

Privacy Policy

AgentCroww

Operated by Rookus Ventures LLP.

Privacy Policy

Last updated: 03/04/2026

AgentCroww is a brand and platform operated by Rookus ("we", "our", "us"). This Privacy Policy explains how we collect, use, store, disclose, retain, protect and delete personal data when you access or use our website, application, dashboards, forms, support channels, seller tools, payment flows and related services.

1. Scope and application

This Privacy Policy applies to all users of the platform, including buyers, sellers, course creators, instructors, administrators, support staff and any visitor who submits information through our website, forms, messages, or related communication channels. By using the platform, you acknowledge that we may process your personal data for the purposes set out in this policy and in accordance with applicable law.

2. Information we collect

We may collect personal data and related information that you provide directly to us, that is generated through your use of the platform, or that is received from authorized third parties in connection with your account, transaction, or support activity. This may include, without limitation:

- Identity and contact information such as name, phone number, email address, city, state, college name, profession and account credentials.
- Transaction-related information such as course views, saved items, cart activity, purchase history, refund requests, cancellations, support tickets and communication with sellers or creators.
- Seller and creator-related information such as profile details, onboarding forms, business or tax details where required, payout information, commission statements and settlement records.
- Technical information such as IP address, device identifiers, browser type, operating system, cookies, session data, referral sources and log information.
- Payment-related information such as payment status, transaction reference numbers, gateway responses and other information processed by payment partners.
- Content that you submit through forms, messages, reviews, ratings, complaints, dispute correspondence, or support communications.

3. How we use personal data

We use personal data only for specific, legitimate and disclosed purposes connected to the operation of the platform. Those purposes may include account creation and authentication,

course discovery, order processing, seller onboarding, commission calculation, payout settlement, support handling, fraud detection, service improvement, analytics, compliance and enforcement of the platform rules and seller terms.

- create and manage user accounts;
- verify identity where needed for fraud prevention, payouts, or dispute handling;
- process purchases, refunds, cancellations, chargebacks and settlement adjustments;
- calculate, hold, release, reverse, or recover commission amounts in accordance with the seller agreement and refund policy;
- respond to support requests, grievances and user complaints;
- send operational notices such as order confirmations, payout updates, policy updates and transaction alerts;
- protect the platform and its users against fraud, abuse, fake accounts, self-purchase abuse, commission farming and misuse of refund logic;
- improve the design, performance, reliability, security and analytics of the platform;
- meet legal, accounting, tax, audit, investigation and regulatory obligations.

4. Legal basis and consent

Where applicable law requires consent, we will obtain consent in a clear and informed manner through the platform interface, forms, checkboxes, notices, or other legally recognized methods. By continuing to use the platform, submitting a form, creating an account, or completing a purchase where a valid notice and consent mechanism is displayed, you consent to the collection and use of your data for the specified purpose disclosed at that time. Where processing is permitted or required by law without separate consent, we may rely on that legal basis.

5. Sharing and disclosure of data

We may disclose personal data only when reasonably necessary for the operation of the platform, the completion of a transaction, the administration of commissions and settlements, the resolution of disputes, or compliance with law. We do not sell personal data as a standalone business model.

- Course creators and sellers, to the extent necessary to fulfill orders, provide support, validate eligibility, or handle refunds and disputes.
- Payment gateways, banking partners and financial service providers, to process payments, refunds and settlement instructions.
- Cloud hosting, analytics, CRM, communication, messaging, customer support, storage and security vendors who process data on our behalf under contractual obligations.
- Legal authorities, regulators, courts, tax authorities, or investigative agencies when disclosure is required by applicable law, lawful order, or binding process.
- Affiliates or successors in the event of a reorganization, merger, acquisition, or sale of assets, subject to applicable law and appropriate notice.

6. Data retention

We retain personal data only for as long as necessary to fulfill the purpose for which it was collected, to satisfy any legal, accounting, tax, audit, contractual, dispute-resolution, or fraud-prevention requirement, or to defend or establish legal claims. Where data is no longer required,

we will delete, anonymize, or archive it in line with our internal retention practices and applicable law.

7. User rights and choices

Subject to applicable law, you may request access to your personal data, correction or update of inaccurate information, erasure where lawful, withdrawal of consent where processing depends on consent and a summary of processing where such a right is available under law. You may also raise a grievance or complaint if you believe your data has been handled incorrectly.

- If you wish to update your profile, you may do so through account settings or by contacting support where self-service editing is not available.
- If you request deletion, we may retain certain records to the extent required by law, payment recordkeeping, fraud prevention, dispute handling, or enforcement of our contractual rights.
- If you withdraw consent for a purpose that is essential to the operation of the platform, we may be unable to continue providing the relevant service or part of the service.

8. Indemnity

Users (including buyers, sellers and creators) agree to indemnify, defend and hold harmless AgentCroww, Rookus and their affiliates, officers, employees and representatives from and against any claims, demands, damages, losses, liabilities, costs, or expenses (including reasonable legal fees) arising out of or related to:

- use or misuse of the platform;
- violation of this policy, platform terms, or any applicable law or regulation;
- infringement of any intellectual property or other rights of any third party;
- any content, course, material, or information uploaded, listed, sold, or distributed through the platform;
- any fraudulent, abusive, misleading, or unlawful activity conducted through the platform;
- any dispute between users, including between buyers and sellers or creators.

9. Security safeguards

We use reasonable technical, administrative and organizational safeguards designed to protect personal data against unauthorized access, accidental loss, destruction, alteration, misuse, or disclosure. These safeguards may include access controls, role-based permissions, logging, secure storage, vendor controls, encryption where appropriate and internal review of sensitive workflows. No method of transmission or storage is perfectly secure and we cannot guarantee absolute security.

10. Cookies and similar technologies

We may use cookies, local storage, pixel tags and similar technologies to keep users signed in, remember preferences, understand traffic and usage patterns, measure performance, personalize content, maintain security and support platform functionality. You may be able to

control cookies through your browser settings, but some features of the platform may not function properly if cookies are disabled.

11. Children and restricted users

The platform is intended for users who are legally permitted to contract and use the relevant services under applicable law. We do not knowingly collect personal data from children or restricted users without a lawful basis or required authorization. If we discover that such data has been collected in error, we may delete or restrict it as required by law and our internal policy.

12. Changes to this policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, business model, legal obligations, or platform features. When we do, we will revise the "Last updated" date and, where required, provide additional notice through the platform or by other reasonable means. Continued use of the platform after the effective date of an updated policy may signify acknowledgment of the revised policy to the extent permitted by law.

13. Contact and grievance officer

If you have questions, concerns, or complaints relating to this Privacy Policy or our handling of personal data, you may contact us using the details below:

- **Grievance Officer (as per applicable law):**
- Name: [Name / "Grievance Officer – AgentCroww"]
- Privacy / support email: team@agentcroww.com
- Address: 43, New Colony Jhotwara Jaipur, Rajasthan 302012
- We acknowledge complaints within [X/48 is good] hours and aim to resolve them within 15 days.