



BOOKPGNOW / TRUST & COMPLIANCE

Complete Policy Pack

All 15 public marketplace policies, operator disclosures, grievance channels and official reference links in one controlled document.

VERSION	EFFECTIVE / UPDATED	DOCUMENT OWNER
2.0	15 August 2026	CanWe Technologies LLP

CanWe Technologies LLP
LLPIN ACY-4633 | GSTIN 27AAWFC5980D1ZZ
J-68, Sector 3, Airoli, Navi Mumbai, Thane, Maharashtra 400708, India

This pack consolidates the current public policy text. Mandatory law and transaction-specific terms prevail where they provide additional rights or obligations.

DOCUMENT CONTROL

One source. Fifteen public policies.

This PDF is generated from the same structured policy source used by the BookPGnow website. Each policy remains available as an individual, searchable web page.

Document	Complete marketplace policy pack
Operator	CanWe Technologies LLP
Registration	LLPIN ACY-4633 GSTIN 27AAWFC5980D1ZZ
Effective / updated	15 August 2026 Version 2.0
Public source	https://bookpgnow.in/en/compliance

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Customer care and Grievance Officer

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PRIVACY / DOCUMENT 01 OF 15

Privacy notice

What BookPGnow collects, why it is used, where it is shared and how long it is retained.

Audience	All visitors, tenants, owners and providers
Effective / updated	15 August 2026 Version 2.0
Public URL	https://bookpgnow.in/en/compliance/privacy

Operational policy, not a waiver of rights.

Mandatory law and the specific terms displayed for a transaction prevail where they provide additional rights or obligations.

01 Who operates BookPGnow

BookPGnow is a marketplace product operated by CanWe Technologies LLP, an Indian limited liability partnership registered under the Limited Liability Partnership Act, 2008 with LLPIN ACY-4633. CanWe Technologies LLP is responsible for BookPGnow account, marketplace, booking-support and platform-operation data unless a notice for a specific workflow identifies another controller. Property owners, service providers and payment processors may separately determine how they use transaction-specific information for their lawful purposes.

- Platform operator: CanWe Technologies LLP
- Registered office: J-68, Sector 3, Airoli, Navi Mumbai, Maharashtra 400708
- Privacy and support: support@canwe.tech
- Processor and partner roles depend on the selected transaction

02 Data we collect

We collect information you provide, such as your name, phone, email, profile, KYC submissions, listing content, support messages and booking details. We also create operational records such as sign-in events, consent choices, payment references, device and security signals, and interaction history.

- Payment card or UPI credentials are handled by the selected payment gateway, not stored as raw credentials by BookPGnow
- Public profile fields are separated from private account data
- Sensitive documents are limited to the purpose displayed when submitted

03 Why we use it

Data is used to create accounts, verify people and inventory, provide search and booking, process payments, prevent fraud, resolve complaints, deliver required notifications and meet legal or accounting duties. Marketing communication requires an appropriate choice or lawful basis and can be turned off independently.

- Service delivery and account security

- Booking, settlement and dispute evidence
- Fraud prevention and platform improvement
- Optional marketing where permitted

04 Google Sign-In data

If you choose Google Sign-In, BookPGnow.in verifies the Google credential and uses only the Google account identifier, verified email and basic profile name needed to create or open your marketplace account.

BookPGnow.in does not request access to Gmail, Google Drive, Contacts or the ability to post or act on your behalf. This sign-in data is used for authentication, account security and support and is handled under this privacy notice.

- Google Sign-In is optional
- No Gmail, Drive or Contacts scopes
- The verified email links sign-in to the correct BookPGnow.in account
- You can request account deletion from the Data Deletion page

05 Sharing and retention

We share only what is necessary with the PG owner, service provider, payment or communication provider involved in your request, and with authorised authorities where legally required. Retention depends on the record and purpose; financial, tax, fraud, safety and dispute records can remain after account closure where required.

- Access is role-limited
- Vendors must be purpose-bound
- Retention exceptions are documented in the deletion response

06 Your choices and contact

You can update profile information, change communication preferences and submit a data-rights request. Where a particular law applies, additional rights and response rules under that law also apply. Requests can be made through the signed-in privacy workflow or sent to the named Grievance Officer using the contact details published in the grievance policy.

- Access or correction request
- Consent and communication controls
- Account deletion request
- Grievance escalation
- Email: support@canwe.tech

Official references

Use the current official text for legal interpretation; these policy summaries are practical guidance.

- [Digital Personal Data Protection Act, 2023 - MeitY](#)

<https://www.meit.gov.in/static/uploads/2024/02/Digital-Personal-Data-Protection-Act-2023.pdf>

- DPDP Act phased commencement notification - MeitY

<https://www.meity.gov.in/static/uploads/2025/11/c56ceae6c383460ca69577428d36828b.pdf>

Related policies: Data rights: DPDP & GDPR | Account & data deletion | Cookies & consent choices | Partner KYC & listing verification | Complaints & grievance redressal

Partner KYC & listing verification

How BookPGnow verifies PG owners, landlords, authorised property managers and service partners before publication or settlement.

Audience	PG owners, landlords and authorised business partners
Effective / updated	15 August 2026 Version 2.0
Public URL	https://bookpgnow.in/en/compliance/partner-kyc

Operational policy, not a waiver of rights.
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01 Whose identity is verified

This listing KYC flow verifies the PG owner, landlord, authorised property manager or service partner submitting the business or property. It does not request tenant information. Tenant KYC, where required for an active stay, is a separate resident workflow with its own purpose and consent.

- The partner must use their own identity
- An authorised manager must be able to show authority to act
- A partner check is not presented as tenant verification

02 Consent-led DigiLocker use

When DigiLocker or MeriPehchaan is available, the partner is redirected to the official consent flow to share only the approved identity result. BookPGnow does not ask for or store the partner's DigiLocker password, OTP or access token, and does not retain a full Aadhaar number from this flow.

- Consent is shown before redirection
- Only purpose-limited, masked verification references are retained
- A cancelled or failed consent returns the application to a safe review state

03 API Setu approval and data controls

Any API Setu or DigiLocker integration must remain disabled until the requester onboarding, approved purpose, consent screens, credentials, callback security and production approval are complete. BookPGnow records the consent transaction and purpose but never stores a user password, OTP or reusable provider token. Access is restricted to the minimum approved dataset and retention period.

- Separate sandbox, testing and production credentials
- Purpose and consent evidence linked to the verification case
- Security incidents affecting API Setu data are escalated to API Setu within 24 hours and handled under applicable law

- Provider responses and logs are masked before operational display

04 Property and business authority

Identity alone does not prove that a listing is genuine. BookPGnow may also review the complete address, map point, recent photos, ownership or management authority, business details, payout ownership and a field-visit record before publication or settlement activation.

- Only publish photos and information you own or may lawfully use
- Public listing data is separated from private KYC evidence
- A verified badge is removed or suspended if material facts change

05 Review, retention and appeal

Applications can remain draft, pending review, approved, rejected or suspended. Access to KYC evidence is role-limited and retention follows the verification, fraud, dispute and legal purpose. A partner may request correction or deletion where applicable and may appeal a decision through the linked support case.

- Review decisions and material changes are logged
- Deletion can have documented legal or fraud-retention exceptions
- Never send full identity documents, OTPs or credentials through chat

Official references

Use the current official text for legal interpretation; these policy summaries are practical guidance.

- [DigiLocker Requester onboarding - official portal](https://www.digilocker.gov.in/web/partners/requesters)

<https://www.digilocker.gov.in/web/partners/requesters>

- [DigiLocker APIs - API Setu](https://apisetu.gov.in/digilocker)

<https://apisetu.gov.in/digilocker>

- [DigiLocker data protection and consent compliance](https://docs.apisetu.gov.in/document-central/terms-of-use/Data%20Protection%20and%20Consent%20Compliance.html)

<https://docs.apisetu.gov.in/document-central/terms-of-use/Data%20Protection%20and%20Consent%20Compliance.html>

Related policies: Privacy notice | Data rights: DPDP & GDPR | Acceptable use & content policy | Complaints & grievance redressal

PRIVACY / DOCUMENT 03 OF 15

Data rights: DPDP & GDPR

A practical route for access, correction, erasure, consent and privacy grievances.

Audience	People whose personal data is processed by BookPGnow
Effective / updated	15 August 2026 Version 2.0
Public URL	https://bookpgnow.in/en/compliance/data-rights

Operational policy, not a waiver of rights.
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01 India-first privacy operations

BookPGnow is preparing its operational controls around the Digital Personal Data Protection Act, 2023 and the notified phased commencement. Rights and duties apply according to the provisions in force on the date of a request; mandatory law always overrides this summary.

- Clear notice and purpose
- Reasonable security safeguards
- Access, correction, erasure and grievance workflows as applicable
- Consent withdrawal without blocking unrelated services

02 When GDPR applies

GDPR rights are supported when the GDPR applies to the person and processing. These can include access, rectification, erasure, restriction, objection and portability. Some rights have conditions and exceptions, including legal claims and statutory retention.

- Choose the jurisdiction in the request form
- We may verify identity before disclosure or deletion
- A response explains any data that cannot yet be erased

03 How to make a request

Sign in and use the privacy request form so the request is linked to the correct account and receives a traceable reference. If you cannot access the account, contact support and complete an alternative identity check.

- One open request of the same type at a time
- Never send full Aadhaar, card number, PIN or OTP in the reason field
- Track status from the same page

Official references

Use the current official text for legal interpretation; these policy summaries are practical guidance.

- [Digital Personal Data Protection Act, 2023 - MeitY](#)

<https://www.meity.gov.in/static/uploads/2024/02/Digital-Personal-Data-Protection-Act-2023.pdf>

- [DPDP phased commencement notification - MeitY](#)

<https://www.meity.gov.in/static/uploads/2025/11/c56ceae6c383460ca69577428d36828b.pdf>

- [General Data Protection Regulation - EUR-Lex](#)

<https://eur-lex.europa.eu/eli/reg/2016/679/oj>

Related policies: [Privacy notice](#) | [Account & data deletion](#) | [Complaints & grievance redressal](#)

Account & data deletion

Request account closure and erasure with identity checks, status tracking and clear retention exceptions.

Audience	Signed-in marketplace account holders
Effective / updated	15 August 2026 Version 2.0
Public URL	https://bookpgnow.in/en/compliance/data-deletion

Operational policy, not a waiver of rights.
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01 What the request does

A deletion request starts a controlled review; it does not instantly remove the account. We first verify the requester, check active bookings, payments, refunds, complaints, safety holds and legal retention obligations, then erase or de-identify eligible data.

- Public flatmate and listing visibility can be disabled during review
- Open bookings or refunds may need resolution first
- Eligible profile and preference data is erased or de-identified

02 What may be retained

Limited records may be retained when needed for tax and accounting, payment reconciliation, fraud and security, dispute defence, owner or tenant safety, or another legal obligation. Retained data is restricted from unrelated use and the outcome records the reason.

- Invoices and payment references
- Booking, refund and settlement audit records
- Security or complaint evidence
- The deletion request and fulfilment audit

03 Before you submit

Download anything you need, settle active transactions and save invoices. After fulfilment, access to the account and linked tenant features may stop and deleted information may not be recoverable.

- Request an access copy first if needed
- Do not submit another person's request
- Support can help if the account phone is unavailable

Official references

Use the current official text for legal interpretation; these policy summaries are practical guidance.

- [Digital Personal Data Protection Act, 2023 - MeitY](#)

<https://www.meity.gov.in/static/uploads/2024/02/Digital-Personal-Data-Protection-Act-2023.pdf>

- [GDPR Article 17 and exceptions - EUR-Lex](#)

<https://eur-lex.europa.eu/eli/reg/2016/679/oj>

Related policies: Data rights: DPDP & GDPR | Privacy notice | Booking, payments & platform charges | Complaints & grievance redressal

Cancellation policy

How cancellation works for PG beds, visits, rentals and service bookings.

Audience	Customers, PG owners and service providers
Effective / updated	15 August 2026 Version 2.0
Public URL	https://bookpgnow.in/en/compliance/cancellation

Operational policy, not a waiver of rights.
Mandatory law and the specific terms displayed for a transaction prevail where they provide additional rights or obligations.

01 The displayed terms control

The cancellation window, deductions and non-refundable components shown in checkout and the booking record apply to that transaction. PG, property visit, service and rental-deposit workflows can have different terms; a generic support message does not replace the recorded checkout terms.

- Review the cost breakdown before payment
- Cancellation is recorded against the booking reference
- Provider cancellation and customer cancellation are distinguished

02 PG bed booking

Before owner acceptance or payment capture, an eligible request can usually be withdrawn without a stay charge. After confirmation, the property-specific notice period, visit costs, platform fees and any consumed services are considered exactly as disclosed at checkout.

- The bed hold ends when an unpaid request expires
- No-show rules must be disclosed before payment
- A confirmed move-in can create separate owner obligations

03 Services and visits

A service provider reserves time and may incur travel cost. The booking page must show any free-cancellation window and late cancellation amount. If the provider cancels or cannot deliver, the undelivered eligible amount is routed for refund.

- Rescheduling may be offered before cancellation
- Completed work is not treated as undelivered
- Disputed completion can be escalated with evidence

04 Cancellation decision matrix

The transaction record applies the disclosed rule to who cancelled, when cancellation occurred, whether payment was captured and what was already delivered. Customer cancellations, partner cancellations, duplicate payments, payment errors, no-shows and undelivered services are recorded as different reasons; support cannot silently replace that reason.

- Before capture: release the hold or void the attempt where supported
- Partner cancellation or non-delivery: review the undelivered eligible cash amount
- Customer cancellation: apply the displayed free window and deductions
- No-show or partial delivery: review transaction terms and evidence before deciding

Official references

Use the current official text for legal interpretation; these policy summaries are practical guidance.

- Consumer Protection (E-Commerce) Rules, 2020

https://consumeraffairs.nic.in/sites/default/files/E%20commerce%20rules_0.pdf

Related policies: Refund policy | Booking, payments & platform charges | PG, owner & resident policy | Complaints & grievance redressal

Booking & service delivery policy

How BookPGnow delivers booking records, accommodation access, visits and local services without physical shipping.

Audience	Customers, residents and marketplace partners
Effective / updated	15 August 2026 Version 2.0
Public URL	https://bookpgnow.in/en/compliance/delivery

Operational policy, not a waiver of rights.
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01 No physical shipping

BookPGnow currently facilitates accommodation bookings, property visits, rental enquiries and local service appointments. It does not sell or courier physical merchandise through marketplace checkout. A conventional parcel shipping policy is therefore not applicable to these transactions.

- No courier shipment is created
- No shipping fee is charged unless a future checkout expressly identifies a physical item
- A physical-goods category must publish separate delivery and return terms before launch

02 Electronic booking delivery

After a server-verified payment, BookPGnow updates the signed-in transaction and booking record electronically. A successful gateway screen alone is not final confirmation. The booking record identifies the supplier, selected property, bed, visit or service, amount, status and relevant schedule.

- Confirmation appears in the signed-in account
- Payment and booking references remain traceable
- Pending or failed verification does not create confirmed delivery
- Support can reconcile a missing confirmation using the payment reference

03 Accommodation and visit fulfilment

Move-in, property access and visits are fulfilled by the identified property owner or authorised manager on the date, time and conditions recorded for the transaction. The customer must receive material address, access, eligibility, deposit and house-rule information before commitment.

- The property or visit date is shown before payment
- Owner cancellation or non-availability is recorded for refund review
- Check-in documents and lawful local requirements may still apply

04 Local service fulfilment

The identified service provider delivers the booked service at the selected address or service location during the recorded slot. Rescheduling, provider delay, partial performance and non-delivery are handled under the transaction terms, cancellation policy and refund policy.

- Provider and scope are shown before confirmation
- Material delay or non-delivery can be reported from the booking record
- Completion and dispute states remain separate

Official references

Use the current official text for legal interpretation; these policy summaries are practical guidance.

- [Consumer Protection \(E-Commerce\) Rules, 2020](#)

https://consumeraffairs.nic.in/sites/default/files/E%20commerce%20rules_0.pdf

Related policies: Booking, payments & platform charges | Cancellation policy | Refund policy | Complaints & grievance redressal

Returns & exchanges policy

Why physical returns do not apply and how customers report an undelivered or materially different service.

Audience	Customers using BookPGnow checkout
Effective / updated	15 August 2026 Version 2.0
Public URL	https://bookpgnow.in/en/compliance/returns

Operational policy, not a waiver of rights.
Mandatory law and the specific terms displayed for a transaction prevail where they provide additional rights or obligations.

01 Physical returns are not applicable

BookPGnow marketplace checkout currently covers bookings, deposits, visits and services rather than shipped merchandise. There is therefore no item to post back, no return warehouse and no exchange of physical goods under these transactions.

- Do not courier documents or property keys to BookPGnow
- A future physical-goods checkout must show its own return address and conditions
- This policy does not reduce mandatory consumer remedies

02 Service problems

If accommodation, a visit or a local service is unavailable, not delivered, materially different from the recorded description or disputed, report it against the booking reference. BookPGnow may request safe evidence and will distinguish non-delivery, partial delivery, quality complaints and customer cancellation.

- Report from the signed-in booking where possible
- Do not send PINs, OTPs or full identity/payment credentials
- Urgent safety matters go to local emergency services first

03 Available outcomes

Depending on the recorded terms, evidence and applicable law, the outcome may include correction, rescheduling, provider re-performance, cancellation, a full or partial refund, or a reasoned denial. Any approved cash refund is routed under the refund policy to the original payment method where supported.

- No automatic exchange promise for a completed service
- Every refund stays within the captured amount
- Unresolved outcomes may be escalated to the Grievance Officer

Official references

Use the current official text for legal interpretation; these policy summaries are practical guidance.

- [Consumer Protection Act, 2019 - India Code](#)

<https://www.indiacode.nic.in/handle/123456789/17942?locale=en>

Related policies: [Booking & service delivery policy](#) | [Cancellation policy](#) | [Refund policy](#) | [Complaints & grievance redressal](#)

Refund policy

Eligibility, calculation, gateway routing and status evidence for every refund.

Audience	Anyone who paid through BookPGnow checkout
Effective / updated	15 August 2026 Version 2.0
Public URL	https://bookpgnow.in/en/compliance/refunds

Operational policy, not a waiver of rights.
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01 Refund eligibility

Eligibility is calculated from the transaction's recorded cancellation terms, delivery state and dispute outcome. A refund can be full or partial. Discounts, wallet credits, consumed platform or visit services, and non-refundable components are handled according to the checkout breakdown.

- Refunds link to the original payment
- The calculation separates cash, discount and wallet components
- No refund should be marked paid without a gateway or bank reference

02 How money returns

Eligible captured payments made through Cashfree can be refunded in full or in part through the original payment method. Bank credit timing depends on the payment rail and may commonly take about 5-10 working days. This is a gateway estimate, not a guaranteed BookPGnow deadline.

- Requested means submitted for eligibility review
- Approved means the calculation is authorised-not that money has been sent
- Gateway pending means a provider refund reference has been recorded
- Processed means the gateway reports completion; the bank may still need posting time
- Failed returns to the finance operations queue

03 Calculation and approval control

Every request is tied to one captured payment. The operator records the requested amount, approved amount, eligibility basis and assigned reviewer. The approved cash total can never exceed the remaining captured cash amount. Offers, wallet reversals, deposits, fees, taxes and consumed services are reconciled as separate components.

- Partial refunds remain within the original captured amount
- Approval and gateway initiation are separate controlled actions

- A gateway refund ID is mandatory before money is marked initiated
- Final state changes are written to the audit log

04 Escalation

If the expected gateway window passes, open support from the signed-in account and attach the booking reference-not card, PIN or OTP information. A disagreement about eligibility is handled as a complaint and can be escalated through the grievance process.

- Keep the payment reference
- Use the transaction timeline
- Escalate unresolved eligibility separately from bank processing delay

Official references

Use the current official text for legal interpretation; these policy summaries are practical guidance.

- [Cashfree refund lifecycle and status](https://www.cashfree.com/docs/payments/manage/refunds/overview)

<https://www.cashfree.com/docs/payments/manage/refunds/overview>

Related policies: Cancellation policy | Booking, payments & platform charges | Complaints & grievance redressal

Booking, payments & platform charges

Who receives money, what BookPGnow records and how fees, offers and settlements are shown.

Audience	Customers and marketplace partners
Effective / updated	15 August 2026 Version 2.0
Public URL	https://bookpgnow.in/en/compliance/booking-payments

Operational policy, not a waiver of rights.
Mandatory law and the specific terms displayed for a transaction prevail where they provide additional rights or obligations.

01 Before payment

Checkout should identify the property or provider, item being purchased, base amount, deposit, taxes if any, platform or convenience charge, discount, wallet use and total payable. Do not pay an owner or provider off-platform when the booking is represented as protected checkout.

- One order reference per payment attempt
- Exact bed, slot or service linked to the order
- Terms available before confirmation

02 After payment

A gateway success is verified server-side before BookPGnow marks the transaction paid. The transaction record stores gateway order and payment references, booking link, amount and current state. Partner settlement is a separate ledger event and must not change the customer's paid amount.

- Paid, refunded and settled are separate states
- Receipts use immutable payment evidence
- Duplicate callbacks are handled idempotently

03 Offers and wallet

Offer eligibility, minimum payment, expiry, benefit and fulfilment method must be shown before use. Wallet and cashback are recorded separately from cash and cannot be described as a bank refund unless money was actually returned through the payment rail.

- One transparent price breakdown
- Expired or exhausted offers cannot be silently applied
- Promotional benefits follow their published terms

04 Marketplace commerce disclosures

Before the customer commits, the listing and checkout should identify the accommodation or service supplier, material description, total price and charge components, cancellation and refund terms, expected delivery or visit timing, available payment methods, complaint route and any offer conditions. Partners must keep inventory, price, tax and fulfilment information accurate; CanWe Technologies LLP operates the BookPGnow marketplace and records platform-managed transaction steps.

- Supplier identity and contact route shown for the transaction
- No hidden mandatory charge added after confirmation
- Invoice or receipt responsibility identified
- Ranking, sponsorship or promotion does not replace verification disclosure

Related policies: Refund policy | Cancellation policy | Marketplace terms of use | Complaints & grievance redressal

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PG, owner & resident policy

Platform standards for listings, live beds, deposits, house rules and resident conduct.

Audience	PG owners, residents and prospective tenants
Effective / updated	15 August 2026 Version 2.0
Public URL	https://bookpgnow.in/en/compliance/pg-resident-policy

Operational policy, not a waiver of rights.
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01 Accurate inventory

Owners must publish current photos, room and bed structure, occupancy state, rent, deposit, amenities, food, location, eligibility and house rules. Occupied beds are shown without exposing resident names to public users.

- No duplicate or bait listing
- Availability must match the operating record
- Sponsored placement never replaces verification status

02 Move-in and deposit

The booking record should identify the selected bed, monthly rent, deposit, inclusions, notice period and any move-in balance. Owners remain responsible for lawful accommodation documents, resident receipts, maintenance and deposit handling; BookPGnow records only the platform-managed parts shown in the transaction.

- Condition evidence at handover
- Receipts for all recorded collections
- Deposit deductions require a reason and evidence

03 Resident and owner conduct

Both parties must follow disclosed house rules, safety requirements and applicable law. Harassment, discrimination prohibited by law, coercive off-platform payment, hidden fees, fake reviews and unauthorised disclosure of resident data can lead to suspension.

- Emergency matters go to local emergency services first
- Platform complaints require evidence and a booking or listing reference
- Moderation decisions are auditable

Related policies: Trust, safety & scam prevention | Cancellation policy | Booking, payments & platform charges | Acceptable use & content policy

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Marketplace terms of use

The roles, account duties and transaction rules for using BookPGnow.

Audience	All marketplace users and partners
Effective / updated	15 August 2026 Version 2.0
Public URL	https://bookpgnow.in/en/compliance/terms

Operational policy, not a waiver of rights.
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01 Operating entity and acceptance

These marketplace terms govern BookPGnow, a product operated by CanWe Technologies LLP, LLPIN ACY-4633, from its registered office at J-68, Sector 3, Airoli, Navi Mumbai, Thane, Maharashtra 400708, India. By creating an account or committing to a transaction after the terms are displayed, you agree to the applicable platform and transaction terms. Mere browsing does not waive rights created by mandatory law.

- Platform operator: CanWe Technologies LLP
- GSTIN: 27AAWFC5980D1ZZ
- Property and service supply may involve a separate partner contract
- Transaction-specific disclosures form part of the booking record

02 Platform role

BookPGnow provides discovery, verification signals, communication, booking records and payment orchestration. The PG owner, landlord or service provider supplies the accommodation, property or service and remains responsible for its legality, accuracy, quality and delivery unless checkout expressly identifies BookPGnow as the direct supplier.

- Verification is not a guarantee against every risk
- Transaction-specific terms form part of the booking
- Mandatory consumer rights are not excluded

03 Your account

Provide accurate details, protect OTPs and credentials, use only your own identity and report unauthorised access. Public submissions must be accurate and must not reveal another person's private information.

- One person must not impersonate another
- Automation or scraping requires written permission
- Suspicious activity can be temporarily restricted

04 Bookings, charges and partner terms

The listing and checkout record identify the selected supplier, material service description, payable amount, taxes or platform charges, delivery or visit timing, cancellation terms and payment method. A partner may have lawful property or house rules, but hidden or later-supplied terms cannot override the terms displayed before payment or mandatory consumer rights.

- No hidden mandatory charge after confirmation
- Gateway success is verified server-side
- Paid, refunded and partner-settled are separate states
- Off-platform payments are outside protected checkout records

05 Intellectual property and third-party services

BookPGnow branding, software and original platform content belong to or are licensed to CanWe Technologies LLP. Users and partners retain responsibility for content they submit and grant the limited rights needed to host and display it for the marketplace. Payment gateways, map services and linked third parties operate under their own terms and privacy notices.

- Do not upload content without authority
- Do not copy, scrape or misuse platform data
- Third-party terms apply only to the relevant external service

06 Suspension, liability and service availability

BookPGnow may proportionately restrict an account, listing, payment or settlement workflow to investigate fraud, unlawful content, safety risk, inaccurate inventory or policy breach. The platform does not exclude liability that cannot lawfully be excluded. Any limitation is read subject to mandatory consumer law and does not excuse a supplier from delivering the accommodation or service it offered.

- Material actions are recorded
- Affected users can submit evidence and appeal
- Planned or emergency downtime does not permit misleading confirmation
- Mandatory statutory remedies remain available

07 Complaints and decisions

BookPGnow can request evidence, moderate content, pause a risky settlement or listing, and take proportionate action under the published policies. Users can submit a complaint and escalate an unresolved platform decision through the grievance channel.

- Evidence is kept with the case
- Emergency and law-enforcement routes remain available
- Governing law and mandatory jurisdiction rules apply

08 Governing law and jurisdiction

These terms are governed by the laws of India. Subject to any non-waivable right to approach a consumer commission, regulator or court at another competent place, disputes concerning CanWe Technologies LLP and the platform are subject to the competent courts at Navi Mumbai, Maharashtra, India. This clause does not restrict a consumer forum jurisdiction granted by the Consumer Protection Act, 2019.

- Governing law: India
- Contractual forum: competent courts at Navi Mumbai, Maharashtra
- Consumer commission and regulator rights are preserved
- Legal notices may be sent to the registered office and info@canwe.tech

Official references

Use the current official text for legal interpretation; these policy summaries are practical guidance.

- [Consumer Protection rules and official resources](https://consumeraffairs.nic.in/acts-and-rules/consumer-protection/consumer-protection)

<https://consumeraffairs.nic.in/acts-and-rules/consumer-protection/consumer-protection>

- [Consumer Protection Act, 2019 - India Code](https://www.indiacode.nic.in/handle/123456789/17942?locale=en)

<https://www.indiacode.nic.in/handle/123456789/17942?locale=en>

Related policies: Booking, payments & platform charges | Booking & service delivery policy | Complaints & grievance redressal | Privacy notice

PRIVACY / DOCUMENT 12 OF 15

Cookies & consent choices

Essential sessions, preference storage, measurement and communication consent.

Audience	Website and app visitors
Effective / updated	15 August 2026 Version 2.0
Public URL	https://bookpgnow.in/en/compliance/cookies

Operational policy, not a waiver of rights.
Mandatory law and the specific terms displayed for a transaction prevail where they provide additional rights or obligations.

01 Essential technology

Session, security, language, checkout continuity and load-balancing technologies are required for the requested service. Blocking them can prevent sign-in or payment verification.

- Secure, HTTP-only account session where appropriate
- Language and accessibility preferences
- Fraud and request-integrity signals

02 Optional measurement

Non-essential analytics or advertising technology should run only under the applicable consent or lawful basis. The consent interface must make refusal as understandable as acceptance and remember the choice.

- No pre-ticked optional choice
- Change preferences later
- Vendor list and purposes should stay current

03 Communication choices

Transactional booking, security and payment notices are distinct from marketing. WhatsApp, SMS and email promotion choices can be changed without cancelling necessary transaction updates.

- Channel and purpose recorded separately
- Opt-out is logged
- Critical service messages remain available

Related policies: Privacy notice | Data rights: DPDP & GDPR | Marketplace terms of use

SAFETY / DOCUMENT 13 OF 15

Trust, safety & scam prevention

Checks for listings, people, payments, chat and urgent incidents.

Audience	Customers, residents, owners and providers
Effective / updated	15 August 2026 Version 2.0
Public URL	https://bookpgnow.in/en/compliance/safety

Operational policy, not a waiver of rights.

Mandatory law and the specific terms displayed for a transaction prevail where they provide additional rights or obligations.

01 Before booking

Compare verified identity and property signals, current photos, map location, live bed or schedule state, reviews, written rules and the complete checkout breakdown. A verified badge is one control-not a promise that no problem can occur.

- Visit when practical
- Keep conversation in the linked inbox
- Never share OTP, PIN or full payment credentials

02 Payment safety

Use the platform checkout shown on the booking. Treat requests for urgent personal UPI transfer, remote-access apps, screen sharing or an OTP as unsafe. Report a mismatched payee or unexpected amount before paying.

- Verify property and amount
- Keep gateway references
- Report suspected fraud immediately

03 Urgent harm

BookPGnow support is not an emergency service. If someone is in immediate danger, contact local emergency services first, move to a safe location, and then preserve relevant booking, chat and payment evidence for the platform report.

- Do not confront a suspected scammer
- Do not post another person's private data publicly
- Use the grievance route for platform follow-up

Related policies: PG, owner & resident policy | Acceptable use & content policy | Complaints & grievance redressal

Acceptable use & content policy

Rules for listings, reviews, chat, promotions and automated use of the platform.

Audience	Everyone who publishes or messages on BookPGnow
Effective / updated	15 August 2026 Version 2.0
Public URL	https://bookpgnow.in/en/compliance/acceptable-use

Operational policy, not a waiver of rights.

Mandatory law and the specific terms displayed for a transaction prevail where they provide additional rights or obligations.

01 Allowed use

Use BookPGnow to find or provide genuine accommodation and services, manage legitimate transactions, communicate respectfully and publish first-hand, accurate content.

- Own or be authorised to publish the content
- Keep prices and availability current
- Use moderation and appeal routes in good faith

02 Prohibited use

Do not impersonate, scam, harass, manipulate reviews, publish unlawful discriminatory content, scrape private data, spam, upload malware, bypass payment controls or expose tenant identities and contact details without permission.

- No fake inventory or reviews
- No sale of account or KYC access
- No attempts to defeat rate limits or security

03 Enforcement

BookPGnow may remove content, limit contact, hold a risky workflow for review or suspend an account proportionately. Serious or repeated abuse may be reported where required. An affected user can submit relevant evidence through support or grievance.

- Actions are logged
- Settlements are not permanently withheld without a recorded basis
- Appeal through the linked case

Related policies: Marketplace terms of use | Trust, safety & scam prevention | Complaints & grievance redressal

SAFETY / DOCUMENT 15 OF 15

Complaints & grievance redressal

How to report a booking, privacy, safety, content or partner issue and track resolution.

Audience	Customers, partners and affected people
Effective / updated	15 August 2026 Version 2.0
Public URL	https://bookpgnow.in/en/compliance/grievance

Operational policy, not a waiver of rights.
Mandatory law and the specific terms displayed for a transaction prevail where they provide additional rights or obligations.

01 Start with the linked case

Use the signed-in support inbox for booking, payment, refund, listing, owner, provider or profile problems. Select the problem type and include the relevant reference, expected resolution and safe evidence.

- Do not include OTP, PIN or full Aadhaar/card number
- One case per issue avoids conflicting outcomes
- Callback language and window can be selected

02 Privacy grievance

For access, correction or erasure, use the privacy request form first. If the handling or outcome is disputed, quote its request number in the grievance. Identity verification may be required before personal data is disclosed.

- Request status remains traceable
- Partial fulfilment must state the retention reason
- Mandatory regulator routes remain available

03 Named Grievance Officer

Ranveer Ajit Bhosale, Designated Partner, is the published Grievance Officer contact for CanWe Technologies LLP. Send a grievance to support@canwe.tech or to the registered office, quote the linked case or transaction reference, and state the resolution requested. Customer-care phone support is available Monday to Friday, 09:00 to 18:00 IST at +91 88282 84098.

- Grievance Officer: Ranveer Ajit Bhosale
- Designation: Designated Partner
- Email: support@canwe.tech
- Registered office: J-68, Sector 3, Airoli, Navi Mumbai, Maharashtra 400708
- Phone: +91 88282 84098

04 Acknowledgement and resolution

BookPGnow aims to acknowledge a consumer grievance within 48 hours and resolve it within one month from receipt, as required for applicable e-commerce grievances. Where a shorter mandatory period applies to a particular intermediary or content complaint, that shorter period controls. The response will record the outcome, action taken or reason more time or information is required.

- Keep the complaint reference
- Urgent unlawful-content and safety reports are triaged separately
- Payment and refund evidence remains linked to the transaction
- Delays or partial outcomes must be explained

05 External escalation

This process does not limit statutory consumer, police, court or regulator remedies. An unresolved consumer issue may be registered with the National Consumer Helpline at consumerhelpline.gov.in or 1915. Cyber financial fraud should be reported promptly through the Government of India cybercrime route or 1930, in addition to notifying BookPGnow.

- National Consumer Helpline: 1915
- Consumer portal: consumerhelpline.gov.in
- Cyber financial fraud helpline: 1930
- Emergency risk goes to local authorities first

Official references

Use the current official text for legal interpretation; these policy summaries are practical guidance.

- [Consumer Protection \(E-Commerce\) Rules, 2020](#)

https://consumeraffairs.nic.in/sites/default/files/E%20commerce%20rules_0.pdf

- [CCPA marketplace seller-disclosure advisory](#)

<https://consumeraffairs.nic.in/sites/default/files/file-uploads/latestnews/Advisory%20CCPA.pdf>

- [National Consumer Helpline](#)

<https://consumerhelpline.gov.in/public/contact>

- [Current IT Rules, 2021 resources - MeitY](#)

<https://www.meity.gov.in/documents/act-and-policies/information-technology-intermediary-guidelines-and-digital-media-ethics-code-rules-2021-it-rules-2021-ljm5QjMtQWa>

Related policies: Trust, safety & scam prevention | Refund policy | Data rights: DPDP & GDPR | Marketplace terms of use

CORPORATE & GRIEVANCE DIRECTORY

Contact the responsible desk.

Legal entity	CanWe Technologies LLP
LLPIN / GSTIN	ACY-4633 / 27AAWFC5980D1ZZ
Registered office	J-68, Sector 3, Airoli, Navi Mumbai, Thane, Maharashtra 400708, India
Customer care	support@canwe.tech +91 88282 84098
Legal notices	info@canwe.tech
Grievance Officer	Ranveer Ajit Bhosale, Designated Partner
Consumer escalation	National Consumer Helpline: 1915 consumerhelpline.gov.in
Cyber financial fraud	Government cybercrime helpline: 1930

Complaint handling standard

BookPGnow aims to acknowledge an applicable consumer grievance within 48 hours and resolve it within one month. A shorter mandatory period controls where applicable. Quote the booking, payment, refund, listing or privacy-request reference and never send an OTP, PIN or full Aadhaar/card number.

This document is controlled by its version and effective date. The live website should display the same version before payment-gateway resubmission.