

eSwap Vendor App 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 Vendor mobile application and related services (collectively, the “Vendor Platform”). By accessing or using the Vendor 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: vendors@eswap.in

Support Phone: +91 8341529762

2. Eligibility

The Vendor Platform is intended for event organizers (“Vendors”) and their authorized staff (“Team Members”). Access may require vendor approval/KYC verification as per Eswap policies.

3. Information We Collect

A. Vendor & Team Member Information

We may collect:

- Full name
- Email address
- Phone number
- Vendor account identifiers

B. Authentication & Account Security

Vendors and Team Members authenticate using OTP-based login via email or phone (depending on the login flow). We may process session tokens to keep you signed in.

C. Vendor Profile Information

We may collect profile details you provide, such as:

- Vendor name, email, phone
- Logo/banner URL
- Support details (e.g., WhatsApp, support email, Instagram) if you choose to add them

D. Event & Operations Data (User-Generated Content)

When you create or manage events, we may collect:

- Event title, description, category
- Event schedule (start/end time)
- Event location/address details (address, area, city, state, pincode, landmark)
- Ticket configuration (ticket types, price, quantity)

E. Photos / Media Uploads

If you upload images (e.g., event banners or vendor logo), we collect and store those images so they can be displayed in the Vendor Platform and user-facing event listings.

F. QR Check-in & Booking Operations

To enable event entry validation and operations, we may collect:

- QR scan/check-in activity
- Booking/check-in history related to your events

G. What We Do Not Collect (Vendor App)

- We do not collect precise GPS location for the Vendor App.
- We do not use advertising identifiers (such as IDFA) for tracking.

- We do not show third-party ads in the Vendor App.

4. Data Sharing & Disclosure

We do not sell personal data. We may share information only:

- With service providers (SMS/email delivery, hosting, infrastructure) to operate the Vendor Platform
- With your vendor organization and authorized team members for role-based access
- When required by law or legal process
- To protect Eswap's rights, safety, or users and prevent fraud/abuse

5. Data Retention

Vendor Platform data is retained only as long as necessary to:

- Provide services
- Maintain operational records for vendors and events
- Comply with legal obligations
- Resolve disputes and enforce agreements

6. Account Deletion & Vendor Rights

Vendors can delete their account directly within the Vendor App (Profile → Delete Account). Upon deletion, personal data will be removed or anonymized, except where retention is required by law or for security/fraud-prevention purposes.

7. 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.

8. Third-Party Links

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

9. 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 Vendor Platform constitutes acceptance of the revised policy.

10. Contact Us

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