

GRIEVANCE REDRESSAL POLICY

Last updated: August 27, 2026

This Grievance Redressal Policy is published by Hope Vision AI Pvt. Ltd. ("Hope Vision AI", "we", "us") in accordance with the Information Technology Act, 2000 and the Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021, as well as the Digital Personal Data Protection Act, 2023 ("DPDP Act"). It explains how Shoppers, Merchants, or any other individual can raise concerns or complaints about the Lookify application ("App") or our handling of personal data.

1. WHO CAN USE THIS POLICY

Any Shopper, Customer of the Merchant, or other individual who has a grievance relating to: (a) the processing of their personal data; (b) content or functionality of the App; (c) a suspected violation of our Privacy Policy, Merchant Terms of Service, or EULA; or (d) any other concern regarding our services, may raise it under this Policy.

2. GRIEVANCE OFFICER

In accordance with applicable law, the details of our Grievance Officer are:

Name: Disha Bhatnagar & Risbah Mehra

Designation: Founder

Email: app@lookify.in

Address: 3rd Floor, D-112, Chattarpur Enclave, Chhatarpur, New Delhi, Delhi-110074

3. HOW TO RAISE A GRIEVANCE

Grievances may be submitted by email to the Grievance Officer at the address above, with sufficient detail to allow us to identify and investigate the issue, including your name, contact information, and a description of the concern (and, where relevant, your store name or order/session details).

4. RESOLUTION TIMELINES

- a. We will acknowledge receipt of a grievance within seventy-two(72) hours.

- b. We will endeavor to resolve the grievance within thirty (30) days of receipt, or within such other timeline as may be prescribed by applicable law from time to time. Complex matters (for example, those requiring coordination with a Merchant as data controller) may take longer, and we will keep you informed of progress.

5. ESCALATION

If you are not satisfied with the resolution provided, you may escalate your grievance to the Data Protection Board of India (once operational) or, where applicable, your local supervisory authority, or pursue any other remedy available to you under applicable law.

6. RELATIONSHIP TO MERCHANT RESPONSIBILITIES

Where a grievance relates to personal data for which a Merchant is the controller/fiduciary, we may coordinate the response with, or redirect the complainant to, that Merchant, consistent with Clause 5 of the Merchant Terms of Service.

7. CHANGES TO THIS POLICY

We may update this Policy from time to time to reflect changes in law or our internal processes. The "Last updated" date above will reflect the most recent revision.