

These terms are established between astrologers who register as advisors ("Astrologers") with **BK ASTRO SERVICE PRIVATE LIMITED** (hereinafter referred to as "BK Astro"). By signing up and clicking the "I AGREE" button during registration, astrologers confirm their agreement to these Terms of Service. Acceptance signifies a binding legal relationship between the astrologer and our platform upon approval of their registration.

BK Astro is the author and operator of its website and associated applications. References of this website are, "we," "us," "our" or Astrologer Daddy include BK Astro and its affiliates.

1. Nature and Applicability of the Terms

a. Definition of Terms

The agreement includes these Terms and Conditions and the Privacy Policy, collectively referred to as "Terms." These Terms govern the relationship between BK Astro and its astrologers.

b. Definition of Astrologer

An "Astrologer" is an individual who represents a valid degree, diploma, or certificate relevant to their registration category. Upon successful approval of their registration form by us, astrologers can provide consultation services through the platform. Registration may be declined for incomplete forms, closed categories, or other reasons. Astrologers bear responsibility for the authenticity of their submitted qualifications. Misrepresentation may result in profile termination.

c. Modification of Terms

We reserves the right to update, modify, or remove terms and will notify astrologers via email, website notifications, or other channels. Continued use of the platform signifies acceptance of these changes.

d. Binding Nature

These Terms, along with any communicated updates, are binding on both parties.

e. Terms of Engagement

Upon signing up:

- i. Astrologers must upload a current profile picture, which cannot be changed without approval. This picture is exclusive to us and may not be used elsewhere. Violations may result in deactivation and penalties.
- ii. Astrologers agree not to reveal their personal identity and must use the assigned display name for all platform interactions.
- iii. Astrologers must not publicize their work without prior approval.
- iv. Specific identity and profile details cannot be reused on competitor platforms or personal media for five years after contract termination.
- v. Misrepresentation of information will incur penalties and immediate deactivation of profiles.

f. Restrictions on Competition

Astrologers are prohibited from offering services or launching competitor platforms during their engagement and for five years following contract termination.

g. Profile Retention

BK Astro reserves the right to display inactive astrologer profiles for up to three years unless deactivated due to violations. The following guidelines outline the conditions under which profiles may remain visible and the reasons for deactivation:

1. Inactive Profiles

- Astrologer profiles that have not been active for a period of six months or more will be categorized as inactive. These profiles will still be visible to users, unless the astrologer opts to deactivate their profile.
- Profiles will be removed from public view only when the astrologer explicitly requests to be deactivated or if they fail to comply with the platform's guidelines.

2. Duration of Profile Retention

- We retains the right to keep inactive profiles visible for up to three years from the last active date. This retention period allows users to view and interact with astrologers they may have previously consulted.
- After the three-year period, inactive profiles will be permanently removed from the platform, unless the astrologer resumes activity or the profile is reinstated by request.

3. Deactivation Due to Violations

- If an astrologer's profile is found to violate any of our terms, policies, or ethical guidelines, the profile may be deactivated immediately. Violations may include unethical behavior, user complaints, or failure to adhere to community standards.
- Deactivated profiles due to violations will not be visible to users, and the astrologer may not be able to reactivate the profile unless the issue is resolved in accordance with platform policies.

4. Profile Reactivation

- Astrologers may request reactivation of their profile after a deactivation or inactivity period, subject to review and approval by BK Astro. Reactivation will only occur if the astrologer complies with all necessary platform requirements.
- If an astrologer's profile was deactivated due to violations, reactivation will only be considered if the astrologer provides proof of corrective actions taken and adheres to the platform's guidelines moving forward.

5. User Transparency

- BK Astro aims to maintain transparency for users by clearly indicating the status of each astrologer's profile (active, inactive, or deactivated). This ensures users have a clear understanding of the availability of the astrologer they are consulting.

By continuing to use services, astrologers acknowledge and accept the platform's profile retention policy, including the right to retain or deactivate profiles as per the conditions above.

h. Probation and Resignation Terms

Astrologers may not resign within the initial three-month probation period. Early resignation incurs a recovery fee of INR **100,000**. Post-probation, one month's notice is required, failing which a penalty of INR **41,000** will apply.

2. Limitation of Liability

BK Astro and its affiliates, officers, employees, and agents are not liable for any direct, indirect, or consequential damages arising from platform use or user interactions. In the event of legal limitations, our maximum liability will not exceed INR 500 or \$10, whichever is higher. These limitations survive the termination of the agreement.

a. Astrologer Agreement:

The Astrologer agrees to the following:

i. Minimum Eligibility Criteria:

The astrologer must be at least 18 years of age or legally recognized as an entity. If representing another individual or legal entity, the astrologer must have proper authorization to submit the registration form and bind the individual or entity they represent.

ii. Accurate Information:

The astrologer is obligated to provide truthful and accurate details about their qualifications, skills, degrees, and professional background. This information must be kept updated during the entire duration of the agreement to ensure it remains correct and reliable.

iii. Professional Competence:

Astrologers must maintain their skills and qualifications, including their status as licensed professionals in any relevant jurisdiction. They must comply with local regulations applicable to their practice.

- 1. Continuous Education:** Astrologers are expected to engage in ongoing education and training to stay updated with the latest astrological techniques, trends, and best practices. This ensures they provide accurate, informed, and ethical guidance to clients.
- 2. Ethical Standards:** Practitioners must adhere to a recognized code of ethics in astrology. They should operate with honesty, transparency, and integrity in their interactions with clients, ensuring that their services are delivered with professionalism and respect.
- 3. Confidentiality:** Astrologers must respect the privacy of their clients by keeping all personal and session-related information confidential. Sharing client details or reading information without explicit consent is prohibited, except when required by law.

4. **Clear Communication:** Astrologers must clearly explain their services, methods, and any potential limitations of astrology, ensuring clients understand what to expect. They should also inform clients about the nature of astrology and provide proper disclaimers where necessary.
5. **License and Registration:** In jurisdictions that require licensing, astrologers must maintain the appropriate certifications or registrations as per local laws. This might include completing periodic renewals or updates to their professional qualifications.
6. **Professional Boundaries:** Astrologers should establish clear professional boundaries with clients, ensuring their role remains supportive and not exploitative. They should not offer services outside the scope of their expertise, such as medical, legal, or financial advice, unless they have the relevant qualifications.
7. **Cultural Sensitivity:** Astrologers should be mindful of cultural differences and respect the values, beliefs, and traditions of their clients. They should offer astrological insights in a manner that is inclusive and non-judgmental.
8. **Transparency in Fees and Services:** It is essential that astrologers provide transparent pricing for their services and communicate any additional charges clearly before proceeding with consultations. Clients should never be surprised by unexpected fees.
9. **Client Consent:** Before offering any astrological services, astrologers must obtain informed consent from their clients. This includes making sure the client understands the nature of the consultation and the possible outcomes of the reading.

iv. Legal Restrictions:

Astrologers are prohibited from offering services or advice in regions where they lack authorization, licensing, or good standing.

v. Medical Disclaimer:

1. No Medical Diagnosis or Treatment

Astrologers are not licensed healthcare professionals and should not be regarded as medical experts. They do not have the qualifications to diagnose, treat, or prescribe medication for any physical, mental, or emotional health condition. Astrological services are not a substitute for professional medical care or treatment.

2. Health Concerns and Medical Issues

Clients seeking advice on medical conditions or physical symptoms should consult a licensed medical professional or healthcare provider. Any information provided during astrology sessions regarding health matters should be considered as general advice and not as a medical recommendation.

3. Role of Astrology in Health Matters

Astrology can offer insights into personal challenges and emotional patterns, which may indirectly affect overall well-being. However, it should not be used as a primary tool for

addressing or managing health issues, medical treatments, or conditions requiring clinical care.

4. Encouragement to Seek Professional Medical Help

Clients are encouraged to seek professional medical help from certified doctors, therapists, or specialists for any concerns regarding physical, mental, or emotional health. Astrologers should not be viewed as a replacement for licensed healthcare providers or therapists.

5. Clarification of Astrological Guidance

Any guidance given by an astrologer related to health is purely for informational and introspective purposes and should not be construed as medical advice. It is essential to take a holistic approach to health that involves the appropriate professionals and treatments, including consultations with medical practitioners.

6. Limitations of Astrological Insight

While astrology can provide valuable perspectives on personality, life path, and emotional tendencies, it does not have the scientific foundation to address medical diagnoses or treatment recommendations. Clients should always prioritize their health and well-being by relying on professional medical advice when necessary.

vi. Advisory Limitations:

Astrologers are required to inform users that their advice is not a substitute for medical guidance and is solely for informational purposes.

vii. Prohibited Services:

Astrologers affirm that any prohibited services, such as unauthorized pujas, spells, or remedies, are their sole responsibility. Under no circumstances will the company be held liable for such actions.

b. Zero Tolerance / Conduct Policy:

Astrologers must adhere to a high standard of conduct:

i. Customer Interaction:

Astrologers are required to maintain cordial relationships with customers. Any form of inappropriate behavior, such as using abusive language or making threats, will result in profile deactivation for at least three days. Reactivation requires a penalty payment of ₹5,100, and further delays attract a daily fine of ₹100.

ii. Customer Queries:

Astrologers must answer customer questions calmly and respectfully. Any misuse of customer-

provided information, such as sharing it publicly or online, will lead to immediate profile deactivation.

iii. Content Restrictions:

Astrologers must not post or share unlawful, abusive, or harmful content on the platform. Violations will result in immediate penalties.

iv. Professional Responses:

When replying to customer comments or reviews, astrologers must maintain decorum and avoid sharing confidential customer information. Noncompliance will lead to penalties and profile suspension.

v. Defamation Prohibition:

Astrologers are strictly prohibited from harming the company's reputation, including posting negative reviews or sharing confidential policies. Violations incur a **₹41,000** penalty and potential permanent deactivation.

vi. Competitor Promotion:

Promotion of competing platforms while using services is forbidden. Violations attract a **₹31,000** penalty and account suspension.

vii. Data Confidentiality:

Astrologers must not share consultation details with others unless expressly approved. Penalties of **₹31,000** and profile suspension apply to violations.

viii. Internal Policy Confidentiality:

Sharing sensitive company policies or earnings details is prohibited, except with immediate family members or authorized professionals. Violations lead to penalties and possible deactivation.

ix. Respect for Employees and Customers:

Astrologers must treat customers and employees with respect. Any misconduct results in a **₹41,000** penalty and potential profile suspension or deactivation.

x. Promotional Call Etiquette:

Astrologers must handle promotional calls with professionalism. Multiple violations of this policy may lead to increased penalties and extended account suspension.

c. Personal Information Policy:

Astrologers are bound by the following guidelines:

i. Privacy Protection:

Astrologers must not share personal information, such as contact details or social media links, with customers. Violations incur a **₹41,000** penalty and profile suspension.

ii. Free Services:

Astrologers cannot charge for services that are meant to be free.

iii. Prohibition on Offline Transactions:

Astrologers are forbidden from requesting customers to transfer money into their personal accounts for services rendered through the platform. Any attempt to engage customers offline will attract penalties of **₹31,000** and forfeiture of revenue earned from such transactions.

iv. Misuse of Customer Information:

Any misuse or sharing of customer-provided personal information will attract penalties and possible profile deactivation.

d. Time Commitment:

Astrologers are required to meet specific time commitments:

i. Online Hours Requirement:

Astrologers must spend a minimum of eight hours online weekly, calculated as an average of four hours daily, to enhance their credibility. This ensures consistent availability for clients and helps build trust within the community. The following guidelines apply to this requirement:

- **Scheduled Availability:** Astrologers are encouraged to set a consistent schedule to ensure clients know when they can reach them. This structured approach allows for better planning on both ends, enhancing the overall experience.
- **Flexible Hours:** While the total of eight hours per week is mandatory, astrologers have the flexibility to spread these hours across different days and times. This flexibility accommodates different time zones and client preferences.
- **Engagement and Responsiveness:** Simply being online is not sufficient. Astrologers must actively engage with clients, respond to queries, and provide guidance during their online hours. It is expected that they maintain a professional and helpful demeanor at all times.
- **Minimum Active Time:** The eight hours must be spent actively providing services, such as offering consultations, answering questions, or engaging in relevant discussions. Passive online presence, such as simply being logged into a platform without interacting, does not meet the requirement.
- **Consistency and Accountability:** Regular presence online builds the astrologer's credibility and ensures that clients have consistent access to services. Astrologers are

expected to notify the platform in case of any major scheduling changes or breaks from their routine.

- **Record-Keeping and Reporting:** Astrologers are encouraged to maintain logs of their online hours, detailing the times they are available for sessions. Regular reporting on this availability may be required to ensure compliance with platform policies.

By adhering to the online hours requirement, astrologers contribute to creating a reliable and professional atmosphere where clients feel confident in seeking guidance.

ii. Green Badge Removal:

Failure to meet the required online hours may result in the removal of the verified badge.

iii. Definition of Online Hours:

Online hours include time spent on chats, calls, and live streaming through the platform.

e. Misuse of Website for Personal Gain:

Astrologers must avoid promoting personal products or services for unauthorized gains:

i. Product Promotion:

Astrologers may not promote personal products outside of those listed on the official marketplace (AstroMall).

ii. Service Assurance:

Astrologers should not promise results beyond their capability or give 100% guarantees. Violations result in penalties of ₹21,000 and potential deactivation.

f. Direct Contact Prohibition:

Astrologers must adhere to strict rules regarding direct customer contact:

i. No Personal Solicitations:

Astrologers may not request or use customer contact details for personal gain. Any violations attract penalties and profile suspension.

ii. Referral Rules:

Referrals to other astrologers on the platform must be made using the colleague's profile name, without sharing personal contact information.

Astrologers must adhere strictly to offering legitimate and ethical astrological services. Any deviation from this principle will attract strict penalties and potential deactivation of profiles. This comprehensive policy ensures that astrologers maintain professional standards, protect

customer data, and uphold the reputation of BK Astro Service Private Limited. The following sub-points further outline our commitment to maintaining the highest ethical standards:

1. Ethical Conduct in Practice:

- Astrologers must always act with honesty, integrity, and respect toward clients, offering guidance based solely on astrological principles.
- They should refrain from making false claims, predictions, or guarantees about outcomes, as astrology is a tool for guidance, not for making absolute predictions.

2. Transparency of Services:

- Clear information regarding the services provided, pricing, and expected outcomes must be given to clients upfront, ensuring there is no ambiguity or misrepresentation.
- Astrologers must ensure that their clients understand that astrological readings are not a substitute for professional medical, legal, or financial advice.

3. Respect for Client Privacy:

- Astrologers must handle all client data, including personal and sensitive information, with the utmost confidentiality and in accordance with our privacy policy.
- Any data shared during sessions must be used exclusively for astrological purposes and not disclosed to third parties without the client's consent.

4. Non-Discriminatory Practices:

- Astrologers should provide services impartially and without any form of discrimination based on gender, religion, ethnicity, or socio-economic status.
- They should maintain a welcoming and supportive atmosphere for all clients, ensuring that each individual feels heard and respected.

5. Continuous Professional Development:

- Astrologers are encouraged to pursue continuous education in astrology, keeping abreast of evolving methods and practices to offer the most accurate and relevant insights to clients.
- Participation in regular training and adherence to the latest ethical guidelines is a mandatory requirement to maintain profile status.

I. Non-Solicitation & Non-Compete:

We enforce strict policies to ensure astrologers remain dedicated to the platform. While working with BK Astro, astrologers agree not to engage with competitors in any capacity. Prohibited activities include but are not limited to:

i. Working on Other Platforms

Astrologers are prohibited from offering their astrology services on any platform that competes

with our team, whether directly or indirectly, during the term of their engagement. This includes platforms that offer similar astrology services, whether in the form of live consultations, horoscopes, or astrology-related products.

ii. Content Creation

Astrologers are not allowed to create, share, or upload any content, such as written material, audio, or video, for external platforms, especially those competing with BK Astro. This includes any form of educational content, promotional material, or customer engagement content related to astrology.

iii. Recruitment for Other Platforms

Astrologers cannot engage in the recruitment of other astrology professionals to join competing platforms. This includes recommending, endorsing, or offering incentives to other astrologers to work for any business in direct competition, either on a freelance or permanent basis.

iv. Soliciting BK Astro Customers

Approaching existing customers, whether directly or indirectly, with the intention of persuading them to leave our team and join competing platforms is strictly forbidden. This includes using any form of communication, such as emails, social media, or other contact channels to solicit business or customers away.

v. Inducing BK Astro Employees

Astrologers must refrain from encouraging or enticing our employees to leave the company or join any competing platform, whether through offers of higher pay, better benefits, or other incentives. Any form of recruitment or persuasive action aimed at our employees is considered a violation.

vi. Disclosing Internal Policies

Astrologers are strictly prohibited from disclosing any internal operational policies, strategies, or confidential business details, either intentionally or unintentionally, to any competing platforms or individuals. This includes sharing insights regarding team's working practices, customer handling procedures, or proprietary systems.

vii. Credential Sharing

Access to our astrologer app, databases, or any other proprietary tools cannot be shared with individuals associated with competing platforms. Astrologers must ensure that their personal credentials remain secure and are not used by unauthorized persons to gain access to BK Astro's systems.

viii. Harm to Reputation or Business Interests

Any behavior or action that negatively impacts the reputation of BK Astro or harms its business interests is strictly prohibited. This includes public criticism, spreading negative or false

information, engaging in defamation, or taking actions that could damage the trust and relationship between our team and its customers.

ix. Conflicts of Interest

Astrologers must avoid any conflicts of interest that could interfere with their role or loyalty. Engaging in business relationships, affiliations, or promotions that could be perceived as conflicting with our values and goals is prohibited.

x. Protection of Client Data

Astrologers must uphold the confidentiality of client data and personal information. Any attempt to share, misuse, or disclose sensitive client data to third parties, especially competitors, is strictly prohibited and could result in severe penalties or termination of the relationship.

Violating any clause under this section will lead to **permanent deactivation** of the astrologer's profile without prior notice and a **fine of Rs. 51,000** imposed by the Compliance team.

3. Usage of Features:

a. Next Online Time:

After logging out, astrologers must specify their next availability through the *Next Online Time* feature. This improves customer experience and loyalty. Failure to use this feature correctly will result in a **penalty count** increment, pushing the astrologer's profile lower on the website rankings.

Usage of Features:

a. Next Online Time:

- 1. Ensuring Transparency and Trust:** The "Next Online Time" feature is essential for maintaining transparency between astrologers and clients. By specifying when they will be available, astrologers help manage client expectations, ensuring customers can plan their sessions effectively and are not left uncertain about availability.
- 2. Improving Customer Experience:** This feature plays a key role in enhancing the overall customer experience. By providing clear information on when an astrologer will next be online, clients can book consultations at convenient times, leading to higher satisfaction and trust in the service.
- 3. Building Loyalty:** When astrologers consistently update their availability, clients are more likely to return, fostering a loyal customer base. Regular and accurate updates on the "Next Online Time" make it easier for clients to choose a time that works for them, promoting repeat business.
- 4. Penalty for Non-Compliance:** Failure to properly use this feature results in a penalty count increment. This penalty system is in place to ensure that all astrologers are

adhering to the platform's standards and offering a consistent, reliable service. The penalty directly affects the astrologer's profile ranking, pushing them lower on the website, which may reduce visibility and limit client engagement.

5. **Maintaining Profile Ranking:** Astrologers who fail to update their "Next Online Time" may see a drop in their profile rankings on the website. Profile rankings impact how often an astrologer's profile appears to potential clients. Keeping the availability details up-to-date ensures higher visibility, thus improving chances of securing bookings.
6. **Encouraging Professionalism:** This feature encourages astrologers to maintain a professional approach to scheduling and time management. Consistently updating their availability ensures astrologers stay organized, and clients know they are dealing with professionals who respect their time.
7. **Avoiding Customer Dissatisfaction:** Not specifying the "Next Online Time" may lead to frustrated clients who attempt to book consultations only to find the astrologer is unavailable. This can create a negative experience for customers, affecting their perception of the platform and leading to a potential loss of clientele.
8. **Adjusting Availability to Meet Demand:** Astrologers can use this feature to align their availability with peak demand times, ensuring that they are accessible when most needed. This strategic use can result in more bookings and, consequently, higher earnings for the astrologer.

By adhering to the guidelines of the "Next Online Time" feature, astrologers help maintain the integrity and efficiency of the platform, enhancing both the user experience and their professional reputation.

b. Our Verified Green Badge:

Astrologers who work exclusively with us for a minimum of **4 hours daily** can earn a Verified Green Badge. However:

- Violating terms and conditions will result in the badge being removed.
- We can check for compliance, and reactivation of the badge after removal requires a **fine of Rs. 51,000**.

c. Reviews:

Customer reviews are essential for reflecting the quality of service provided by our astrologers. They offer insights into the experience, expertise, and customer satisfaction. Reviews play a crucial role in shaping the reputation of both individual astrologers and the platform as a whole. However, it is important to maintain transparency and fairness in the review process.

1. Customer Feedback:

All reviews submitted by customers are based on their personal experiences. It is

encouraged that reviews remain honest and constructive to help others make informed decisions when selecting an astrologer.

2. No Direct Modification:

Astrologers do not have the ability to delete or modify customer reviews themselves. This ensures the integrity of feedback and prevents any bias in the review process.

3. Review Dispute Resolution:

If an astrologer feels that a review is inaccurate or unfair, they can submit a request for review modification via the “My Review” tab. In such cases, the technical or support team will review the request, investigate the situation, and decide if any changes are warranted.

4. Review Guidelines:

All reviews must adhere to our community guidelines, which prohibit the use of offensive language, false claims, or inappropriate content. Any reviews found to violate these guidelines will be reviewed and may be subject to removal.

5. Transparency and Trust:

We value transparency in the feedback process. While astrologers cannot alter customer reviews, they are encouraged to respond to reviews where appropriate, offering clarifications or expressing gratitude for feedback. This open communication helps build trust between astrologers and customers.

6. Impact of Reviews on Service Quality:

Reviews help our astrologers improve their practice by identifying strengths and areas for improvement. Positive reviews acknowledge expertise and customer service, while constructive criticism offers valuable insights that can enhance the overall experience for future clients.

7. Public Visibility:

Reviews are publicly visible on the platform and contribute to an astrologer’s profile. A good track record of positive feedback can improve visibility and attract more customers, while negative reviews may signal the need for improvements or additional training.

d. Pricing:

i. **Standard Pricing:** Initial pricing is determined during onboarding based on performance.

Astrologers may request a price change after **6 months** of excellent performance, subject to our approval.

ii. **Price Adjustment Frequency:**

- Customer price < Rs. 20: Eligible for price increase every 30 days.
- Customer price Rs. 20–30: Eligible every 3 months.
- Customer price > Rs. 30: Eligible every 6 months.

iii. **Revenue Sharing:**

- For **exclusive astrologers**, 70% of Indian customer payments are retained by our team, and 30% is astrologer's share.
- For **non-exclusive astrologers**, the same ratio applies.
- For **non-Indian customers**, astrologers are paid based on a currency conversion list, subject to rounding during calculations.

iv. **Promotions and Discounts:** Payments are subject to offers or discounts, such as first-minute free sessions or promotional schemes. For promotional sessions, astrologers will be paid a maximum of **Rs. 5/minute** after the first minute.

v. **Billing Accuracy:**

BK Astro's billing system may occasionally encounter errors. Complaints must be filed within **7 days**. Refunds or chargebacks for services will result in deductions or repayments by the astrologer.

vi. **Audits and Investigations:** Suspicious transactions may lead to payment withholding for up to **60 days** until resolved. Refund requests under the Money Back Guarantee are at BK Astro's discretion.

vii. **Tax Compliance:** Payments are subject to withholding taxes. Astrologers earning over **Rs. 20 Lacs/year** must provide a GST number, and failure to do so may result in profile deactivation.

viii. **Promotional Offers:** Participation in voluntary promotional programs may reduce the astrologer's share. These changes are communicated beforehand and are entirely optional.

e. **Profile Update:**

Astrologers must ensure their profile information is current and accurate. Details regarding updating profiles will be provided in subsequent sections.

The astrologer acknowledges that once their profile has been verified by the Compliance team, any changes to the profile cannot be made without prior approval, and such changes will be subject to re-verification. Any requests for profile updates must be submitted via the platform's dashboard by raising a ticket.

Major changes to the profile (such as the profile picture and biography) will not be allowed once the astrologer is onboarded. These details can only be updated during the onboarding process.

f. FEATURE UPDATES: BK ASTRO SERVICE PRIVATE LIMITED reserves the right to update or modify any features provided to the astrologer while they are associated with the platform. Any new features, updates, or deletions will be communicated to the astrologer through

the notice board/dashboard within our Service application. Continued use of the website implies acceptance of these updates.

g. TRAINING: i. Astrologers are required to attend training within 7 days of receiving the welcome email. The training process, including all components such as customer review chats, must be completed within 14 days from the receipt of the welcome email. Failure to complete the training within this time frame will result in permanent deactivation of the astrologer's profile.

ii. The astrologer's selection is contingent upon successfully completing the customer review chat after the training session. If the astrologer does not meet the performance standards set by team, a 7-day observation period will be initiated. Failure to meet the required standards during this period will lead to the discontinuation of the astrologer's profile. We reserves the right to take appropriate action based on performance.

iii. If the astrologer is found manipulating performance metrics, including but not limited to using solicited users to artificially enhance ratings, a penalty of Rs. **41,000/-** will be imposed. The astrologer's profile will also be temporarily deactivated for an audit period, which may last up to 7 working days, and any earnings obtained through such practices will be forfeited.

4. REFUND AND CANCELLATION

(a) The Astrologer acknowledges that all services provided through the platform are chargeable. In the event that a user or customer submits a complaint requesting a refund for any payment made on the website, the complaint will be reviewed by the Administrator/Compliance Team. If the complaint is deemed valid, a refund will be issued, either in full or partially, without the need for the Astrologer's approval. The decision made by BK ASTRO SERVICE PRIVATE LIMITED regarding the refund will be final, and once the refund is processed, both the Astrologer and our team will be bound by this decision.

(b) For international users seeking consultation via the website, any payment made through the payment gateway will also be subject to review if a refund request is raised. If a refund is granted to any foreign user, the refund will be processed by the Astrologer as well.

(c) Notwithstanding the above, refunds will only be considered for services rendered within the last three years from the date of the user's refund request.

5. INDEMNITY

(a) The Astrologer agrees to indemnify BK ASTRO SERVICE PRIVATE LIMITED, its affiliates, directors, employees, and officers from any claims, liabilities, actions, proceedings, demands, expenses, etc., incurred by the Website due to:

- i. The use of the platform by the Astrologer,
- ii. Any unauthorized use or violation of the Astrologer's profile on the Website.

(b) The indemnified party shall notify the indemnifying party of any indemnifiable proceedings and provide all necessary legal documents to facilitate indemnification or defense of such proceedings.

(c) If the indemnified party fails to notify the indemnifying party of an indemnifiable proceeding, the indemnifying party will be relieved from its indemnification obligations to the extent that it has been prejudiced by the failure to notify.

6. GOVERNING LAWS

(a) Governing Law

These Terms and any disputes arising under them shall be governed by and construed in accordance with the laws of Hanumangarh, Rajasthan, India, without regard to its conflict of law principles. By accepting these Terms, both parties agree to be bound by the laws of Rajasthan for all matters concerning the interpretation and enforcement of these Terms.

(b) Exclusive Jurisdiction

The courts located in Hanumangarh, Rajasthan, India, shall have exclusive jurisdiction over any disputes or claims arising from or in connection with these Terms. This includes but is not limited to any legal action related to the services provided, the interpretation of these Terms, or any alleged violations of rights.

(c) Dispute Resolution

Both parties agree to make reasonable efforts to resolve any disputes amicably through informal negotiation or mediation. Should such informal efforts fail, the parties consent to submit the dispute to the competent courts in Hanumangarh, Rajasthan for resolution.

(d) Applicable International Laws

In case of international disputes, where applicable, the laws of Hanumangarh, Rajasthan shall supersede any conflicting international conventions, treaties, or regulations, unless expressly stated otherwise in relevant binding laws.

(e) Enforceability of Jurisdiction Clauses

In the event that any provision of this jurisdiction clause is deemed unenforceable by the courts of Hanumangarh, Rajasthan, the remaining provisions shall continue to be in effect. The unenforceable provision may be modified or limited by the court to reflect the intent of the original clause.

(f) Notification of Legal Actions

In the event of a legal action or proceeding, all notices must be sent to the parties through recognized postal or electronic mail services to the addresses specified in the Agreement.

7. DISPUTE RESOLUTION

- a. Any dispute arising in relation to these Terms or the Website shall initially be addressed through alternative dispute resolution methods, including but not limited to Arbitration, Mediation, and Conciliation.
- b. The decision or award rendered by the Arbitrator shall be final and binding on both parties.

8. SEVERABILITY

- a. The parties agree that if any provision of these Terms is found to be illegal, invalid, or unenforceable by a court of competent jurisdiction, the remaining provisions shall remain fully effective and enforceable.
 - This ensures that the overall intent of the agreement is preserved, even if one part of it is invalidated.
 - The invalidation of any provision shall not affect the enforceability of any other provision, allowing the remaining terms to remain in full force.
- b. If any provision is deemed unlawful or unenforceable, that specific provision shall be removed from these Terms, and the other provisions will continue unaffected by the removal.
 - The invalid or unenforceable provision will be replaced with a provision that is as close in intent and effect as possible, ensuring the Terms still reflect the parties' original intentions.
 - In the event that removal or modification of a provision is required, it will not affect the overall operational nature of these Terms, and the parties agree to enforce the modified or remaining provisions to the fullest extent possible.
- c. The severability of these Terms shall also apply in cases where the provision is partially unenforceable. In such instances, the court may adjust the scope or applicability of the provision to ensure its enforceability without altering the intent behind it.
 - This ensures that partial enforceability does not nullify the entire agreement.
 - The parties acknowledge that the Terms should be read and enforced to the greatest extent permissible under the law.

d. If a provision is found to be unenforceable due to its scope, the parties may renegotiate or amend the provision to ensure that it is enforceable, provided such modification does not alter the fundamental purpose of the original agreement.

- Both parties agree to collaborate in good faith to modify the Terms where necessary to comply with applicable laws while maintaining the intended structure and obligations.

9. CONFIDENTIALITY AND NON-DISCLOSURE

a. The astrologer agrees to maintain the confidentiality of all information related to the Website and will protect such information from unauthorized disclosure to third parties. Confidential information may only be used for the purposes outlined in these Terms and must not be utilized for any other personal or third-party purposes.

10. INTELLECTUAL PROPERTY

BK ASTRO SERVICE PRIVATE LIMITED shall retain sole ownership of all content created and displayed on the platform, including but not limited to data transferred or received between users (customers) and astrologers via chat, calls, video calls, or live streaming. We reserves the right to use, reproduce, or distribute such content, including for promotional or advertising purposes. This clause will remain in effect even after the termination of this Agreement.

Content Ownership: All intellectual property rights, including copyrights, trademarks, and any other rights associated with the platform's content, belong exclusively with us. This includes but is not limited to the text, graphics, logos, images, videos, software, and any other multimedia content provided through the platform.

User-Generated Content: By engaging with the platform, users grant BK ASTRO SERVICE PRIVATE LIMITED a non-exclusive, royalty-free, worldwide license to use, modify, reproduce, publish, distribute, and display any content or communication shared during interactions with astrologers, including chat, voice calls, video calls, and other forms of communication.

Confidentiality and Data Protection: While we retains ownership of all platform content, it is committed to protecting user privacy and data security in accordance with applicable data protection laws. Personal information shared by users will not be disclosed or sold to third parties without consent, except as necessary for business operations or legal compliance.

Promotional Use: We reserve the right to use any user-generated content for promotional or advertising purposes, including but not limited to sharing testimonials, reviews, or recorded sessions on social media, websites, or marketing materials. Users consent to this use unless they expressly opt out.

Termination of Agreement: Even after the termination or expiration of this Agreement, We need to retain the right to continue using content for promotional, marketing, or other legitimate business purposes, as described above.

Prohibited Use of Content: Users are prohibited from copying, distributing, modifying, or otherwise using any content provided by BK ASTRO SERVICE PRIVATE LIMITED, without prior written consent. Unauthorized use of the platform's content will result in the termination of access and potential legal action.

11. OTHER GENERAL PROVISIONS

a. **Limitation of Liability:** Neither party will be liable for any consequential or speculative damages, or damages that could not have reasonably been foreseen at the time of entering into these Terms.

b. **Assignment:** Neither party may assign their rights or obligations under these Terms without obtaining prior written consent from the other party.

c. The astrologer acknowledges that we can provide a platform for communication and will not be held responsible for any content generated on the platform, nor for any harmful actions, whether in text, audio, or video, performed by users. Our team disclaims any liability related to such actions.

d. Astrologers are required to disclose any pending legal matters at the time of joining or as soon as they become aware of such matters after joining. We reserves the right to disconnect and close the astrologer's profile at any time if legal actions are initiated against them.

e. In the event of a conflict or disagreement with us, the astrologer's profile will be temporarily suspended while the matter is resolved. During this period, the astrologer will not be permitted to offer services on the platform. Profile reinstatement will occur once the issue is resolved, either mutually or as determined by legal authorities. Any disputed payouts may be withheld, with no interest accruing during the holding period.

12. Live Streaming & Video Calling Terms and Conditions

BK ASTRO SERVICE PRIVATE LIMITED offers a live streaming & video calling platform where both users and astrologers (partners) can engage with content and interact. The astrologer acknowledges that the platform serves solely as a means of communication. We assumes no responsibility for the content created or any malicious activities—text, video, or audio—committed by any user. The company holds no liability in such cases. During live sessions, astrologers must maintain focus on astrological topics only. Any engagement outside of astrology or promotional content is strictly prohibited. Violations of this policy may result in the

suspension of live sessions and a penalty of Rs. **41,000/-**. This policy is in place to maintain the integrity and professionalism of astrological interactions.

All astrologers utilizing the live streaming & video calling platform must adhere to a high standard of professionalism in their conduct and interact with users in a respectful manner.

By using the platform, astrologers agree to comply with the following guidelines. Any violation may result in actions such as financial penalties, temporary or permanent restriction of access to the live streaming & video calling platform, or other sanctions as deemed necessary by BK ASTRO SERVICE PRIVATE LIMITED.

1. Video Presence

Astrologers must livestream with the video focused on their face for the majority of the session. Any failure to comply for more than 10 minutes during a session will incur a penalty of Rs. 5,100/- per day, and access to the live streaming & video calling platform will be restricted for 7 days. Repeated violations may result in permanent suspension of platform access and an additional penalty of Rs. 5,100/- for each infraction.

2. Personal Information

Astrologers are prohibited from sharing personal details such as phone numbers, bank account information, email addresses, social media profiles (including but not limited to Facebook, WeChat, WhatsApp, Telegram, Messenger, etc.), websites, offline addresses, or any other identifiable information. Sharing these details in any form (live stream captions, background/backdrop, during interactions, or motivating others to share such details) will result in a penalty of Rs. **11,000/-**. Additionally, the astrologer's Green Tick will be revoked, and their account will be temporarily deactivated. Reinstating the Green Tick will incur a fee of Rs. **41,000/-**.

3. Professional Conduct

Astrologers are expected to treat all users with respect and professionalism. Refusal to provide guidance to users requesting free advice during a live session (when not engaged in a paid consultation) or promoting donations for answers is prohibited. Violations of this rule will incur a penalty of Rs. 1,100/- per day and a 7-day restriction of platform access. Repeated violations may lead to permanent restriction from the platform and a further penalty of Rs. 1,100/- for each occurrence.

4. Respect for BK ASTRO and its Community

Astrologers must not engage in demeaning comments or actions against community, its employees, other astrologers, or the practice of astrology in any form. Encouraging others to engage in such behavior is also prohibited. A violation will result in a penalty of Rs. **41,000/-**, removal of the Green Tick, and temporary deactivation of the account. For reactivation, the case will be reviewed, and if the violation is confirmed, the profile may be permanently deactivated.

5. Promotion of External Services

Astrologers are not allowed to promote any other astrology application or astrologers operating outside our team during live sessions. If a user attempts to act as an astrologer or directs others to astrology services outside the platform, the astrologer must immediately end the conversation and block the user. The astrologer should also report such incidents to the astrologer support team. Violations will result in a penalty of Rs. **41,000/-**, removal of the Green Tick, and temporary deactivation of the account. Permanent deactivation may occur if the violation is repeated after review.

13. Disclaimer of Warranty

i. The Astrologer acknowledges that the services, website, and platform provided by BK Astro Service Private Limited are offered "as is," without any warranties of any kind. The Astrologer agrees not to hold us, its affiliates, officers, directors, shareholders, employees, subcontractors, representatives, or agents liable for any issues related to the site or the astrologer platform. The use of the site and platform is at the Astrologer's sole discretion and risk. To the fullest extent permitted by law, We can express disclaims for all warranties, including, but not limited to, warranties of merchantability, fitness for a particular purpose, non-infringement, security, and accuracy.

ii. The Astrologer agrees not to make any claims or demands against its affiliates, or their respective officers, directors, shareholders, employees, subcontractors, or agents for any services provided in connection with the use of the site. We are not considered as a third party to any transaction between the Astrologer and the user and will not be responsible for the purchase or sale of any services. The sale or purchase of services is made at the Astrologer's own risk. Under no circumstances will hram its affiliates, or their officers, directors, shareholders, employees, subcontractors, or agents be liable for any indirect, incidental, consequential, special, punitive, or exemplary damages (including but not limited to loss of business, revenue, profits, use, data, or other economic losses), arising from contract, negligence, or any other tortious action, or in connection with the services or this agreement.

iii. The Astrologer acknowledges that the company disclaims any liability related to claims, lawsuits, or actions brought by a user concerning the services provided by the Astrologer (including but not limited to the Astrologer's qualifications and the advice given). The Astrologer agrees to indemnify and hold BK Astro harmless from any such claims, including any damages or expenses arising from them.

iv. We do not assume any responsibility for the availability or accuracy of the sites or the Astrologer platform, nor for any damages or injuries resulting from the use of the platform, including any opinions, responses, advice, predictions, recommendations, information, representations, or services provided by the Astrologer. This disclaimer of warranty section shall remain in effect even after the termination or expiration of this agreement.

14. Additional Disclaimers

1. **Limitation of Liability:**

We shall not be responsible for any damages, losses, or claims arising from the use of the platform, including, but not limited to, any interactions, agreements, or transactions between Users and Astrologers. BK Astro's role is strictly as a facilitator connecting Users with Astrologers and does not include offering advice, counseling, or any form of professional services.

2. **Independence of Astrologers:**

The Astrologers listed on the platform are independent professionals who are solely responsible for the services they provide. We do not have any control over the advice, insights, or methods used by Astrologers during consultations. All interactions between Users and Astrologers are directly between the two parties, and we can not disclaim any involvement in or responsibility for these activities.

3. **User Fees and Payments:**

Any fees, charges, or payments for services rendered by Astrologers are determined directly by the Astrologer. We do not collect or manage payments related to these transactions. Users agree to pay all applicable fees directly to the Astrologer in accordance with the agreed terms and conditions.

4. **Dispute Resolution:**

In the event of a dispute or dissatisfaction with the services provided by an Astrologer, as we are not liable for resolution. Any disputes regarding payments, advice, or service quality should be directed to the relevant Astrologer. Users acknowledge and agree that BK Astro is not a party to any dispute or transaction and will not intervene in any such matters.

5. **No Endorsement of Astrologers:**

We do not endorse, recommend, or guarantee the quality of services offered by Astrologers listed on the platform. While BK Astro makes efforts to ensure a variety of qualified professionals, the selection and decision of an Astrologer are solely the responsibility of the User.

6. **Confidentiality:**

We respects the confidentiality of all Users. However, in the event of any dispute, BK Astro may be required to disclose certain information to relevant parties as necessary for resolving the issue. Users agree that we will not be held responsible for any breach of confidentiality resulting from disputes between Users and Astrologers.

7. **No Medical, Legal, or Financial Advice:**

The services offered by Astrologers via BK Astro are for spiritual, personal, or entertainment purposes only. Astrologers are not licensed professionals, and no advice provided should be construed as medical, legal, or financial advice. Users are encouraged to seek advice from licensed professionals in these fields when necessary.

8. Right to Modify Services:

BK Astro reserves the right to modify, suspend, or terminate its services at any time, without notice. This includes making changes to the platform, fees, or any features that may affect Users or Astrologers. We will not be held liable for any losses incurred as a result of such changes.

15. Modification of Terms

We reserves the right to change, modify, or update these Terms and Conditions at any time, including but not limited to alterations in penalty clauses, "Obligations and Performance," "Usage of Features," "Refunds and Cancellation," or any other section that may be deemed necessary for the proper functioning of the platform. Such modifications may include adjustments to the services provided, changes in how the platform operates, or updates to specific procedures governing the use of features available to Astrologers. Any changes made will be effective immediately upon posting on the Platform, and it is the responsibility of the Astrologer to check the "LAST UPDATED" section for the most recent version.

By continuing to access or use the Platform after any modifications to the Terms, the Astrologer agrees to the updated Terms, including any changes made at BK Astro's discretion. These changes could occur periodically, and therefore, it is recommended that Astrologers review the Terms regularly to stay informed of any adjustments. Failure to do so does not exempt the Astrologer from compliance with the updated Terms. If the Astrologer does not agree with the revised Terms, their exclusive remedy is to discontinue their use of the Application and cease any further interaction with the Service(s). We are not liable for any issues arising due to non-compliance or failure to read the updated Terms and Conditions. By continuing usage, the Astrologer acknowledges and accepts all changes as binding and enforceable.

16. Contact Information

In order to enhance the user experience and ensure effective communication, we collect and store contact information that includes the name (first and last) and phone number of your contacts.

This information is used exclusively for purposes such as notifying you when one of your contacts registers on the platform with an "Only Astrologer" login or when relevant updates are shared via notifications. We respect your privacy, and as such, we only retain the necessary contact details and do not store any other sensitive information beyond this.

We are committed to maintaining confidentiality and ensuring that all personal contact information is securely stored. Rest assured, we will never use or share your contact details with third parties for marketing or unsolicited purposes. Your contacts' data will only be utilized in the context of the application's notifications and functionality, such as displaying the names of contacts who have signed up for the platform. By using our services, you consent to the

collection and use of this limited data to facilitate these functions. If you wish to update or delete your contacts from the stored data, you can do so through the application settings at any time.

1 Purpose of Data Collection

- **Notification System:** Your contact information is primarily collected for the purpose of notifying you when any of your contacts join the platform or when they take significant actions, such as registering with the "Only Astrologer" login.
- **Platform Functionality:** The information also allows the platform to suggest relevant connections and keep you updated with the activities and status of your contacts.

2 Data Retention and Security

- **Limited Retention:** We store only the essential contact details necessary for the functioning of the platform. This ensures we do not hold any unnecessary personal data.
- **Encryption and Security:** All contact information is stored securely using encryption methods to protect against unauthorized access. We employ industry-standard practices to ensure the confidentiality of your data.
- **Retention Period:** Your contact information will be retained as long as necessary to fulfill the purposes outlined above. If you choose to delete your contacts or leave the platform, your contact data will be promptly removed.

3 Control Over Your Data

- **Data Management:** You have full control over the contact information you store on the platform. You can update or delete contacts from the application settings whenever you wish.
- **Transparency and Consent:** We value transparency and seek your explicit consent for the collection and use of your contact information. You can always review and modify your consent preferences within the app settings.

4 Third-Party Sharing

- **No Third-Party Sharing:** We do not share your contact information with third parties for marketing or promotional purposes. We ensure that your data is only used to improve the platform experience and provide the services you've signed up for.
- **Service Providers:** In some cases, we may work with trusted service providers who assist in the operation and functionality of the platform. These third-party providers are bound by strict confidentiality agreements to protect your data.

17. Why We Collect Your Phone Number:

i. **Telephonic Calling:** Your phone number allows us to provide seamless communication through telephonic calls. This feature is especially useful for one-on-one consultations, real-time conversations with astrologers, or connecting with customer support. By having your phone number, we can ensure that any telephonic interactions you wish to have are accessible and efficient.

ii. **Chat Alerts:** In addition to telephonic communication, we use your phone number to send important alerts and notifications. These may include reminders for upcoming astrology sessions, changes to scheduled appointments, updates about new features or services, and personalized offers. By providing us with your phone number, you ensure that you never miss out on vital updates and can stay informed about your interactions with the platform.

iii. **One-Time Password (OTP) Verification:** To maintain the security and integrity of your account, we use your phone number for One-Time Password (OTP) verification. This two-factor authentication method is vital for preventing unauthorized access to your account. When you attempt to log in, recover your account, or make any sensitive changes to your profile, we will send you a unique OTP to confirm your identity. This step ensures that your information is kept safe and your interactions with the platform are secure.

iv. **Personalized Experience:** By linking your phone number to your account, we can personalize your experience more effectively. This includes tailoring communication preferences based on your interaction history, sending customized astrology readings or horoscope alerts, and providing recommendations aligned with your interests. The goal is to create a seamless, personalized service that adds value to your astrology journey.

v. **Customer Support:** If you need assistance, your phone number allows us to offer faster and more direct support. Whether it's resolving a technical issue or answering an astrology-related query, having your contact number enables us to reach you quickly and provide the help you need without delays.

By consenting to share your phone number, you agree to our use of it for these essential functions, helping us deliver a more effective and secure service to you.

18. Your Privacy Matters to Us

We understand that privacy is a top priority for our users, and we are fully committed to safeguarding your personal information. Your trust in us is incredibly valuable, and we want you to feel confident when using our astrology services. We are dedicated to maintaining a safe and secure environment for your data, ensuring that it is never shared without your consent. Any information you provide, whether personal details or communication data, will only be used in accordance with our privacy policy and the services we offer. We implement robust security

measures to protect your information and regularly review our practices to stay ahead of potential risks.

- **Data Collection and Purpose:** We collect only the necessary information required to provide you with quality astrology services. This may include personal details such as your name, contact information, and other relevant data you choose to share. We do not use your information for any unauthorized purposes, and we do not sell, rent, or share your data with third parties.
- **Consent and Transparency:** Before collecting any personal information, we ensure that you are fully informed about what data is being collected and how it will be used. We obtain your explicit consent when necessary, and you have the right to access and manage your data at any time.
- **Data Security:** We employ industry-standard security measures, including encryption, firewalls, and secure servers, to protect your personal information. Our internal systems are regularly monitored and updated to mitigate potential threats and breaches. We also conduct regular audits to ensure our security protocols remain effective.
- **Third-Party Access:** We do not share your personal information with third parties unless it is necessary to fulfill our service obligations (e.g., payment processors, technical support services). In such cases, we ensure that these third parties adhere to our privacy standards and implement appropriate data protection measures.
- **Data Retention:** We retain personal data only for as long as necessary to provide our astrology services and comply with legal requirements. Once the data is no longer needed, we take steps to safely dispose of it to protect your privacy.
- **Your Rights:** You have the right to access, correct, and delete your personal information. If you have any concerns regarding your data or our privacy practices, we encourage you to contact us directly.
- **Privacy Policy Updates:** We may update our privacy policy from time to time to reflect changes in our practices, legal requirements, or technological advancements. We will notify you of any material changes through our website or other means as required.
- **Third-Party Links:** Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of those websites. We encourage you to review the privacy policies of those third parties before providing any personal information.
- **Data Breach Protocol:** In the unlikely event of a data breach, we will promptly notify affected users and take appropriate steps to mitigate any potential harm.

By using our astrology services, you consent to the terms of our privacy policy and acknowledge our commitment to protecting your personal information.

19. How Your Data is Used

The data we collect depends entirely on how you choose to interact with our app. As part of our services, we offer telephonic consultations with our astrologers, and to make these conversations as effective as possible, we may request access to your call logs. This is necessary to ensure the smooth operation of the call, provide better service, and track communication details for accuracy and quality purposes. Rest assured, this access is solely for functional use within the app and will never be shared with third parties. Additionally, we may collect other information such as preferences, astrology readings, and interaction history to personalize your experience and offer more tailored insights. We are committed to being transparent about how your data is used, and we encourage you to read our full privacy policy for a more detailed explanation. Your data will never be used for any purpose other than delivering and improving our astrology services.

20. Why We Need Call Log Permission

To ensure seamless and secure OTP (One-Time Password) verification, our app utilizes a missed call mechanism. This method offers a fast and reliable way to verify your identity during the authentication process.

When you select the "Get OTP on Call" button in the app, a call is instantly triggered to your phone number. Within seconds, you will receive an automated call containing your unique OTP, which can be used to verify your account. This process is simple and efficient, as it does not require internet access and works even in areas with weak or no data connection.

Important Notes:

- The OTP call will only work if it is made to the same phone number you are trying to verify, ensuring that the verification process is accurate and secure.
- For security reasons, the call must be answered on the phone that has the SIM card associated with the number. If the number is associated with multiple devices, the verification will only work on the one with the active SIM.
- The call log permission is required for the app to capture the OTP once the call is answered. This step is crucial for ensuring the OTP is successfully received and entered into the system.

This verification method is designed to enhance your user experience by providing an easy and secure alternative to traditional OTP delivery methods. By granting the call log permission, you are ensuring that we can verify your phone number quickly and securely, safeguarding your account and personal information.

We respect your privacy and will only use the call log permission for this purpose, adhering to our strict data protection and privacy policies.

21. Voice Recording and Microphone Permission

In our app, we've implemented a unique and convenient way for you to ask questions and interact with us in your chat — by recording your voice as audio. Instead of typing out your queries, you also have an option to simply speak into your device's microphone, record the voice as audio, and then send it on chat. This audio interaction feature is designed to make using our app more intuitive and in tune with natural communication, enabling a more seamless, conversational experience.

To enable you to record your questions and thoughts in your own voice as audio, we need to request access to your device's microphone. When you grant us this permission, it allows our app to capture the sound of your voice as audio and convert it into digital data that we can process and respond to accordingly. This feature is optional, and you are free to use the app's text-based input option if you prefer.

The audio data we capture is only used for processing and providing accurate responses to your queries. We take privacy and data security seriously, and all voice recordings are treated in accordance with our privacy policy. Your audio recordings are stored temporarily to facilitate communication and are not shared with third parties.

We ask for microphone access solely to improve your user experience, offering a more personal and natural interaction. You can manage or revoke microphone access at any time through your device's settings, ensuring that you remain in control of your data and interactions with the app.