

USER AGREEMENT

Our Mission

Our mission is to build a trusted platform that empowers individuals and organizations to access reliable personal safety, emergency protection, and professional security services. We aim to promote safety, dignity, and peace of mind by connecting users with verified and trained security professionals, enabling informed decisions, quick responses, and seamless service experiences through a network built on trust, accountability, and efficiency.

1. INTRODUCTION

1.1. Contract

By accessing or using the website, mobile application, or any associated services (collectively, the “Platform”) offered by **RONGOshield Private Limited** (“RONGOshield”, “we”, “us”, or “our”), you agree to be legally bound by the terms and conditions of this user agreement (this “Agreement”), as well as our [Privacy Policy](#), [Cookie Policy](#), and any other applicable policies or guidelines referenced herein or posted on the Platform from time to time.

This Agreement constitutes a legally binding contract between you and RONGOshield. If you do not agree with any part of this Agreement, you must not access or use the Platform or any of the services offered through it.

If you are using the Platform or registering on behalf of a company or other legal entity, you represent that you are duly authorized to bind such entity to this Agreement. In such cases, the terms “you” and “your” shall refer to such entity.

You may terminate this Agreement at any time by closing your account and ceasing all access to and use of the Platform and Services. However, your obligations under this Agreement shall survive such termination to the extent required by law or as otherwise expressly provided herein.

1.2. Scope of Services

This Agreement governs your use of all services provided through the RONGOshield Platform, including but not limited to:

- Booking of bouncers and personal security personnel;
- Access to emergency protection services;
- Use of personal safety features and tools;
- Any related services, content, technologies, communications, or features offered by RONGOshield.

This Agreement also applies to any data collection activities conducted offsite in relation to our services, such as integrations, plugins, APIs, advertisements, or third-party services associated with RONGOshield.

1.3. Legal Entity

You are entering into this Agreement with RONGOshield Private Limited, a company incorporated under the Companies Act, 2013, having CIN: , and its registered office at C/o. Regus, The District, 12th Floor, Myscape Road, Financial District, Nanakramguda, Hyderabad, Telangana 500032 India. RONGOshield is the legal entity that governs your use of the Platform and will be the controller of your personal data as per applicable law.

The collection, use, disclosure, and storage of your personal data shall be governed by our Privacy Policy, Cookie Policy, and applicable data protection laws. You acknowledge that you have read and understood these policies, and by using the Platform, you consent to the practices described therein.

1.4. Users: Clients and Visitors

This Agreement applies to all users of the Platform, including:

- **Clients** – users who register and create an account on the Platform for the purpose of availing security or protection services (“Members”); and

- **Visitors** – users who browse or access limited portions of the Platform without registration.

By accessing the Platform in any capacity, whether as a Member or Visitor, you agree to comply with this Agreement and all applicable policies.

1.5. Amendments and Updates

We reserve the right to amend, update, or modify this Agreement, our Privacy Policy, Cookie Policy, and any other applicable terms from time to time, to reflect changes in law, technology, or business practices.

In the event of material changes, we will provide you with reasonable notice through the Platform or via other means, such as email or push notifications, before the changes take effect. Unless otherwise required by applicable law, changes will not be retroactive.

If you do not agree to the revised terms, you may choose to terminate your account and cease using the Services. Your continued use of the Platform after the effective date of any update constitutes your acceptance of the amended Agreement.

2. OBLIGATIONS

2.1. Service Eligibility

By using the RONGOshield Platform, you represent and warrant that:

- You are at least 18 years of age, or such higher age as required under applicable law to enter into a legally binding contract without parental or legal guardian consent (“Minimum Age”);
- You are legally competent to enter into this Agreement under applicable laws;
- You are using the Platform for lawful purposes and in accordance with this Agreement;
- You are not prohibited from accessing or using the Platform under any applicable laws or court orders;
- You will create and maintain only one account, which must contain truthful and accurate information.

Creating an account using false information, impersonating another person, or registering on behalf of someone under the Minimum Age is strictly prohibited and may result in immediate suspension or termination of your access to the Platform.

If the law requires that you must be older than the Minimum Age in order for RONGOshield to lawfully provide the Services to you without parental consent (including the use of your personal data), then the Minimum Age is the higher age mandated by law.

2.2. Your Account

As a registered user (“Client” or “Member”), you are responsible for maintaining the confidentiality of your login credentials and for all activities that occur under your account.

You agree to:

- Maintain a strong and confidential password;
- Not share your account or login credentials with any other individual or third party;
- Not transfer, sell, or sublicense your account or any content or data accessed through it;
- Immediately notify RONGOshield of any unauthorized use of your account or any breach of security;
- Comply with applicable laws and our platform rules, including those set forth in our Community Guidelines and Prohibited Activities Policy.

You are solely responsible for any use or misuse of your account unless and until you formally close it or notify us of its compromise. RONGOshield disclaims any liability arising from your failure to safeguard your account information.

If the Services are provided to you under a business or corporate subscription, the entity paying for such access may control your use of the paid Services, including access monitoring and usage reporting. However, they do not gain ownership or control over your personal account unless otherwise agreed.

2.3. Payment

If you purchase or subscribe to any paid Services on the Platform, including but not limited to premium emergency alert plans or priority protection services, you agree to:

- Pay all applicable fees, charges, and taxes associated with such Services;
- Authorize RONGOshield or its payment processors to store and automatically charge your selected payment method at the applicable billing intervals (e.g., monthly, annually);
- Accept that payments are non-refundable, except as expressly provided under RONGOshield's Refund Policy or as required by applicable law.

You further acknowledge and agree that:

- Prices may vary by geography and may include foreign exchange charges or other banking fees;
- Subscription renewals will be automatically charged unless cancelled in advance of the next billing cycle;
- You are responsible for keeping your payment and billing information accurate and up to date;
- RONGOshield may modify prices or introduce new fees with reasonable prior notice, and such changes will take effect prospectively.

Invoices and receipts for paid Services can be accessed through your account dashboard.

2.4. Notices and Communication

You consent to receiving notices, alerts, and other communications from RONGOshield via:

- In-app notifications;
- Emails to the email address registered with your account;
- SMS or mobile push notifications;
- Messages displayed through the Platform dashboard.

It is your responsibility to ensure your contact information is current. RONGOshield is not liable for any loss, damage, or claim arising from your failure to maintain updated contact details.

You may configure your notification preferences within your account settings, subject to certain mandatory service communications.

2.5. Sharing and Content Visibility

The Platform may allow you to share information, content, or feedback (collectively “Content”), including details related to service requests, emergency alerts, ratings, or reviews.

You acknowledge and agree that:

- Shared Content may be visible to other users, service providers (such as bouncers or emergency response partners), or the public depending on your privacy settings and the nature of the interaction;
- RONGOshield has the right, but not the obligation, to monitor, review, and remove Content that violates this Agreement, applicable law, or community standards;
- You retain ownership over Content you post, but you grant RONGOshield a worldwide, royalty-free, non-exclusive, sublicensable license to use, host, store, display, reproduce, and distribute such Content in connection with providing the Services.

You agree not to post or share any Content that is unlawful, defamatory, misleading, obscene, abusive, or otherwise violates the rights of others.

RONGOshield is not obligated to publish or retain any user-generated Content and reserves the right to remove or disable access to any Content at its sole discretion and without notice.

3. RIGHTS AND LIMITS

3.1. Your License to RONGOshield

You retain ownership of all content, information, and materials that you upload, submit, post, transmit, or otherwise make available through the RONGOshield Platform (“User Content”).

However, by submitting User Content, you grant RONGOshield Private Limited and its affiliates a non-exclusive, worldwide, royalty-free, transferable, and sublicensable license to

use, copy, reproduce, process, adapt, modify, publish, transmit, display, distribute, and create derivative works from such User Content in connection with the operation, promotion, and improvement of the Platform and Services. This license includes the right to host, index, cache, and format your content for technical delivery.

These rights are subject to the following limitations:

- You may remove specific content by deleting it from your account or by closing your account entirely. However, the license granted by you will survive to the extent:
 - the content has been shared with others who have retained a copy;
 - we are required by law to retain or disclose such content;
 - we have already sublicensed or used the content in accordance with this Agreement before your removal.
- RONGOshield will not use your content in advertisements for third-party products or services without your express consent.
- Your name, photograph, and profile information may be used within the Platform to indicate activity (such as service bookings, reviews, or ratings) subject to your visibility and privacy settings.
- We may make formatting or metadata changes (e.g., resizing, translating, compressing, labelling), but we will take reasonable steps not to alter the meaning or substance of your content.

You agree that:

- You will only share content that you have the legal right to disclose and that does not violate any third-party rights or applicable law;
- You will not upload content that is defamatory, fraudulent, obscene, discriminatory, or otherwise unlawful;
- You are solely responsible for the content you submit and for the consequences of sharing it.

All User Content containing personal data will be processed in accordance with our [Privacy Policy](#).

3.2. Service Availability

We reserve the right to modify, limit, suspend, or discontinue all or part of the Platform or any Service at our sole discretion and without liability. This may include restricting access to certain features based on your location, device, account type, or applicable law.

RONGOshield is not a data storage or archiving service. We are not obligated to retain or provide copies of any content or data you or others submit, except where required under law or as stated in our Privacy Policy.

3.3. Third-Party Content, Services, and Links

During your use of the Platform, you may encounter:

- Content or information posted by other users, service professionals (e.g., bouncers), or third parties;
- Offers for goods or services from third parties;
- External links to websites, applications, or resources not controlled by RONGOshield.

You acknowledge that:

- We do not endorse, guarantee, or take responsibility for the accuracy, legality, safety, or appropriateness of third-party content or services;
- Your interactions with third parties are solely between you and those parties, and RONGOshield is not liable for any harm, damage, or loss arising from such interactions;
- We do not employ, supervise, or control the actions of any third-party providers listed or recommended on our Platform unless expressly stated otherwise.

You are solely responsible for evaluating the risks associated with any third-party content, services, or transactions made available through the Platform. This disclaimer of liability applies irrespective of whether such harm is foreseeable, and you hereby release RONGOshield from any and all claims related to such interactions.

3.4. Platform Usage Limits

RONGOshield may impose reasonable restrictions on your use of the Platform to ensure integrity, security, and optimal performance. This may include limits on:

- The number or frequency of service bookings;
- Messaging or contact attempts with service providers or other users;
- Content uploads or storage;
- Geographic availability.

We reserve the right to suspend, limit, or terminate your access to the Platform if you:

- Breach this Agreement or applicable law;
- Engage in abusive, harmful, or fraudulent behaviour;
- Attempt to manipulate or misuse the Platform or its features.

We may remove or block any content that, in our opinion, violates our [Community Guidelines](#) or this Agreement, with or without prior notice.

3.5. Intellectual Property Rights

All rights, title, and interest in the Platform, including but not limited to its design, layout, software, databases, proprietary algorithms, trademarks, trade names, service marks, content, and all intellectual property rights therein, are and shall remain the exclusive property of RONGOshield Private Limited or its licensors.

You may not use, copy, modify, distribute, reverse-engineer, or exploit any part of the Platform except as expressly permitted under this Agreement.

The RONGOshield name and all related marks and logos are the intellectual property of RONGOshield. Use of these marks without prior written consent is strictly prohibited.

3.6. Personalization, Recommendations & Automated Tools

To improve your user experience, RONGOshield may use automated tools and algorithms to:

- Suggest relevant service providers or safety services;

- Prioritize content, alerts, or features based on your usage patterns and preferences;
- Automatically generate or assist with content (such as emergency messages, location pings, or service feedback).

These systems rely on data and user inputs and may not always be accurate. You agree to independently verify all content before relying on it, especially where safety or legal consequences may arise.

Automated features, including AI-generated suggestions or content, are offered as assistance tools only, and RONGOshield does not warrant their accuracy, completeness, or suitability for any specific purpose.

You are solely responsible for reviewing, modifying, and ensuring the appropriateness of any content you share or act upon through these features.

4. DISCLAIMER AND LIMITATION OF LIABILITY

4.1. No Warranty

To the maximum extent permitted by applicable law, RONGOshield Private Limited, its affiliates, directors, officers, employees, agents, licensors, and partners (collectively, “RONGOshield Entities”) make no warranties, express or implied, regarding the accuracy, reliability, safety, suitability, availability, or performance of the Platform, Services, or any content therein, including but not limited to:

- The quality or qualifications of service providers (e.g., bouncers or emergency responders);
- The ability of the Services to meet your personal safety or emergency protection requirements;
- The uninterrupted, secure, or error-free availability of the Platform or Services;
- The accuracy, timeliness, or completeness of any content or information, including user-generated data;
- Any warranties of merchantability, title, non-infringement, or fitness for a particular purpose.

All Services and content are provided on an “as is” and “as available” basis without warranty of any kind. You acknowledge and agree that you use the Platform and Services at your sole risk and discretion.

RONGOshield does not guarantee the availability or timeliness of emergency response services and shall not be liable for any consequences arising from delays, cancellations, or non-availability of services due to technical failures, provider inaction, force majeure events, or any reason beyond RONGOshield’s reasonable control.

4.2. Exclusion of Liability

To the fullest extent permitted by applicable law, RONGOshield Entities shall not be liable to you or any third party for any direct, indirect, incidental, consequential, punitive, or special damages, including but not limited to:

- Loss of life, personal injury, or property damage not directly caused by RONGOshield’s gross negligence;
- Emotional distress or reputational damage;
- Loss of data, business, revenue, profits, or anticipated savings;
- Errors, omissions, or delays in the transmission of any service request or alert;
- Unauthorized access to or alteration of your communications or data;
- Content or conduct of any third-party, including service providers, other users, or advertisers.

RONGOshield’s total cumulative liability, if any, arising from or related to this Agreement or the use of the Platform and Services, shall not exceed the greater of:

- (a) The total amount of fees actually paid by you to RONGOshield for the Services during the twelve (12) months preceding the event giving rise to the claim; or
- (b) **INR 50,000.**

The above limitations apply regardless of whether the claim is based in contract, tort, negligence, strict liability, warranty, or any other legal theory, and even if RONGOshield has been advised of the possibility of such damages, except where liability arises due to proven gross negligence, wilful misconduct, or breach of essential contractual obligations, in which

case liability shall be limited to reasonably foreseeable damages arising directly from such breach.

4.3. Basis of the Bargain and Exclusions

You acknowledge and agree that the disclaimers, limitations, and exclusions of liability set forth in this section are a fundamental basis of the bargain between you and RONGOshield and shall apply to all claims of liability, including those based on:

- Breach of contract;
- Tort (including negligence);
- Statutory or regulatory violations;
- Breach of duty or otherwise.

Nothing in this Agreement shall exclude or limit liability to the extent such exclusion or limitation is not permitted by applicable law, including liability for:

- Death or personal injury caused by proven gross negligence or wilful misconduct;
- Fraud or fraudulent misrepresentation;
- Breach of essential contractual obligations (i.e., obligations fundamental to the provision of the Services and which you reasonably relied upon); provided that, in such cases, liability shall be limited to damages that are typical, foreseeable, and directly caused by the breach.

5. TERMINATION

5.1 Termination by Either Party

Either you or RONGOshield Private Limited (“we” or “us”) may terminate these Terms, and thereby your access to the Platform and Services, at any time, for any reason or no reason, by providing written notice to the other party (including by email or via in-app notifications). Upon termination, your right to access and use the Platform and Services shall immediately cease.

We may additionally suspend or terminate your access to the Services immediately and without notice if:

- You materially breach these Terms or any applicable law;
- You misuse the Platform or engage in conduct that may harm RONGOshield, its users, or third parties;
- We are required to do so by law or pursuant to orders of a governmental authority; or
- Your conduct poses a security, safety, or reputational risk to RONGOshield or its community.

5.2 Consequences of Termination

Upon termination of these Terms:

- Your account shall be deactivated or deleted, and your access to the Platform will be revoked;
- All licenses and rights granted to you under these Terms will immediately terminate;
- You shall remain liable for any outstanding payments or obligations incurred prior to the date of termination;
- RONGOshield may retain and use your personal information in accordance with its Privacy Policy, for a reasonable period of time after termination of this Agreement, solely as required to comply with legal obligations, enforce agreements, or resolve disputes and for internal record-keeping, audit, and legitimate business purposes.

5.3 Surviving Provisions

The termination of this Agreement shall not affect any accrued rights or liabilities of either party. The following provisions shall survive termination:

- Our rights to use and disclose your feedback or suggestions;
- Section 3 (Rights and Limits);
- Section 4 (Disclaimer and Limitation of Liability);
- Section 5.2 (Consequences of Termination);
- Section 6 (Indemnification);
- Section 7 (Governing Law and Dispute Resolution); and
- Section 8.2 (Miscellaneous/General Terms).

6. INDEMNIFICATION

6.1 User Indemnity

You agree to indemnify, defend, and hold harmless RONGOshield Private Limited (“RONGO”), its affiliates, directors, officers, employees, agents, licensors, and partners (collectively, “RONGO Entities”) from and against any and all losses, claims, damages, liabilities, penalties, fines, costs, and expenses (including reasonable attorneys’ fees and litigation costs) arising out of or in connection with:

- (a) your access to or use of the Platform or Services in violation of this Agreement, applicable law, or third-party rights (including intellectual property, privacy, or contractual rights);
- (b) any content, data, or information submitted, uploaded, or shared by you through the Platform that is unlawful, false, misleading, or infringes the rights of any third party;
- (c) your interactions, transactions, or disputes with service providers, other users, or third parties facilitated through the Platform;
- (d) any unauthorized use of your account, except where such use results from RONGO’s proven gross negligence or wilful misconduct; and
- (e) any breach of your representations, warranties, or obligations under this Agreement.

6.2 RONGO’s Responsibility

The foregoing indemnity shall not apply to the extent any claim, loss, or liability arises due to RONGO’s own gross negligence, wilful misconduct, or material breach of this Agreement.

6.3 Notice and Cooperation

RONGO shall provide you with prompt written notice of any claim subject to indemnification. You shall not settle any claim without RONGO’s prior written consent, and RONGO shall have the right to participate in the defence with counsel of its choice at your expense.

7. GOVERNING LAW AND DISPUTE RESOLUTION

7.1 Governing Law

This Agreement shall be governed by and construed in accordance with the laws of India, without regard to its conflict of law principles. Subject to Clause 7.2 below, the courts at **Hyderabad** shall have exclusive jurisdiction over any disputes arising under or in connection with these Terms, the use of the Platform, or the Services provided by RONGOshield.

If you are a consumer user (i.e., an individual using the Services for personal, non-commercial purposes), nothing in this clause shall deprive you of the mandatory protections afforded under the laws of your place of residence, provided we offer our Services there and such protections are non-derogable under applicable law.

7.2 Dispute Resolution

(a) Amicable Resolution

In the event of any concerns, disputes, or claims arising out of or in connection with these Terms, you and RONGOshield shall first attempt to resolve the matter amicably by engaging in good-faith negotiations within 30 (thirty) days from the date such dispute arises. You may raise your concerns via our Help & Support section or by emailing us at founder@rongoshield.com.

(b) Arbitration

If the parties fail to resolve the dispute amicably within the said period, such dispute shall be finally resolved through arbitration under the provisions of the Arbitration and Conciliation Act, 1996 (as amended from time to time). The arbitration shall be conducted by a sole arbitrator mutually appointed by the parties.

- The seat and venue of arbitration shall be **Hyderabad**.
- The proceedings shall be conducted in the English language.
- The arbitral award shall be final and binding on both parties.

7.3 Injunctive Relief and Interim Remedies

Nothing in this clause shall prevent either party from approaching a court of competent jurisdiction for interim or injunctive relief where such relief is necessary to prevent irreparable harm, or to preserve the status quo pending arbitration or final judgment.

8. GENERAL TERMS

8.1 Severability

If any provision of this Agreement is found by a court of competent jurisdiction to be unlawful, void, or for any reason unenforceable, the parties agree that such provision shall be modified to the minimum extent necessary to make it enforceable, while preserving its intent. If such modification is not possible, the offending provision shall be deemed severed from this Agreement, and the remainder shall remain in full force and effect.

8.2 Entire Agreement

This Agreement, together with the Privacy Policy, Terms of Use, and any additional terms and conditions expressly incorporated herein or made available on the Platform in relation to specific features, constitutes the entire agreement between you and RONGOshield Private Limited with respect to the Services, and supersedes all prior or contemporaneous understandings, communications, and agreements, whether written or oral, with respect to the subject matter hereof.

8.3 No Waiver

No failure or delay by RONGOshield in exercising any right, power, or remedy under this Agreement shall operate as a waiver thereof. Any waiver of any provision of this Agreement must be in writing and executed by an authorized representative of RONGOshield.

8.4 Assignment

You shall not assign or transfer this Agreement, or any of your rights or obligations under it, without the prior written consent of RONGOshield. Any attempted assignment in violation of this provision shall be null and void.

RONGOshield may assign this Agreement, in whole or in part, including to any of its affiliates or in connection with any merger, acquisition, corporate reorganization, or sale of assets, without your consent.

8.5 No Third-Party Beneficiaries

Except as otherwise expressly stated, this Agreement does not and is not intended to confer any rights or remedies upon any person or entity other than you and RONGOshield.

8.6 Legal Notices

All legal notices to RONGOshield shall be in writing and sent to the address specified below, unless otherwise stated:

RONGOshield Private Limited

Registered Office: C/o. Regus, The District, 12th Floor, Myscape Road, Financial District, Nanakramguda, Hyderabad, Telangana 500032

Email: founder@rongoshield.com

Legal notices will be deemed received (a) upon delivery, if delivered in person; (b) upon written confirmation of delivery, if sent by registered post or courier; or (c) upon receipt, if sent by email with proof of transmission.

9. USER CONDUCT – “DOS AND DON’TS”

To maintain the safety, integrity, and professionalism of the RONGOshield platform and community, users are expected to comply with the following standards of behaviour at all times. These rules apply unless otherwise expressly permitted in writing by RONGOshield (for example, under a formal partnership or service agreement).

9.1. Dos

By using our Platform and Services, you agree that you will:

- Comply with all applicable laws, regulations, and legal obligations, including those relating to data privacy, intellectual property, anti-spam, anti-discrimination, safety, and content standards;
- Provide accurate, complete, and up-to-date information during registration and at all times while using the Platform;
- Maintain your real identity and not impersonate others or misrepresent your credentials or affiliations;
- Use the Platform in a responsible and professional manner, particularly when interacting with Service Providers, Clients, or Emergency Response Personnel.

9.2. Don'ts

You agree that you will not:

- Create a false identity, misrepresent your association with RONGOshield, impersonate any individual or organization, or use another person's account or credentials without authorization;
- Use automated systems, bots, scripts, scrapers, or other technologies to access, collect, copy, or extract data from the Platform without RONGOshield's prior written consent;
- Bypass, disable, or interfere with any security features or access restrictions built into the Platform;
- Use or share any content or data from the Platform without proper authorization or legal rights, including content owned by RONGOshield or third parties;
- Disclose, upload, or share confidential or proprietary information that you do not have the right to make public;
- Infringe upon intellectual property rights, including copyright, trademark, trade secret, or other protected rights of RONGOshield or others;
- Use the name "RONGOshield", its trademarks, logos, or trade dress in any business name, username, URL, domain, email, or branding without our prior written consent, except as expressly permitted under our Brand Guidelines (if any);

- Upload, share, or distribute files or content that contains malware, viruses, ransomware, or other harmful code;
- Reverse engineer, decompile, disassemble, or attempt to extract source code from any part of the Platform or its underlying software, unless otherwise permitted by law;
- Represent or imply that you are endorsed, certified, employed, or affiliated with RONGOshield unless such status has been expressly granted in writing;
- Sell, license, sublicense, distribute, lease, rent, or otherwise monetize access to the Platform or its data without RONGOshield's express consent;
- Use the Platform to generate fake traffic, manipulate ratings, reviews, or engagement metrics, or engage in any activity that results in misleading or deceptive use;
- Frame, mirror, overlay, or modify the Platform's appearance or interfere with user experience, advertisements, or platform functionality;
- Engage in denial of service attacks, spamming, algorithm manipulation, or any conduct that places an unreasonable or disproportionate load on our infrastructure;
- Use the Platform for any purpose that is unlawful, abusive, fraudulent, harmful, defamatory, discriminatory, or otherwise prohibited;
- Misuse or abuse any feedback, reporting, appeals, or moderation mechanisms available on the Platform by submitting fraudulent, duplicative, or unfounded reports or complaints;
- Violate any applicable third-party terms and conditions where relevant, including for integrated services or technologies used in conjunction with RONGOshield; or
- Breach any additional Community Guidelines, Service-Specific Terms, or Partner Agreements that may apply to particular categories of services on the Platform.

10. COMPLAINTS REGARDING CONTENT

We are committed to maintaining a safe and trustworthy Platform. If you believe that any content or conduct on the Platform violates your rights or applicable law, you may raise a complaint using the process described below.

10.1. Reporting Infringing or Harmful Content

If you believe that content posted by another user, including service providers or clients, violates your rights—such as intellectual property rights, privacy rights, or any other legal

entitlement—or is in breach of these Terms or applicable law, you may report it directly through the Platform (where available) or contact us at:

Legal Contact: founder@rongoshield.com

Mailing Address: C/o Regus, The District, 12th Floor, Myscape Road, Financial District, Nanakramguda, Hyderabad, Telangana 500032

RONGOshield may, in its sole discretion and to the extent permitted by applicable law, remove, block, or restrict access to any content, feature, or user account if it believes such action is:

- Reasonably necessary to comply with legal obligations;
- Required to prevent harm to users, third parties, or RONGOshield;
- Necessary to avoid misuse of the Platform or Services; or
- Appropriate to enforce this Agreement and related policies.

We may also implement account-level enforcement actions, including temporary or permanent suspensions, in cases of serious or repeated violations.

10.2. Intellectual Property Complaints

We respect the intellectual property rights of others and require all users to do the same.

If you believe that any content hosted on the Platform infringes your copyright, trademark, or other intellectual property rights, please submit a detailed notice to our designated agent including:

- Your full name and contact information;
- A description of the copyrighted or trademarked work you claim has been infringed;
- A description of where the infringing material is located on the Platform;
- A statement that you have a good faith belief that the use is unauthorized;
- A statement made under penalty of perjury that the information in your notice is accurate and that you are authorized to act on behalf of the owner of the intellectual property; and
- Your physical or electronic signature.

You may send this notice to:

IP Complaints Contact:

We will respond to all valid complaints in accordance with applicable intellectual property laws, including the Indian Copyright Act, 1957 and the Trade Marks Act, 1999.

11. HOW TO CONTACT US

If you have any questions, concerns, feedback, or require assistance regarding the Platform or the Services, you may contact us through the following means:

11.1. General Inquiries

For general queries, support, or feedback related to your account, services, bookings, or the Platform, you can reach us via:

Email: founder@rongoshield.com

Help Centre:

C/o. Regus, The District, 12th Floor, Myscape Road, Financial District, Nanakramguda, Hyderabad, Telangana 500032

Our support team will aim to respond within a reasonable time frame during standard business hours.

11.2. Legal Notices and Service of Process

For any legal notices, statutory communications, or service of process, please use the following official contact:

RONGOshield Private Limited

Legal Department

C/o. Regus, The District, 12th Floor, Myscape Road, Financial District, Nanakramguda,
Hyderabad, Telangana 500032

Legal Email: founder@rongoshield.com

Please ensure any legal notice contains all relevant details, including your full name, contact information, legal grounds, and supporting documentation, if applicable. We reserve the right to verify the authenticity of any notice prior to taking action.