

Privacy Policy of Slongo Technology Private Limited

Last Updated: 10th February 2026

Welcome to Slongo Technology.

Slongo Technology Pvt Ltd (“Slongo”, “we”, “us”, or “our”) operates a digital platform that enables users to load funds into a prepaid digital wallet through authorized payment methods, including credit cards.

This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our platform, website, or related services (collectively, the “Services”).

This Privacy Policy forms part of the Slongo Terms of Use. By accessing or using our Services, you agree to this Privacy Policy. If you do not agree, please discontinue use of the Services.

1. Purpose of Data Collection

We collect information to:

- Facilitate secure wallet top-up transactions.
- Process credit card payments and reconcile wallet balances.
- Verify identity and comply with KYC, AML, and regulatory obligations.
- Detect and prevent fraud, suspicious activity, and misuse.
- Provide transaction updates, alerts, and customer support.
- Improve platform performance, security, and user experience.
- Comply with applicable laws, financial regulations, and governmental requests.

Our objective is to ensure secure, transparent, and compliant wallet operations.

2. Scope of This Policy

This Privacy Policy applies to:

- Registered Users of the Slongo Platform.
- Individuals interacting with Slongo’s Services.
- Third-party service providers engaged for transaction processing or compliance purposes.

3. Information We Collect

3.1 Information You Provide

- Name, email address, phone number.
- Identity verification details (PAN, Aadhaar, or other KYC documents, where applicable).
- Payment method details (card details are processed securely via authorized payment gateways).
- Billing information.
- Wallet transaction history.
- Support communications.

3.2 Automatically Collected Information

- IP address.
- Device identifiers.
- Browser type and operating system.
- App usage data and interaction logs.
- Transaction metadata.
- Approximate location data derived from IP.

3.3 Transaction Data

- Transaction amounts.
- Payment timestamps.
- Authorization codes.
- Payment gateway reference numbers.
- Wallet credit records.
- Fraud risk indicators.

Note: Slongo does not directly store full credit card numbers. Card processing is handled by authorized payment gateway partners in compliance with applicable standards.

4. Classification of Information

We classify information as:

- **Personal Information:** Name, contact details, identification details.
- **Sensitive Personal Information:** Financial data, KYC documents, authentication credentials.
- **Other Information:** Device data, analytics data, usage patterns, IP address.

5. How We Use Your Information

We use collected data to:

- Process wallet top-up transactions.
- Verify identity and perform compliance checks.
- Monitor suspicious or fraudulent activity.
- Enforce Terms of Use.
- Resolve disputes and chargebacks.
- Improve user interface and system reliability.
- Provide customer support.
- Send service-related communications.

We may also use aggregated, anonymized data for analytics and performance monitoring.

We do not sell your personal data.

6. Data Sharing

We share information only in the following circumstances:

6.1 With Payment Partners

To process wallet top-ups, we share relevant transaction data with authorized payment gateways, banks, and card networks.

6.2 With Compliance and Risk Partners

To conduct KYC verification, fraud detection, AML screening, and regulatory reporting.

6.3 With Legal Authorities

When required by law, court order, regulatory directive, or to protect our rights.

6.4 With Service Providers

Including cloud hosting providers, analytics providers, fraud monitoring systems, and customer support tools.

6.5 Business Transfers

In case of merger, acquisition, restructuring, or asset transfer.

Slongo does not share personal data for third-party independent marketing purposes.

7. Data Security

We implement commercially reasonable security measures, including:

- Encryption of data in transit (SSL/TLS).
- Secure server infrastructure.
- Role-based access controls.
- Logging and audit trails.
- Fraud monitoring systems.
- Secure storage of sensitive documentation.

While we strive to protect your information, no system can guarantee absolute security.

8. Data Retention

We retain personal and transaction data:

- As long as your account remains active.
- As required under applicable financial, regulatory, or tax laws.
- For fraud prevention and audit purposes.

Upon account closure, data may be retained as required by law.

9. Your Rights

Subject to applicable law, you may:

- Request access to your personal information.
- Request correction of inaccurate data.
- Request account deactivation.
- Opt out of non-essential communications.

Requests may be submitted to our support email.

Note: Certain data may be retained where required for legal or regulatory compliance.

10. Cookies and Tracking Technologies

We use cookies and similar technologies to:

- Maintain login sessions.
- Improve platform functionality.
- Analyze user engagement.
- Detect security risks.

You may disable cookies through browser settings, though certain features may not function properly.

11. Children's Privacy

Slongo Services are not intended for individuals under 18 years of age. We do not knowingly collect personal data from minors.

12. Cross-Border Data Processing

Where necessary, data may be processed on secure servers located within or outside India, subject to applicable data protection standards.

13. Changes to This Policy

We may update this Privacy Policy from time to time.

Significant changes will be communicated via the Platform or email notification.

Continued use of the Services after updates constitutes acceptance of the revised policy.

14. Contact Us

For questions regarding this Privacy Policy:

Email: support@ultrafastapi.com

Phone: +91 9187136965

By using Slongo's Services, you acknowledge that you have read, understood, and agreed to this Privacy Policy.
