect for the following purposes:

- To provide, operate, and maintain our Services.
- To personalise and improve your user experience.
- To manage user accounts where applicable.
- To analyse usage patterns and improve Service performance.
- To ensure the security and integrity of our Services.
- To comply with legal obligations under applicable Indian law.

## 4. Legal Basis for Processing

Under applicable Indian law, we process your personal data on the following bases:

- Your consent, which you provide by using our Services.
- Legitimate interests in operating, maintaining, and improving our Services.
- Compliance with legal obligations under the laws of India.

## 5. Third-Party Services and Data Sharing

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We use Google Analytics and Firebase (services provided by Google LLC) to collect and analyse anonymised usage data. These tools help us understand how users interact with our Services so we can improve them.

These third-party services may collect information such as device identifiers, IP addresses, and in-app behaviour. Their data practices are governed by Google's Privacy Policy, which we encourage you to review.

We do not sell, rent, or trade your personal information to any third parties for marketing purposes. We may share information with third parties only in the following circumstances:

- With your explicit consent.
- To comply with a legal obligation or court order.
- To protect the rights, property, or safety of Fnext or its users.

## 6. Data Retention

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We retain your personal information only for as long as necessary to fulfil the purposes outlined in this Privacy Policy, or as required by applicable law. When data is no longer needed, we will securely delete or anonymise it.

## 7. Data Security

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Fnext takes reasonable technical and organisational measures to protect your personal information from unauthorised access, disclosure, alteration, or destruction. However, no method of transmission over the internet or electronic storage is completely secure, and we cannot guarantee absolute security.

## 8. Your Rights

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As a user, you have the following rights regarding your personal data:

- Access: You may request a copy of the personal data we hold about you.
- Correction: You may request correction of inaccurate or incomplete data.
- Deletion: You may request deletion of your personal data, subject to legal obligations.
- Withdrawal of Consent: You may withdraw your consent to data processing at any time.
- To exercise any of these rights, please contact us at [fnextqueryonline@gmail.com](mailto:fnextqueryonline@gmail.com).

## 9. Children's Privacy

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Our Services do not have a minimum age restriction. However, we do not knowingly collect personal information from children under the age of 13 without verifiable parental consent. If you believe a child has provided us with personal information without consent, please contact us and we will take steps to remove such information.

## 10. Cookies and Tracking Technologies

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Our web applications and websites may use cookies and similar tracking technologies to enhance your browsing experience and collect usage data. You can control cookie settings through your browser preferences. Disabling cookies may affect the functionality of some Services.

## 11. Links to Third-Party Websites

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Our Services may contain links to third-party websites or services. We are not responsible for the privacy practices of those third parties and encourage you to read their privacy policies before providing any personal information.

## 12. Changes to This Privacy Policy

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We may update this Privacy Policy periodically to reflect changes in our practices or applicable law. We will notify users by updating the effective date at the top of this document. Your continued use of the Services after any changes constitutes your acceptance of the revised Privacy Policy.

## 13. Grievance Officer

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In accordance with the Information Technology Act, 2000 and applicable rules, if you have any grievances regarding the processing of your personal data, you may contact our Grievance Officer:

Email: [fnextqueryonline@gmail.com](mailto:fnextqueryonline@gmail.com)

Website: <https://fnextonline.web.app>

We will address your grievance within 30 days of receipt.