

SoilMaster Privacy Policy



1. Privacy Policy

1.1 Data Collection and Usage

We collect and process user data to improve our services. This includes:

- Personal Information (Name, Contact Details, Location)
- Soil Analysis Data (NPK, EC, pH, Moisture, Temperature)
- Device Information (App Usage, IP Address)

1.2 Data Security

We implement strict security measures to protect user data from unauthorized access or misuse.

1.3 Data Sharing

User data will not be shared with third parties except for legal requirements or service improvement.

1.4 User Rights

Users can request data deletion, modification, or download through the app settings or by contacting our support team.

2. Terms of Use

2.1 Account and Registration

- Users must provide accurate information while registering and are responsible for maintaining account security.

2.2 Usage Restrictions

Users must not:

- Misuse the app for fraudulent purposes
- Reverse engineer or tamper with the application
- Share account details with unauthorized persons

2.3 Service Availability

- We strive for 99% uptime but may experience temporary service interruptions due to maintenance or unforeseen issues

2.4 Limitation of Liability

- SoilMaster is not responsible for any losses incurred due to incorrect soil readings or app usage errors.

2.5 Expert Verification Before Fertilizer Application

- Before applying any fertilizer, users should verify the soil test report with an agricultural expert. Users should not blindly depend on the SoilMaster report but should consult an expert for a precise fertilizer application strategy.

3. Refund and Cancellation Policy

3.1 Subscription and Payments

SoilMaster offers paid services. Payments are non-refundable except under specific conditions mentioned below.

Users subscribed to our service can conduct **75 NPK tests and unlimited moisture tests** in a calendar month. **Crop Consultants** are allowed **150 NPK tests** per month. After completing the **75 or 150 NPK tests**, users can continue testing by purchasing special recharge plans.

3.2 Refund Criteria

A refund will be considered if:

- The service fails to function as described.
- A user cancels within the first 7 days of purchase (if applicable to a trial period).
- There is a duplicate payment due to a technical error.

3.3 Subscription Cancellation

Users can cancel subscriptions anytime via the Google Play Store settings. Access to paid features will continue until the end of the billing cycle.

4. Legal Jurisdiction

Any disputes arising from the use of the SoilMaster app shall be subject to the jurisdiction of the courts in **Nashik, Maharashtra**.

5. Contact Information

For any concerns, reach out to us at:

- **Email:** support@towardsimagination.com
- **Address:** Dindori, Nashik

Legal Compliance

Particularly for your employees across different locations, list local labor laws your organization complies with. This could help add clarity to issues that may arise.

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