

Privacy Policy

Last updated: 31st December 2025

Eswap Technologies Private Limited (“**Eswap**”, “**we**”, “**our**”, or “**us**”) values your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use the **Eswap mobile application**, website, and related services (collectively, the “**Platform**”).

By accessing or using the Platform, you agree to the terms of this Privacy Policy.

1. Who We Are

- **Company Name:** Eswap Technologies Private Limited
 - **Registered Address:**
5-4-47 & 48, Flat No. 304,
Kukatpally – 500072, Telangana, India
 - **Support Email:** contact@eswap.in
 - **Support Phone:** +91 8341529762
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2. Eligibility & Children’s Privacy

- The Platform may only be used by **individuals aged 18 years or above**.
 - Certain events or workshops listed on the Platform may be **designed for children**.
 - In such cases:
 - The **parent or legal guardian** must create the account and complete the booking.
 - Eswap does **not knowingly collect personal data directly from children**.
 - Any information related to a child, if required for participation, is provided voluntarily by the guardian and used **only for event-related purposes**.
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3. Information We Collect

A. Personal Information

We may collect:

- Full name

- Mobile number
- Email address
- Age and gender
- Login and account identifiers

B. Location Information

- Approximate location (city/region) to:
 - Show nearby events and activities
 - Improve discovery and recommendations

C. Usage & Preference Data

- Booking history
- Event interactions (views, wishlists/whitelists)
- Preferences inferred from past activity

D. Transaction Information

- Booking details
- Ticket or swap/resale records
- Platform fees charged
- Payment status and timestamps

Important:

Eswap does **not store** your card, bank account, or UPI details. All payments are processed securely through third-party payment gateways.

4. Authentication & Account Security

- Users authenticate using **OTP-based login** via mobile number or email.
 - We implement reasonable security practices to protect accounts and data.
 - Users are responsible for maintaining the confidentiality of their login credentials.
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5. Payments & Fees

- Payments for bookings and swaps are processed through **secure third-party payment gateways**.
- Platform fees include:
 - ₹10 per ticket for primary bookings
 - Flat 10% fee on secondary (swap/resale) transactions
- Eswap does not operate a stored wallet system for users.

6. QR Codes & Ticket Validation

- Each booking generates a **unique QR-encrypted ticket**.
 - QR codes are used solely for:
 - Entry verification
 - Preventing duplication or misuse
 - When a ticket is resold, a **new QR code** is generated.
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7. Notifications & Communication

We may send:

- Booking confirmations
- Event updates
- Swap/resale notifications
- Service or policy updates

These may be delivered via:

- Push notifications
- SMS
- Email

Users can manage notification preferences within the app or device settings.

8. Analytics & Improvements

We collect **anonymized and aggregated analytics** to:

- Understand usage trends
- Improve platform performance
- Enhance recommendations and user experience

This data **does not personally identify users**.

9. Vendors & Sub-Users

- Event organizers (“Vendors”) may have access to limited booking information related to their events.

- Vendors may assign sub-users (staff) with role-based access.
 - Vendors are contractually obligated to protect user data and use it only for event-related purposes.
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10. Data Sharing & Disclosure

We do **not sell** personal data.

We may share information only:

- With payment gateways for transaction processing
 - With service providers (SMS, email, push notifications)
 - With vendors for event fulfillment
 - When required by law or legal process
 - To protect Eswap's rights, safety, or users
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11. Data Retention

- Personal and transaction data is retained only as long as necessary:
 - To provide services
 - To comply with legal obligations
 - To resolve disputes and enforce agreements
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12. Account Deletion & User Rights

Users can:

- Delete their account **directly from within the app**
- Request access, correction, or deletion of data

Upon account deletion:

- Personal data will be removed or anonymized, except where retention is required by law.
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13. Data Security

We use appropriate technical and organizational measures to safeguard data against unauthorized access, misuse, or loss. However, no digital system is 100% secure.

14. Third-Party Links

The Platform may contain links to third-party websites or services. Eswap is not responsible for their privacy practices.

15. Changes to This Policy

We may update this Privacy Policy from time to time. Changes will be reflected by updating the “Last updated” date. Continued use of the Platform constitutes acceptance of the revised policy.

16. Contact Us

If you have any questions or concerns about this Privacy Policy, contact us at:

 contact@eswap.in

 +91 8341529762