

# Garagat Terms of Use & Privacy Policy

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## 1. Introduction

Welcome to Garagat, a marketplace mobile application designed to connect car owners with trusted automotive service providers. By accessing or using the app, you agree to be bound by these Terms and Conditions and our Privacy Policy. If you do not agree, please do not use the application.

## 2. About Us

At Garagat, we believe car owners deserve fast, reliable access to the right automotive services — without the headache.

Founded by automotive industry experts with deep local market knowledge, Garagat serves as Qatar's go-to digital platform connecting users with trusted car service providers.

Our mission is to empower car owners by offering a one-stop marketplace for all car needs, from maintenance to towing, with transparency, convenience, and confidence.

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## 3. Privacy Policy

Garagat respects your privacy. We collect only the data necessary to connect car owners with trusted service providers, including name, contact details, vehicle information, and location data.

We do not share personal data outside what's required to fulfill service requests or comply with legal obligations. Payments between users and service providers happen outside our platform, and we do not store sensitive payment data.

All user data is protected using secure servers and encryption, but we remind you that no system is 100% secure.

## 4. Information We Collect

**For Car Owners (Users):**

- Full name
- Email address and phone number
- Vehicle details (make, model, year, license plate)
- Location data (used to match nearby service providers)
- Payment details (if applicable in future updates)

**For Service Providers:**

- Business name and contact details
- Service locations and operating hours
- List of offered services and pricing
- Relevant licenses and certifications (where legally required)

**Automatically Collected:**

- Device type, OS, IP address
  - App usage data, crash logs, and interaction records
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## **5. How We Use Your Information**

We collect and use data to:

- Set up and manage user and service provider accounts
- Match users with relevant services based on car brand and location
- Facilitate bookings, payments (if applicable), and in-app communication

- Send important notifications, promotions, or service updates
  - Improve app performance, features, and security
  - Comply with legal obligations
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## **6. User Accounts**

- Users must register to access app services.
  - You must provide accurate, up-to-date information.
  - You are solely responsible for maintaining the confidentiality of your login credentials and activity under your account.
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## **7. User Subscriptions (Future Implementation)**

- Garagat may introduce paid subscriptions for users to access premium features.
  - All subscription fees will be processed online through the app.
  - Users agree to pay applicable charges using secure and valid payment methods.
  - Garagat is not liable for any hacking, fraud, or unauthorized use of your payment information.
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## **8. Services Offered**

- Garagat acts solely as a digital platform. We do not provide automotive services directly.
- All services are rendered independently by listed service providers.
- Garagat is not responsible for service outcomes, delays, or damages caused by third parties.

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## 9. Payments for Services

- Payments for automotive services are made directly between users and service providers.
- Garagat does not handle, process, or guarantee any financial transactions between parties.

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## 10. Liability

- Garagat is a neutral facilitator and is not liable for any disputes, damages, or claims related to services rendered.
- Users and providers are encouraged to resolve issues directly.

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## 11. Termination

- Garagat may suspend or terminate accounts for violation of these terms.
- Users and service providers may request account deletion at any time by contacting support.

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## 12. Changes to Terms

- We may update these Terms and this Privacy Policy periodically.
- Major changes will be communicated via app notifications or email. Continued use of the app indicates acceptance of the new terms.

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## 13. Service Provider Terms

## **Account Registration**

- Providers must register to list services on the platform.
- Information submitted must be accurate and regularly updated.
- Providers must hold all legally required licenses and permits.

## **Subscription & Access**

- A monthly subscription is required to receive and respond to customer orders.
- All subscriptions are paid online via the app. By subscribing, providers agree that access to service-related features will be automatically restricted once the subscription expires.
- Providers may still view hidden notifications about new service requests but cannot bid or respond until the subscription is renewed.
- Garagat assumes no responsibility for payment-related issues including hacking, fraud, or misuse of card information. Secure networks and devices are recommended.

## **Service Quality**

- Providers must maintain high service standards, respond promptly, and act professionally.
- Garagat reserves the right to suspend or remove providers based on complaints or violations.

## **Payment for Services**

- Payments are handled directly between users and providers.
- Garagat does not process or manage these transactions.

## **Indemnification**

- Providers agree to indemnify and hold Garagat harmless from any losses, claims, or damages arising from services rendered.

- Garagat is not involved in disputes or failures related to service quality or performance.

## **Termination**

- Providers may terminate their account or subscription at any time.
  - Garagat reserves the right to suspend or deactivate accounts that violate these terms.
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## **14. Data Sharing**

We may share data:

- With users or providers to fulfill service requests
  - With third-party tools like payment gateways or cloud services
  - If legally required or to protect users and platform integrity
  - In the event of a business merger or acquisition
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## **15. Data Security**

We use encryption, secure servers, and industry-standard measures to protect user data.

However, no system is 100% secure, and users are advised to avoid sharing highly sensitive information through the app.

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## **16. Your Rights**

Depending on your jurisdiction, you may:

- Access, update, or delete your personal information
- Request data portability

- Opt out of promotional communications
  - Control tracking via device settings
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## **17. Children's Privacy**

Garagat is not intended for individuals under 18 years of age.

We do not knowingly collect personal data from children.

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## **18. External Links**

The app may contain links to third-party websites or tools.

Garagat is not responsible for their content, privacy practices, or accuracy.

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## **19. Termination Policy**

- Users and service providers can terminate their accounts at any time by contacting support.
  - Garagat reserves the right to suspend or terminate accounts that violate these Terms.
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## **20. Return & Refund Policy**

Garagat is a platform that connects users with independent service providers. We do not provide, manage, or guarantee any services ourselves, and we do not process payments between users and providers.

Any concerns regarding service quality, returns, refunds, or dissatisfaction must be resolved directly between the user and the chosen service provider.

Garagat holds no responsibility for disputes, damages, or failed services, and refunds are subject solely to the service provider's individual policies.

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## **21 . FAQ (Frequently Asked Questions)**

Q1: What is Garagat?

Garagat is a digital marketplace app that connects car owners with trusted local automotive service providers for maintenance, spare parts, and towing.

Q2: Does Garagat provide the services directly?

No. Garagat only connects users to independent service providers. We are not responsible for the actual work or its quality.

Q3: How do payments work?

Users pay service providers directly. Garagat does not handle or process these transactions.

Q4: What if I have a complaint?

Any disputes or service complaints should be taken up directly with the service provider. You can leave a review in the app to help others.

Q5: How does Garagat make money?

We operate on a subscription model where service providers pay a monthly fee to appear on the platform.

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## **22. Contact Us**

For support, inquiries, or feedback:

Email: [support@garagat.com](mailto:support@garagat.com)

Phone: +974-66533259

Hours: Sat–Thursday, 9:00 AM – 7:00 PM