

Privacy Policy

At Roxx1, we are committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible manner. This Privacy Policy explains how we collect, use, store, and protect your data when you use our website, mobile application, or any of our services.

1. Introduction

This Privacy Policy applies to all users who access or use Roxx1's services, including electrical work, plumbing, carpentry, architectural design, interior design, renovation, and maintenance services.

By using our services, you agree to the terms described in this Privacy Policy.

2. Information We Collect

2.1 Personal Information

We may collect the following personal details:

- Full name
- Phone number
- Email address
- Home/office address
- Payment information
- ID verification (if required for large projects)

2.2 Service-Related Information

- Type of service booked
- Preferred date & time
- Property details
- Project requirements (for architecture/interior design)

2.3 Automatically Collected Data

When you visit our website/app, we may collect:

- IP address
- Device information
- Browser type
- Location data
- Cookies and usage data

3. How We Use Your Information

Roxx1 uses your information to:

- Provide and manage requested services
- Process payments and invoices
- Communicate service updates, confirmations, or reminders
- Improve our website, app, and customer experience
- Send promotional offers (only with permission)
- Maintain safety, legal compliance, and fraud prevention
- Facilitate architectural or interior design consultations

4. Sharing of Information

We do not sell or rent your personal information.

However, we may share data with:

4.1 Verified Professionals

To complete your requested services (e.g., electricians, plumbers, architects, designers).

4.2 Third-Party Service Providers

Only, when necessary, such as payment gateways, SMS/email services, or analytics tools.

4.3 Legal Authorities

If required to comply with law, regulation, court orders, or to protect user safety.

All shared information is limited to what is absolutely necessary.

5. Data Security

We use industry-standard security practices to protect your data, including:

- Encrypted data transmission
- Secure servers and restricted access
- Regular security audits
- Safe storage of payment information via certified payment gateways

While we take strong precautions, no online system is 100% secure.

6. Data Retention

We retain your information only as long as needed for:

- Service fulfilment
- Legal or regulatory requirements

- Internal reporting and safety purposes

You may request deletion of your data anytime.

7. Cookies & Tracking Technologies

Our website/app may use cookies to:

- Improve user experience
- Remember logins
- Analyse website/app performance

You can manage cookie settings through your browser.

8. User Rights

You have the right to:

- Access your personal information
- Update or correct inaccurate data
- Request deletion of your data
- Withdraw consent for marketing communications
- Ask how your data is being used

To exercise your rights, contact us using the information below.

9. Children's Privacy

Roxx1 services are not intended for individuals under the age of 18.

We do not knowingly collect data from minors.

10. Third-Party Links

Our website/app may contain links to other sites.

Roxx1 is not responsible for the privacy practices of third-party websites or applications.

11. Changes to This Policy

Roxx1 may update this Privacy Policy occasionally.

Updates will be posted on our website and mobile app with a revised "Last Updated" date.

12. Contact Us

If you have questions, requests, or concerns about this Privacy Policy, please contact us.