

PRIVACY POLICY

Last Updated: 03/09/2026

This Privacy Policy explains how Servepro Hospitality and Facility Private Limited. collects, uses, handles and protects information provided by users, customers, prospective customers and visitors to our website.

By using our website or contacting us for our services, you agree to the terms of this Privacy Policy.

What Information We Collect

We may collect the following information:

- Name
- Company / Organization Name
- Contact Number
- Email Address
- Address / Location
- Service requirements and enquiry details
- Other information required for providing our services
- Any information voluntarily provided by you through our enquiry/contact forms

We will collect and process personal information in accordance with applicable Indian laws. We do not store credit card, debit card or similar card information through our website.

How We Use the Information

We may use the information collected for:

- Responding to service enquiries
- Understanding your service requirements
- Providing and managing our services
- Preparing quotations and proposals
- Communicating with you regarding our services
- Internal record keeping
- Improving our services and customer experience
- Internal training and quality assurance
- Sending relevant information regarding our services

These purposes are based on the service-related uses listed in your PDF.

Sharing of Information

We may share information where reasonably required with:

- Service providers assisting us in providing our services
- Our group companies, where relevant
- Auditors, consultants or professional advisors
- Government authorities, regulatory authorities or law-enforcement authorities where legally required

We do not sell or rent your personal information.

Cookies

Our website may use cookies and similar technologies to understand website usage and improve our website and services.

Third-party service providers, including analytics providers, may have their own privacy policies regarding their use of information.

Your Rights

You may request us to review, correct or amend the personal information provided by you, subject to applicable law.

You may also withdraw consent where applicable by contacting us through our official email address.

Please note that if certain information is necessary for providing our services, withdrawal or non-provision of such information may affect our ability to provide those services.

Data Retention

We may retain your information for as long as required to provide our services and as permitted or required under applicable law.

Data Security

We take reasonable precautions to protect the security and integrity of your personal information.

Contact / Grievance

For any questions, concerns or grievances regarding this Privacy Policy, you may contact us using the contact information provided on our website.