

Privacy Policy & Disclaimer

VivaConnect Pvt. Ltd.
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Privacy Policy

VivaConnect is committed to safeguarding its users' privacy. We request all our users to read the following 'privacy policy' to understand how their personal & business information will be treated, as they make full use of our services to their benefit. This policy is applicable only to the entire network of marketplaces operated by VivaConnect and not by any other company.

VivaConnect collects information from its users when they register to gain access to our services or at other specific instances when they are requested to provide us with their personal & business information. During registration, we ask the users for their name, email address, business information and other personal details.

When you are on our network and are asked for personal information, you are sharing the information with VivaConnect alone, unless it is specifically stated otherwise.

We also gather usage statistics such as pages viewed, number of unique visitors, browser software, screen resolution etc. for analysis that helps us provide you improved user experience and services.

VivaConnect's primary goal in collecting personal or public information is to provide the user with a customized experience on our network of sites. This includes personalization services, interactive communications and many other types of services.

As a general rule, VivaConnect will not disclose or share any of the user's personally identifiable information except when VivaConnect has the user's permission or under special circumstances, such as when VivaConnect believes in good faith that the law requires it or as permitted in terms of this policy.

VivaConnect may also disclose account information in special cases when VivaConnect has reasons to believe that disclosing this information is necessary to identify, contact or bring legal action against someone who may be violating VivaConnect's Terms of Services or may be causing injury to or interference with (either intentionally or unintentionally) ET's rights or property, other Swift SMS network website users, or if VivaConnect deems it necessary to maintain, service, and improve its products and services.

VivaConnect may, from time to time, send its users emails regarding its products and services. In addition, VivaConnect may occasionally send direct mails about products and services of third parties that it feels may be of interest to the user. Only VivaConnect or its agents working under confidentiality agreements will send these direct mailings. A user may edit his/her account information and profile by logging onto our website and/or by sending a request to support@vivaconnect.in. The requested changes may take up to 10 working days to appear online because of verification process and server cache policies.

A user account can be deleted or deactivated, but doing so will result in the user not being able to access any members-only area of the network. Residual information will remain within our archive records.

As with all information, VivaConnect will never sell any user's personal or business information.

We request our users to sign out of their VivaConnect account and close their browser window when they have finished their work. This is to ensure that others cannot access their personal or business information and correspondence, if the user shares the computer with someone else or is using a computer in a public place. VivaConnect takes necessary steps, within its limits of commercial viability and necessity, to ensure that the user's information is treated securely.

Unfortunately, no data transmission over the Internet can be guaranteed to be 100% secure. As a result, while VivaConnect strives to protect the user's personal & business information, it cannot ensure the security of any information transmitted to VivaConnect and you do so at your own risk. Once VivaConnect receives your transmission, it makes best efforts to ensure its security in its systems. Please keep in mind that whenever you post personal & business information online, that is accessible to the public, you may receive unsolicited messages from other parties.

Disclaimer Policy

The policy may change from time to time so please check periodically.

It is a condition of use of VivaConnect services that subscriber do not post or transmit any unlawful, threatening, abusive, libellous, defamatory, obscene, vulgar, pornographic, profane or indecent information of any kind, including without limitation any transmissions constituting or encouraging conduct that would constitute a criminal offence, give rise to civil liability or otherwise violate any local, state, national or international law; post or transmit any information, software or any other material which violates or infringes upon the rights of others, including material which is an invasion of privacy or publicity rights or which is protected by copyright, trademark or other proprietary right, or derivative works with respect thereto, without first obtaining permission from the owner or right holder; post or transmit any information, software or other material, which contains a virus or other harmful component; post, transmit or in any way exploit any information, software or other material for commercial purposes, or which contains advertising.

User cannot use any Sender Id to send SMS other than his own name, mobile number, company or firm's name owned or managed by him/her. Using sender Id other than owned by him will cause the termination of account and all credits will be set to zero. A formal complaint will also be lodged (FIR) with the law & order agency.

Sending unsolicited SMS messages, including, without limitation, commercial advertising and informational announcements, sending message to NDNC registered members of TRAI subscribers is explicitly prohibited. VivaConnect may use anti-spam techniques, without prior consent, to stop your messages and prevent them from delivery.

The Users agree to notify VivaConnect immediately regarding any unauthorized use of their accounts or of any other breach of security.

If VivaConnect finds no activity in any User's account for more than 365 days, that account shall be temporarily blocked or suspended. The Users may contact VivaConnect to re-activate such accounts.