

TERMS & CONDITIONS OF USE

GURGAON360™

Effective Date: 01st July 2026

TERMS OF USE

This document is an electronic record in accordance with the provisions of the Information Technology Act, 2000, the Information Technology (Amendment) Act, 2008, and the rules framed thereunder, including the applicable provisions relating to electronic records and digital transactions. This electronic record is generated by a computer system and does not require any physical or digital signature.

These Terms & Conditions ("Terms") govern your access to and use of the website www.gurgaon360.in, mobile applications, software applications, APIs, social media pages, digital platforms and all related services (collectively referred to as the "**Platform**") owned and operated by **Gurgaon360**, a Sole Proprietorship firm having its registered office in Gurugram, Haryana (hereinafter referred to as "**Gurgaon360**", "**We**", "**Us**" or "**Our**", which expression shall, unless repugnant to the context or meaning thereof, include its successors, affiliates, subsidiaries, directors, employees, representatives, licensors and permitted assigns).

These Terms constitute a legally binding agreement between Gurgaon360 and every individual, business entity, organization, advertiser, vendor or any other person accessing or using the Platform (collectively referred to as "**User**", "**You**" or "**Your**").

By accessing, browsing, registering, claiming a business, listing a business, uploading information, posting reviews, advertisements, photographs, comments, suggestions, or otherwise using any feature of the Platform, You acknowledge that You have carefully read, understood and agreed to be legally bound by these Terms, our Privacy Policy, Disclaimer and any other policy published by Gurgaon360 from time to time.

If You do not agree with these Terms, You must immediately discontinue the use of the Platform.

1. ABOUT GURGAON360

Gurgaon360 is an independent digital business directory, local discovery platform and search engine developed to facilitate users in discovering businesses, professionals, services, educational institutions, healthcare providers, restaurants, hotels, entertainment venues, government offices, emergency services and other establishments located within Gurugram and surrounding regions.

The Platform provides an organized database of publicly available and user-submitted business information for informational and discovery purposes only.

Gurgaon360 primarily offers the following services:

- Local Business Directory
- Business Search Services

- Business Profile Listings
- Business Claim Services
- Business Verification Services
- Reviews and Ratings
- Maps and Navigation Integration
- Contact Information Display
- Event Listings
- Classified Announcements
- Local News and Information
- Promotional Listings
- Featured Business Listings
- Sponsored Advertisements
- Photo Galleries
- Community Suggestions
- Business Recommendations
- Customer Feedback Platform
- Local Discovery Services

Gurgaon360 acts solely as an online technology platform facilitating access to business information and does not itself own, manage, operate, control, supervise, endorse or provide the products or services offered by businesses listed on the Platform.

Nothing contained on the Platform shall be construed as creating any agency, partnership, employment, franchise, fiduciary or vicarious relationship or joint venture between Gurgaon360 and any listed business.

2. DEFINITIONS

For the purposes of these Terms, unless the context otherwise requires:

"Platform" means the website, mobile application, software, APIs, databases and digital services operated by Gurgaon360.

"Business" means any individual, proprietorship, partnership, LLP, company, trust, society, organization, institution, service provider, professional, establishment or entity listed on the Platform.

"Business Listing" means any profile, page, information, photograph, logo, contact details, review, advertisement or content relating to a Business displayed on the Platform.

"Claimed Listing" means a Business Listing whose ownership has been verified and claimed by an authorised representative.

"User Generated Content" means reviews, ratings, photographs, videos, comments, suggestions, edits, descriptions, responses and any other content uploaded by Users.

"Vendor" means any Business Owner, advertiser or organization using Gurgaon360 for promotional or commercial purposes.

"Verified Business" means a business verified by Gurgaon360 through such process as may be determined by the Company from time to time. Verification shall only indicate that certain documents or information have been reviewed and shall not amount to any guarantee regarding the quality, legality or reliability of the business.

"Sponsored Listing" means any paid promotional listing appearing on the Platform.

"Content" includes text, graphics, logos, trademarks, photographs, software, audio, video, business information, ratings, maps and all materials available on the Platform.

3. ELIGIBILITY

By using the Platform, you represent and warrant that:

- a. You are at least eighteen (18) years of age.
- b. You possess the legal capacity to enter into binding contracts under the Indian Contract Act, 1872.
- c. If You are acting on behalf of a company or organization, you possess valid authority to bind such entity.
- d. All information submitted by You is true, complete, accurate and not misleading.
- e. Your use of the Platform shall at all times comply with applicable laws.

Gurgaon360 reserves the unrestricted right to suspend, terminate or restrict access to any User who provides false information or violates these Terms.

4. ACCEPTANCE OF TERMS

By accessing or using any part of the Platform, you expressly agree to be bound by:

- These Terms & Conditions;
- Privacy Policy;
- Disclaimer;
- Cookie Policy;
- Community Guidelines;
- Business Listing Policy;
- Review Policy;
- Advertising Policy; and
- any additional guidelines, notices or policies published by Gurgaon360 from time to time.

Your continued use of the Platform after any amendment constitutes Your acceptance of the revised Terms.

If You do not agree with any modification, your sole remedy shall be to discontinue use of the Platform.

5. NATURE OF SERVICES

Gurgaon360 functions solely as a technology-enabled information platform designed to facilitate local discovery of businesses and services.

The Company does not:

- own listed businesses;
- operate listed businesses;
- employ listed businesses;
- guarantee services offered by businesses;
- negotiate contracts between Users and Businesses;
- receive payments on behalf of businesses unless specifically disclosed;
- guarantee bookings;
- guarantee appointments;
- guarantee pricing;
- guarantee availability;
- guarantee quality of goods or services;
- guarantee licenses or regulatory approvals of any business.

Business information displayed on the Platform may originate from:

- publicly available government records;
- publicly accessible websites;
- business owners;
- authorised representatives;
- third-party data providers;
- user contributions;
- publicly available directories;
- social media pages;
- independent research.

While Gurgaon360 makes reasonable efforts to maintain accurate information, the Company does not warrant that any listing is complete, current, error-free or continuously updated.

Users are advised to independently verify all information, including but not limited to:

- address;
- telephone numbers;
- business timings;
- GST registration;
- professional qualifications;
- licences;
- registrations;

- certifications;
- prices;
- products;
- availability;
- quality of services;
- ownership;
- legal status.

The Platform merely facilitates access to information and does not recommend, endorse or certify any business unless expressly stated in writing.

No listing on Gurgaon360 shall be construed as a recommendation, approval, accreditation or guarantee of any person, business or service.

6. USER REGISTRATION & ACCOUNT

Certain features of the Platform, including but not limited to claiming business listings, posting reviews, submitting advertisements, updating business information, uploading photographs, creating business profiles, responding to customer reviews, and accessing premium services may require Users to create an account with Gurgaon360.

The User agrees to provide true, complete, accurate, and updated information during registration and shall promptly update such information whenever any change occurs.

The User shall be solely responsible for maintaining the confidentiality of login credentials, passwords, one-time passwords (OTPs), authentication codes, and account access information.

Any activity carried out through the User's account shall be deemed to have been performed by the User himself, and Gurgaon360 shall not be responsible for any unauthorized access resulting from negligence, disclosure of passwords, phishing, hacking of the User's own device, or any act beyond the reasonable control of Gurgaon360.

The User agrees not to:

- create multiple fake accounts;
- impersonate another individual or business;
- create accounts using false identities;
- transfer account ownership without prior written approval of Gurgaon360;
- permit any unauthorized person to use the account.

Gurgaon360 reserves the absolute right to verify the identity of any User at any stage by seeking government-issued identification documents, business registration certificates, GST registration, PAN, Aadhaar, mobile verification, email verification, or any other document deemed necessary.

The Company may suspend, restrict, deactivate or permanently terminate any account if:

- false information has been furnished;
- fraudulent activities are suspected;
- there is misuse of the Platform;
- there is violation of these Terms;
- any complaint is received regarding illegal activities;
- any governmental authority directs such suspension.

Account termination shall not affect any legal rights or liabilities accrued prior to such termination.

7. BUSINESS LISTINGS

Gurgaon360 provides an online directory of businesses operating in Gurugram and surrounding regions.

Business Listings available on the Platform may be created through:

- publicly available information;
- business owner submissions;
- authorized representatives;
- publicly accessible databases;
- governmental records;
- independent research;
- user suggestions;
- verified data partners.

The existence of a Business Listing on Gurgaon360 shall not imply:

- any contractual relationship;
- endorsement;
- partnership;
- agency;
- affiliation;
- recommendation;
- certification;
- approval.

Business owners acknowledge that Gurgaon360 may publish basic publicly available information relating to their business for the purpose of creating a searchable local directory.

Such information may include:

- Business Name
- Address
- Contact Numbers
- Email Address
- Website

- Business Category
- Business Description
- Working Hours
- Social Media Links
- Location Coordinates
- Photographs
- Services Offered
- Product Categories

Where publicly available information is used, Gurgaon360 shall make reasonable efforts to ensure accuracy but does not warrant completeness or correctness.

Business owners may claim their listing and request correction or updation of business information subject to successful verification.

Gurgaon360 reserves the unrestricted right to:

- edit listings;
- improve formatting;
- correct typographical errors;
- categorize businesses;
- merge duplicate listings;
- remove obsolete listings;
- update information from reliable public sources.

The Company may refuse any listing that is:

- misleading;
- fraudulent;
- illegal;
- offensive;
- defamatory;
- obscene;
- deceptive;
- infringing intellectual property rights;
- contrary to public policy.

8. CLAIM YOUR BUSINESS POLICY

Business owners may claim ownership of an existing Business Listing through the “Own This Business” feature available on the Platform.

To establish ownership, Gurgaon360 may require one or more of the following documents:

- GST Registration Certificate;
- Certificate of Incorporation;

- Partnership Deed;
- Shop & Establishment Registration;
- Trade Licence;
- PAN Card;
- Aadhaar Card;
- Utility Bills;
- RERA Registration;
- MSME Registration;
- Trademark Certificate;
- Letter of Authorization;
- Visiting Card;
- Official Email Verification;
- Telephone Verification;
- Website Verification;
- Any additional documents deemed appropriate.

Submission of documents does not automatically entitle a person to claim ownership.

Gurgaon360 reserves the sole discretion to:

- approve;
- reject;
- seek additional documents;
- conduct telephonic verification;
- conduct physical verification;
- verify government records;
- verify domain ownership;
- verify social media ownership.

Where multiple parties claim ownership of the same business, Gurgaon360 may suspend ownership rights until the dispute is resolved through mutually acceptable documentary evidence or competent legal proceedings.

Gurgaon360 shall not adjudicate title disputes relating to ownership of any business.

Any and all verified listed business on the platform is deemed to have read, accepted and given their consent to the Terms and Conditions policy (and other policies) and has no objection for the Platform using their details such as Address, location, images, etc.

The Company reserves the right to revoke a claimed listing if it subsequently discovers fraud, misrepresentation, forged documents or unauthorized claims.

9. BUSINESS VERIFICATION POLICY

Gurgaon360 may provide a "Verified Business" badge to businesses that successfully complete the verification process prescribed by the Company.

Verification may include examination of:

- government registrations;
- business licences;
- GST records;
- RERA registrations;
- office verification;
- domain ownership;
- mobile verification;
- email verification;
- company documents;
- identity verification of authorized representatives.

The grant of a verification badge shall merely indicate that certain documents have been examined by Gurgaon360.

Verification shall **not** constitute:

- endorsement;
- guarantee;
- certification of quality;
- financial soundness;
- legal compliance;
- professional competence;
- authenticity of products;
- customer satisfaction.

Users are advised to independently conduct their own due diligence before dealing with any business, irrespective of its verification status.

Gurgaon360 may revoke any verification badge without prior notice if:

- documents expire;
- documents are found forged;
- complaints reveal fraudulent conduct;
- business ceases operations;
- legal proceedings indicate serious misconduct.

10. USER OBLIGATIONS

Every User agrees to use the Platform responsibly, honestly and in accordance with applicable laws.

The User agrees that he shall not:

- upload false information;
- publish fake reviews;

- post defamatory material;
- harass businesses;
- impersonate another person;
- manipulate ratings;
- artificially increase reviews;
- create fake business profiles;
- violate intellectual property rights;
- upload malware;
- scrape data;
- reverse engineer the Platform;
- interfere with Platform security;
- circumvent authentication systems;
- collect customer information without consent;
- distribute spam;
- send unsolicited commercial communications;
- promote illegal products or services;
- use automated bots without authorization.

Users shall remain solely responsible for the legality, authenticity and consequences of all content uploaded by them.

Gurgaon360 reserves the right to remove any User-generated content without assigning any reason.

Repeated violations may result in permanent suspension of access.

11. BUSINESS OWNER / VENDOR OBLIGATIONS

Every Business Owner, Vendor or Advertiser registering on Gurgaon360 represents and warrants that:

- all information provided is true and correct;
- all licences required for conducting business are valid;
- all approvals required under applicable laws have been obtained;
- all uploaded photographs belong to them or are lawfully licensed;
- advertisements comply with applicable laws;
- products offered are genuine;
- services are lawfully provided.

The Business Owner shall immediately update the Platform regarding:

- closure of business;
- relocation;
- change in ownership;
- change in contact details;

- suspension of licences;
- cancellation of registrations;
- insolvency proceedings;
- change in operating hours.

Business Owners shall not:

- publish fake discounts;
- publish misleading advertisements;
- manipulate customer reviews;
- offer incentives for fake reviews;
- impersonate competitors;
- misuse Gurgaon360 trademarks;
- falsely claim affiliations.

Every Business Owner acknowledges that Gurgaon360 may suspend, edit or remove any listing found to violate these Terms.

12. REVIEWS, RATINGS & USER GENERATED CONTENT

The Platform permits Users to submit reviews, ratings, comments, photographs, videos and other content relating to businesses.

By uploading any content, the User represents that:

- the content is truthful;
- the content is based upon genuine experience;
- the content does not infringe any third-party rights;
- the content is not defamatory;
- the content is not abusive;
- the content is not obscene;
- the content does not violate any law.

Users shall not post:

- fake reviews;
- paid reviews without disclosure;
- defamatory allegations;
- hate speech;
- threats;
- personal attacks;
- confidential information;
- copyrighted material without authorization;
- obscene material;
- misleading information.

By submitting content, the User grants Gurgaon360 a perpetual, worldwide, royalty-free, transferable, sublicensable licence to host, reproduce, publish, modify, display, distribute and use such content for the operation, promotion and improvement of the Platform.

Gurgaon360 reserves the unrestricted right to moderate, edit, remove or disable access to any review or content that, in its opinion, violates these Terms or applicable law.

The Company shall not be liable for opinions expressed by Users, which remain solely the responsibility of the person posting such content.

13. ADVERTISING, SPONSORED LISTINGS & PROMOTIONAL SERVICES

13.1 Gurgaon360 may, at its sole discretion, offer paid advertising, featured listings, sponsored business profiles, banner advertisements, promotional campaigns, priority search rankings, digital marketing services, and other commercial promotional services to businesses and advertisers.

13.2 Sponsored Listings or Advertisements shall be identified by labels such as "Sponsored", "Featured", "Promoted", "Premium", "Verified Partner" or any other designation as determined by Gurgaon360.

13.3 The placement, visibility, ranking, appearance, duration, frequency and display of Sponsored Listings shall be determined solely by Gurgaon360 and may depend upon various factors including, but not limited to:

- subscription plan;
- geographical relevance;
- search keywords;
- business category;
- user preferences;
- popularity;
- completeness of listing;
- quality score;
- commercial arrangements;
- platform algorithms.

13.4 Gurgaon360 does not guarantee any minimum number of:

- impressions;
- clicks;
- enquiries;
- telephone calls;
- leads;
- conversions;
- sales;
- customer visits;
- revenue;

- return on investment.

13.5 Advertisers shall be solely responsible for ensuring that all advertisements, promotional material, claims, offers, discounts, pricing, representations and warranties comply with all applicable laws, including but not limited to the Consumer Protection Act, 2019, the Advertising Standards Council of India (ASCI) Code, the Information Technology Act, 2000, the Digital Personal Data Protection Act, 2023, and any other applicable legislation.

13.6 Gurgaon360 reserves the right to reject, suspend, modify, discontinue or remove any advertisement without assigning any reason.

13.7 Advertisement charges shall be non-refundable unless expressly agreed otherwise in writing.

13.8 Gurgaon360 shall not be liable for any loss, damages or disputes arising from advertisements published on the Platform.

14. THIRD-PARTY SERVICES AND INTEGRATIONS

14.1 The Platform may integrate, display or provide access to various third-party services, including but not limited to:

- Google Maps;
- Google Business Profile;
- WhatsApp;
- YouTube;
- Facebook;
- Instagram;
- LinkedIn;
- Payment Gateways;
- UPI Applications;
- Government Portals;
- RERA Portals;
- GST Portal;
- MCA Portal;
- Banking Institutions;
- Courier Services;
- Delivery Partners;
- Cloud Storage Providers;
- SMS Providers;
- Email Service Providers.

14.2 Such integrations are provided solely for the convenience of Users.

14.3 Gurgaon360 neither owns nor controls such third-party platforms and makes no representation regarding:

- their availability;
- accuracy;
- reliability;
- security;
- privacy practices;
- functionality;
- uninterrupted operation.

14.4 Your use of any third-party service shall be governed exclusively by the terms and privacy policies of such third parties.

14.5 Gurgaon360 shall not be responsible for any loss arising from:

- service interruptions;
- inaccurate map locations;
- payment failures;
- hacking of third-party platforms;
- data breaches;
- incorrect navigation;
- delays;
- technical failures;
- suspension of third-party services.

14.6 Links to external websites do not constitute endorsement, recommendation or approval by Gurgaon360.

15. GOOGLE MAPS, LOCATION SERVICES & NAVIGATION DISCLAIMER

15.1 Gurgaon360 may display map locations using Google Maps or other mapping technologies.

15.2 Users acknowledge that:

- locations may not always be accurate;
- businesses may relocate without notice;
- navigation routes may change;
- estimated travel times are approximate;
- GPS information depends upon third-party providers.

15.3 Gurgaon360 shall not be liable for any loss, inconvenience, delay or damages arising from reliance upon map information.

15.4 Users are advised to independently confirm the exact location before visiting any business.

16. WHATSAPP, TELEPHONE & COMMUNICATION SERVICES

16.1 The Platform may provide click-to-call, WhatsApp messaging, email contact forms or similar communication facilities.

16.2 Gurgaon360 merely facilitates communication between Users and Businesses.

16.3 Gurgaon360 does not monitor, record, supervise or control communications exchanged between Users and Businesses unless required under applicable law.

16.4 Gurgaon360 shall not be liable for:

- misleading communications;
- fraud;
- harassment;
- spam;
- abusive language;
- misrepresentation;
- financial loss;
- failed negotiations.

16.5 Users are advised not to share confidential financial information or passwords through communication channels.

17. INTELLECTUAL PROPERTY RIGHTS

17.1 The Platform, including its entire design, layout, source code, databases, graphics, user interface, software, trademarks, logos, service marks, business names, domain names, photographs, text, articles, compilations, search algorithms, icons, visual appearance and all associated intellectual property are the exclusive property of Gurgaon360 or its licensors.

17.2 All rights not expressly granted herein are reserved.

17.3 No User shall, without prior written permission:

- reproduce;
- distribute;
- publish;
- copy;
- scrape;
- reverse engineer;
- sell;
- license;
- commercially exploit;
- modify;
- translate;
- create derivative works.

17.4 Gurgaon360™ and its associated logos shall constitute valuable intellectual property of the Company.

17.5 Unauthorized use may result in civil proceedings, criminal prosecution and claims for damages.

18. COPYRIGHT COMPLAINTS & TAKEDOWN POLICY

18.1 Gurgaon360 respects intellectual property rights.

18.2 Any person claiming infringement of copyright, trademark or other proprietary rights may submit a written complaint containing:

- details of ownership;
- description of infringing material;
- URL of alleged infringement;
- supporting documents;
- declaration of good faith;
- contact information.

18.3 Upon receipt of a valid complaint, Gurgaon360 may:

- temporarily disable access;
- remove the material;
- seek clarification;
- notify the concerned User;
- restore the material if appropriate.

18.4 Gurgaon360 reserves the right to permanently terminate repeat infringers.

19. DATA ACCURACY & BUSINESS INFORMATION DISCLAIMER

19.1 Gurgaon360 endeavors to maintain accurate and updated business information.

However, information displayed on the Platform may change without prior notice.

19.2 Gurgaon360 does not guarantee the accuracy of:

- addresses;
- prices;
- contact numbers;
- operating hours;
- offers;
- discounts;
- availability;
- licences;
- approvals;
- certifications;
- ownership;
- product descriptions.

19.3 Businesses remain solely responsible for updating their information.

19.4 Users shall independently verify all information before entering into any transaction.

20. DISCLAIMER OF WARRANTIES

20.1 The Platform is provided strictly on an "**AS IS**", "**AS AVAILABLE**" and "**WITH ALL FAULTS**" basis.

20.2 Gurgaon360 expressly disclaims every warranty, whether express, implied or statutory, including but not limited to:

- merchantability;
- fitness for a particular purpose;
- uninterrupted availability;
- accuracy;
- completeness;
- reliability;
- compatibility;
- non-infringement;
- security.

20.3 Gurgaon360 does not warrant that:

- the Platform will always remain operational;
- errors will be corrected immediately;
- servers are free from viruses;
- listings are genuine;
- businesses are financially sound;
- Users will obtain satisfactory results.

20.4 Users access and use the Platform entirely at their own discretion and risk.

20.5 Gurgaon360 shall not be liable for any direct, indirect, incidental, consequential, punitive or special damages arising out of the use or inability to use the Platform.

21. LIMITATION OF LIABILITY

21.1 Platform Status

Gurgaon360 is solely an online technology platform and intermediary that facilitates the discovery of businesses, professionals, products, services, advertisements and publicly available information. Gurgaon360 does not manufacture, sell, supply, distribute, own, inspect, certify, endorse, warrant or guarantee any products or services offered by Businesses listed on the Platform.

21.2 No Transaction Liability

All commercial transactions, negotiations, quotations, bookings, contracts, payments, deliveries, warranties, guarantees, refunds and after-sale services are exclusively between the User and the respective Business.

Gurgaon360 shall not be responsible for any dispute arising between Users and Businesses including disputes relating to:

- Quality of products;
- Defective goods;
- Delay in delivery;
- Cancellation of orders;
- Pricing disputes;
- Refund disputes;
- Warranty claims;
- Service deficiencies;
- Professional negligence;
- Breach of contract;
- Consumer complaints;
- Fraud committed by Businesses;
- Misrepresentation;
- Ownership disputes.

21.3 Maximum Liability

To the fullest extent permitted under applicable law, the aggregate liability of Gurgaon360, its Directors, Shareholders, Officers, Employees, Affiliates, Consultants, Representatives, Agents and Service Providers arising out of or relating to use of the Platform shall not exceed the amount actually paid by the User to Gurgaon360 during the preceding twelve (12) months immediately before the event giving rise to the claim.

Where no payment has been made by the User to Gurgaon360, Gurgaon360 shall have no monetary liability whatsoever.

21.4 Exclusion of Damages

Under no circumstances shall Gurgaon360 be liable for any:

- indirect damages;
- incidental damages;
- special damages;
- exemplary damages;
- punitive damages;
- consequential damages;
- business interruption;
- loss of reputation;
- loss of goodwill;

- loss of profits;
- loss of opportunity;
- loss of anticipated savings;
- loss of contracts;
- loss of business;
- loss of customers;
- loss of data;
- corruption of data;
- cyber incidents;
- loss arising from hacking;
- identity theft;
- phishing;
- malware attacks;
- ransomware;
- unauthorized access.

21.5 Third Party Conduct

Gurgaon360 shall not be liable for any acts, omissions, negligence, misconduct or fraudulent activities committed by:

- Businesses;
- Advertisers;
- Vendors;
- Customers;
- Third Party Service Providers;
- Payment Gateways;
- Delivery Partners;
- Government Authorities;
- Telecommunication Service Providers;
- Internet Service Providers.

21.6 User Responsibility

Every User acknowledges that use of the Platform is entirely voluntary and at his own discretion and risk.

22. USER INDEMNIFICATION

The User agrees to fully indemnify, defend and hold harmless Gurgaon360, its Directors, Shareholders, Officers, Employees, Affiliates, Successors, Assigns, Consultants and Representatives from and against any and all:

- claims;
- proceedings;
- notices;

- investigations;
- penalties;
- losses;
- damages;
- liabilities;
- settlements;
- judgments;
- costs;
- legal expenses;
- advocate fees;
- arbitration costs;
- regulatory actions,

arising directly or indirectly from:

- (a) violation of these Terms;
- (b) violation of any applicable law;
- (c) infringement of intellectual property rights;
- (d) false reviews;
- (e) defamatory content;
- (f) misleading advertisements;
- (g) fake business listings;
- (h) fraudulent activities;
- (i) misuse of Platform;
- (j) breach of representations and warranties;
- (k) disputes with other Users or Businesses;
- (l) misuse of another person's personal information;
- (m) violation of privacy rights.

The obligations contained herein shall survive suspension, termination or deletion of the User's account.

23. PROHIBITED ACTIVITIES

Users shall not directly or indirectly engage in any activity that:

(a) Misuses the Platform

- creating fake businesses;
- duplicate listings;
- fake reviews;
- fake ratings;
- false complaints;
- misleading advertisements.

(b) Violates Law

- money laundering;
- financing illegal activities;
- cybercrime;
- identity theft;
- forgery;
- impersonation;
- cheating;
- extortion.

(c) Violates Intellectual Property

- copying listings;
- scraping databases;
- downloading business information in bulk;
- reproducing Gurgaon360 content;
- copying photographs;
- copying logos.

(d) Interferes with Platform

- hacking;
- reverse engineering;
- penetration attempts;
- vulnerability exploitation;
- denial of service attacks;
- introduction of viruses;
- malware distribution.

(e) Misuses User Information

- unauthorized marketing;
- sale of personal information;
- scraping email addresses;
- scraping phone numbers;
- unsolicited communication;
- spam.

(f) Manipulates Search Rankings

- fake clicks;
- automated traffic;
- click farms;
- bot-generated reviews;
- artificial engagement;

- fake enquiries.

Any violation may result in immediate suspension, permanent termination, civil proceedings and criminal action.

24. SUSPENSION, REMOVAL & TERMINATION

Without prejudice to any other legal remedy available, Gurgaon360 reserves the absolute right, at any time and without prior notice, to:

- suspend accounts;
- terminate accounts;
- remove business listings;
- delete reviews;
- disable advertisements;
- revoke verification badges;
- restrict access;
- remove uploaded photographs;
- remove videos;
- remove comments;
- remove business claims.

Grounds for such action may include but are not limited to:

- breach of these Terms;
- fraudulent conduct;
- misleading information;
- repeated customer complaints;
- violation of applicable law;
- regulatory directions;
- intellectual property infringement;
- misuse of Platform;
- attempted cyber-attack;
- abuse of employees;
- abuse of other Users.

Termination shall not affect accrued legal rights or liabilities.

25. FORCE MAJEURE

Gurgaon360 shall not be liable for any delay, interruption, suspension or failure in performance arising from circumstances beyond its reasonable control including but not limited to:

- acts of God;
- floods;
- earthquakes;
- fires;

- pandemics;
- epidemics;
- wars;
- riots;
- civil disturbances;
- terrorist acts;
- governmental actions;
- internet outages;
- cloud service failures;
- cyber-attacks;
- ransomware;
- hacking incidents;
- denial of service attacks;
- power failures;
- strikes;
- labour disputes;
- communication failures.

Performance shall stand suspended during the continuance of such events.

26. DISPUTE RESOLUTION

Gurgaon360 encourages amicable settlement of disputes through its internal grievance mechanism.

Any User having any grievance shall first submit a written complaint to the Grievance Officer.

The Company shall endeavour to resolve complaints within thirty (30) days.

If the dispute remains unresolved, the parties shall attempt settlement through mediation before initiating arbitration.

27. ARBITRATION

Any dispute, controversy or claim arising out of or relating to these Terms, the Platform or use of services shall be referred to arbitration in accordance with the provisions of the Arbitration and Conciliation Act, 1996.

The arbitration shall be conducted by a Sole Arbitrator appointed by Gurgaon360.

The seat and venue of arbitration shall be Gurugram, Haryana.

The language of arbitration shall be English.

The arbitral award shall be final and binding upon the parties.

Nothing herein shall prevent Gurgaon360 from seeking interim or injunctive relief before any court of competent jurisdiction.

28. GOVERNING LAW & JURISDICTION

These Terms shall be governed by and construed in accordance with the laws of India.

Subject to the arbitration clause contained herein, the Courts situated at Gurugram, Haryana alone shall have exclusive jurisdiction over all matters arising out of these Terms.

29. SEVERABILITY

If any provision of these Terms is declared invalid, illegal or unenforceable by a Court or Tribunal of competent jurisdiction, such provision shall be severed to the extent of such invalidity.

The remaining provisions shall continue to remain valid, binding and enforceable.

30. ENTIRE AGREEMENT

These Terms & Conditions, together with the Privacy Policy, Disclaimer, Cookie Policy, Community Guidelines, Business Listing Policy, Review Policy, Advertising Policy and any other policy published by Gurgaon360 from time to time constitute the complete and entire agreement between Gurgaon360 and the User.

These Terms supersede all previous oral or written understandings, negotiations, communications and agreements relating to the subject matter herein.

No waiver by Gurgaon360 of any breach shall be deemed to constitute a waiver of any subsequent breach.

31. BUSINESS LISTING REMOVAL, SUSPENSION & DELISTING POLICY

31.1 Gurgaon360 reserves the absolute right to suspend, deactivate, edit, restrict or permanently remove any Business Listing from the Platform without prior notice where it reasonably believes that:

- the listing contains false, misleading or inaccurate information;
- forged, fabricated or manipulated documents have been submitted;
- the business is involved in fraudulent or illegal activities;
- the listing infringes any intellectual property rights;
- the business has ceased operations;
- any competent Court, Tribunal or Government Authority directs removal;
- the listing is contrary to applicable law or public policy;
- repeated complaints establish misuse of the Platform.

31.2 Gurgaon360 may temporarily suspend a listing pending verification where the authenticity of the business, ownership, licence, or supporting documents is in dispute.

31.3 Gurgaon360 shall not be liable for any loss of business, revenue, reputation, customers, enquiries or goodwill resulting from suspension, restriction or removal of any listing.

31.4 A Business Owner may request voluntary delisting of a claimed listing by submitting a written request along with proof of identity and authority. Gurgaon360 reserves the right to retain such information where required under applicable law or for legitimate business purposes.

32. REVIEW MODERATION & CONTENT REMOVAL POLICY

32.1 Gurgaon360 seeks to maintain a fair, transparent and trustworthy review ecosystem.

32.2 Gurgaon360 reserves the right, without prior notice, to moderate, edit, restrict, hide or permanently remove any review, rating, photograph, video, comment or other User-generated content which, in its sole opinion:

- is false, fabricated or misleading;
- is abusive, threatening or defamatory;
- contains hate speech or discriminatory remarks;
- promotes violence or illegal activities;
- infringes copyright, trademark or other proprietary rights;
- contains obscene or sexually explicit material;
- discloses confidential or personal information without consent;
- appears to be spam, promotional or commercially motivated;
- is generated through bots or automated systems;
- manipulates ratings or public perception.

32.3 Businesses may request review moderation by providing reasonable supporting material; however, Gurgaon360 shall not be obligated to remove any review merely because it is negative.

32.4 Gurgaon360's decision regarding moderation shall be final and binding for Platform administration purposes.

33. NOTICE & COMMUNICATION

33.1 Any notice, communication or correspondence required under these Terms may be provided electronically through:

- registered email address;
- Platform notifications;
- SMS;
- WhatsApp (where enabled);
- account dashboard notifications; or
- any other electronic mode recognised under applicable law.

33.2 Such communication shall be deemed to have been validly served upon transmission to the contact details provided by the User.

33.3 Users are responsible for maintaining updated contact information. Gurgaon360 shall not be responsible for non-delivery arising from incorrect or outdated contact details.

34. ELECTRONIC RECORDS & ELECTRONIC CONSENT

34.1 These Terms constitute an electronic record within the meaning of the Information Technology Act, 2000.

34.2 By accessing or using the Platform, the User expressly provides electronic consent to these Terms, the Privacy Policy, Disclaimer and all related policies.

34.3 Clicking "I Agree", "Accept", "Continue", creating an account, claiming a business, submitting information or otherwise using the Platform shall constitute a valid electronic acceptance and shall have the same legal effect as a handwritten signature, to the extent recognised under applicable law.

35. DATA PROTECTION & PRIVACY

35.1 Gurgaon360 processes personal data in accordance with its Privacy Policy and applicable laws, including the Digital Personal Data Protection Act, 2023 and the Information Technology Act, 2000.

35.2 Users consent to the collection, storage, processing and use of their personal information for purposes including:

- account administration;
- verification;
- customer support;
- Platform improvement;
- fraud prevention;
- legal compliance;
- analytics;
- communication regarding services.

35.3 Gurgaon360 adopts reasonable technical and organisational safeguards to protect personal data; however, no electronic system is completely secure, and Gurgaon360 does not guarantee absolute security.

36. GRIEVANCE REDRESSAL

In accordance with applicable law, Gurgaon360 shall designate a Grievance Officer to address complaints relating to the Platform.

Users may submit complaints regarding:

- inaccurate listings;
- intellectual property infringement;
- privacy concerns;
- abusive content;
- fake reviews;
- impersonation;
- policy violations;
- unlawful content.

The Company shall endeavour to acknowledge complaints within a reasonable time and dispose of them in accordance with applicable law and internal procedures.

Grievance Redressal Contact

Email: contact@gurgaon360.in

Working Hours:

Monday to Friday

10:00 A.M. to 6:00 P.M.

37. AMENDMENTS

37.1 Gurgaon360 reserves the right to modify, amend, replace or update these Terms at any time to reflect changes in law, business operations, technology or Platform functionality.

37.2 Updated Terms shall become effective upon publication on the Platform unless otherwise specified.

37.3 Continued use of the Platform after publication of revised Terms shall constitute acceptance of such amendments.

38. CONTACT INFORMATION

For any legal queries, support requests, notices or general correspondence, Users may contact:

GURGAON360

Website:

www.gurgaon360.in

Email:

gurgaon360official@gmail.com

Registered Phone: +91-9818902386

39. USER ACKNOWLEDGEMENT

By accessing, registering, browsing, claiming a business, posting content, submitting information or otherwise using the Platform, the User acknowledges that:

- he has carefully read these Terms;
- he understands the legal consequences of acceptance;
- all information submitted is true and correct;
- he shall comply with all applicable laws;
- Gurgaon360 acts only as an intermediary technology platform;
- Gurgaon360 does not guarantee any Business Listing;
- he shall independently verify all information before entering into any transaction;

- he voluntarily assumes all risks associated with dealing with third parties listed on the Platform.

40. ACCEPTANCE OF TERMS

BY ACCESSING, REGISTERING WITH, OR CONTINUING TO USE THE GURGAON360 PLATFORM, YOU ACKNOWLEDGE THAT YOU HAVE READ, UNDERSTOOD AND AGREED TO BE LEGALLY BOUND BY THESE TERMS & CONDITIONS, THE PRIVACY POLICY, DISCLAIMER AND ALL OTHER POLICIES PUBLISHED BY GURGAON360.

IF YOU DO NOT AGREE WITH ANY PART OF THESE TERMS, YOU MUST IMMEDIATELY CEASE ACCESSING OR USING THE PLATFORM.

[I AGREE] [EXIT]

Disclaimer — Gurgaon360™

Effective Date: 1st July 2026 **Operator:** Gurgaon360, Gurugram, Haryana, India **Contact:** gurgaon360official@gmail.com

1. **General Information Only** the Platform and all listings are provided “as is” for general informational purposes. Gurgaon360 does not guarantee accuracy, completeness, or timeliness of any listing.
2. **Business Details** Names, addresses, hours, phone numbers, and other details are sourced from public information and user submissions. They may be incomplete, outdated, or incorrect. “Open now” is an estimate — always confirm directly with the business.
3. **No Endorsement or Guarantee** Inclusion of a business does not constitute endorsement, recommendation, or guarantee of enquiries, leads, or sales. Gurgaon360 merely facilitates discovery.
4. **User Reviews** Reviews reflect personal opinions of users. Gurgaon360 does not verify or endorse them.
5. **ThirdParty Services** Gurgaon360 is not responsible for thirdparty sites or apps (WhatsApp, Google Maps, business websites) accessed via the Platform.
6. **Professional Advice** Nothing on the Platform constitutes medical, legal, financial, or professional advice.
7. **Limitation of Liability** Gurgaon360 shall not be liable for disputes, claims, or losses arising between users and businesses listed. All dealings are strictly between the parties.

Privacy Policy — Gurgaon360™

Effective Date: 1st July 2026 **Operator:** Gurgaon360, Gurugram, Haryana, India

Contact: gurgaon360official@gmail.com

1. Legal Basis

This Privacy Policy is published in compliance with the **Information Technology Act, 2000**, the **IT (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021**, and the **Digital Personal Data Protection Act, 2023 (DPDP Act)**.

2. Data We Collect

- **Optional Google signin:** name, email, profile photo (via Firebase).
- **Reviews:** rating, text, chosen tags, display name, photo, account identifier.
- **Photos:** uploaded images, account identifier, name (moderated before display).
- **Suggestions/Claims:** details entered, including name and phone/email for verification.
- **Location:** approximate device location (if enabled) for “Near Me”; not stored.
- **Ondevice data:** saved places, recent activity, view history (local storage only).
- **Analytics (consentbased):** usage events, IP address, pseudonymous identifier (via GA4).

3. How We Use Data

- To operate and improve the Platform.
- To display reviews/photos.
- To verify business claims.
- To respond to grievances.
- To comply with legal obligations.

4. Data Processors

We use trusted processors. Some may store/process data outside India, permitted under the DPDP Act.

5. Retention

We retain data while your account is active or content is displayed, or as required by law. You may delete your data anytime.

6. Your Rights

Under the DPDP Act, you may:

- Access, correct, update, or erase your data.
- Withdraw consent (e.g., analytics).

- Nominate another person to exercise rights.
- Raise grievances.

Selfservice options:

- Delete reviews/photos/account: Profile → “Delete my reviews, photos & account”.
 - Clear device data: Profile → “Clear my data on this device”.
 - Withdraw analytics consent: Profile → “Privacy & analytics choice”.
- For other requests: email - gurgaon360official@gmail.com

7. Security & Children

We take reasonable measures to protect data. Gurgaon360 is intended for users aged 18+. We do not knowingly profile children or use their data for targeted advertising.