

## **TERMS OF USE**

Welcome to Quboolnaama Muslim Matrimony (“we,” “our,” “us” or “the Platform”). These Terms of Use (“Agreement”) constitute a legally binding agreement between Quboolnaama Muslim Matrimony, a proprietary concern, and you (“User”, “you”, “your”) with respect to your access to and use of our matrimonial services offered through our website, WhatsApp, and social media platforms including but not limited to Instagram and Facebook.

By registering, accessing, or using any part of the services provided by Quboolnaama Muslim Matrimony, you agree that you have read, understood, and are bound by these Terms and Conditions. If you do not accept or agree to be legally bound by these Terms, you must refrain from accessing or using our services.

Quboolnaama Muslim Matrimony is a platform specially designed to assist Muslim individuals and families in finding suitable life partners in accordance with Islamic values. We are not a dating or casual introduction service. Our focus is to provide an ethical, faith-based, and serious matrimonial network dedicated to those seeking nikah (marriage) with sincerity and dignity.

This Agreement is published in compliance with the provisions of the Information Technology Act, 2000, and the applicable Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021, as may be amended from time to time.

We reserve the right to amend, revise, or update these Terms at any time. Continued use of the Platform after any such changes shall constitute your consent to such changes.

### **1. CONSENT TO TERMS**

By accessing, registering, or using any services offered by Quboolnaama Muslim Matrimony, whether through our website, WhatsApp, Instagram, Facebook, or any other communication

platform, you expressly acknowledge and agree to be bound by the terms and conditions set forth in this Agreement, including our Privacy Policy and Disclaimer, which are incorporated herein by reference.

If you do not agree with any of these terms, please do not register or use the services of Quboolnaama Muslim Matrimony.

This Agreement is an electronic contract recognized under the provisions of the Information Technology Act, 2000, and does not require any physical or digital signatures. Your act of clicking “Agree,” “Submit,” “Register,” sending your profile on WhatsApp, or otherwise using our services constitutes a valid acceptance of this Agreement.

By accepting this Agreement, you confirm that:

- You are legally competent and eligible to enter into a matrimonial alliance;
- You are providing truthful, accurate, and complete information;
- You will use the platform solely for the purpose of seeking a genuine marriage alliance;
- You consent to the collection, use, and processing of your personal data as per the terms of our Privacy Policy;
- You will comply with all applicable laws, including Islamic principles where relevant.

Quboolnaama Muslim Matrimony reserves the absolute right to revise, amend, or update this Agreement at any time. Your continued use of our platform after any such changes constitutes your agreement to be bound by the revised terms.

## **2. KEY TERMS & DEFINITIONS**

For the purposes of these Terms of Use, unless the context otherwise requires, the following words and expressions shall have the meanings assigned to them below:

## **2.1 "Platform"**

Means and includes the website, WhatsApp interface, social media handles (including but not limited to Instagram and Facebook), digital forms, communication tools, and all other online/offline mediums operated or authorized by Quboolnaama Muslim Matrimony for the purpose of providing its matrimonial services.

## **2.2 "User" / "You" / "Member"**

Means any individual who accesses, registers with, or uses the services of Quboolnaama Muslim Matrimony, whether as a free or paid subscriber, and includes anyone acting on behalf of another person (such as a parent, sibling, or guardian) for the purpose of creating a matrimonial profile.

## **2.3 "Services"**

Means and includes all matrimonial-related services offered by Quboolnaama Muslim Matrimony, including profile creation, data collection, curated profile sharing, subscription plans, communication facilitation, and other ancillary services offered through the Platform.

## **2.4 "Subscription Plan" / "Paid Membership"**

Refers to the fee-based services offered by Quboolnaama Muslim Matrimony for a fixed period, under which Users receive curated and/or priority access to prospective matches and other related benefits, as per the plan selected.

## **2.5 "Profile"**

Refers to the personal, matrimonial, and/or family details submitted by a User (or on behalf of a User) to the Platform for the purpose of seeking a marriage alliance.

## **2.6 "Match" or "Prospect"**

Means another User whose details may be shared with you or to whom your Profile may be introduced, based on stated preferences and criteria.

## **2.7 "Matrimonial Purpose"**

Refers to the serious and lawful intention of seeking a life partner with a view toward nikah (Islamic marriage), and not for dating, companionship, commercial activity, or any unlawful use.

## **2.8 "Content"**

Means any text, image, document, audio, video, message, or other material posted, submitted, sent, or communicated through the Platform by the User.

## **2.9 "We" / "Us" / "Our" / "Quboolnaama Muslim Matrimony"**

Refers to the proprietary concern operating under the name Quboolnaama Muslim Matrimony, which owns, manages, and controls the Platform and its associated services.

## **2.10 "Applicable Law"**

Means all laws, statutes, ordinances, regulations, rules, guidelines, and orders of any government, court, or statutory authority applicable within the territory of India.

# **3. ELIGIBILITY**

## **3.1 Legal Capacity**

To use the services of Quboolnaama Muslim Matrimony, you must be:

- Legally competent to enter into a contract under the Indian Contract Act, 1872;
- Of legally marriageable age as per the laws applicable in India — at least 18 years for females and 21 years for males;

- Not disqualified from entering into a lawful marriage under any applicable personal law, including Islamic law.

### **3.2 Purpose of Use**

By registering with or using our Platform, you confirm that:

- You are seeking a life partner for the purpose of a serious and lawful Islamic marriage (Nikah);
- You are not registering for casual dating, timepass, flirtation, or any non-matrimonial purpose;
- You will use the Platform in good faith and with honest intent.

### **3.3 Representation by Third Parties**

Profiles may be created by a close family member or guardian (such as a parent, sibling, or wali) on behalf of a prospective bride or groom, provided that:

- The creator of the profile has due authorization and consent from the person concerned;
- The person whose profile is created meets all eligibility requirements under these Terms.

### **3.4 Prohibited Users**

You are not eligible to use the Platform if:

- You are already married and not legally or Islamically divorced;
- You are under a legal restraint or judicial order that prevents you from marrying;
- You have been previously suspended or removed from the Platform for any reason;
- You are seeking to use the Platform for fraudulent, commercial, or non-Islamic purposes.

### **3.5 Verification**

Quboolnaama Muslim Matrimony reserves the right to request verification of your age, identity, marital status, or other eligibility-related information at any time. Failure to provide satisfactory proof may result in suspension or termination of your profile without refund.

## **4. ACCOUNT SECURITY**

### **4.1 Confidentiality of Access**

You are solely responsible for maintaining the confidentiality and security of any login credentials, verification codes, or communication threads associated with your account or registration, whether through our website, WhatsApp, or any other platform.

You must not share, disclose, or allow unauthorized persons to access your profile or subscription details. Any activity or transaction carried out using your account will be deemed to have been done by you.

### **4.2 Responsibility for Account Activity**

You agree that:

- You will immediately inform us of any unauthorized use of your profile, impersonation, or suspected breach of security;
- Quboolnaama Muslim Matrimony shall not be held responsible for any loss, damage, or misuse arising from unauthorized access to your profile due to your negligence;
- If you access our services from a shared device or public network, you do so at your own risk, and you must ensure you log out or disconnect properly after use.

### **4.3 Account Ownership**

Each user is allowed to maintain only one active profile on the platform. If it is found that multiple accounts are being operated for the same person or under fake identities, we reserve the right to:

- Suspend or permanently deactivate all such accounts; and
- Deny any refund or compensation for unused subscription in such cases.

#### **4.4 Platform Integrity**

You must not attempt to:

- Gain unauthorized access to other users' profiles;
- Use any automated tools, bots, or scripts to extract data or interfere with the functioning of the platform;
- Circumvent or manipulate any verification steps, privacy features, or communication restrictions.

Any such conduct will be treated as a serious violation and may lead to permanent ban, legal action, or both.

### **5. VALIDITY AND TERMINATION OF SERVICES**

#### **5.1 Term of Agreement**

This Agreement shall remain in full force and effect for as long as:

- You continue to use the services of Quboolnaama Muslim Matrimony, whether as a registered or subscribed user;
- Or until it is terminated by either party in accordance with the terms mentioned below.

Your access to our services begins from the date of registration or subscription and continues until:

- The expiration of your subscription period (if applicable), or
- The date you or we terminate the agreement under this section.

#### **5.2 Termination by User**

You may terminate your association with Quboolnaama Muslim Matrimony at any time by:

- Requesting deactivation or deletion of your profile via email, WhatsApp, or our contact form, or
- Ceasing use of our services voluntarily.

However, no refund shall be provided for the unused portion of your subscription, unless specifically agreed in writing under extraordinary circumstances.

### **5.3 Termination by Quboolnaama Muslim Matrimony**

We reserve the right to suspend, deactivate, or permanently terminate your access to the platform, with or without notice, under any of the following circumstances:

- You have violated any provision of these Terms;
- You have provided false, misleading, or incomplete information;
- You are found using the platform for non-matrimonial, unethical, illegal, or commercial purposes;
- You have harassed, misused, or harmed other users;
- Your behavior or conduct is found to be incompatible with the ethos, values, or good faith nature of this service.

In such cases, no refund shall be issued.

### **5.4 Automatic Expiry**

Your access to premium features under a paid subscription shall automatically expire at the end of the applicable period unless renewed by you in advance.

### **5.5 Post-Termination Effect**

Upon termination:

- Your profile and data may be archived, deleted, or anonymized in accordance with our Privacy Policy;
- You shall cease all use of our platform and services;
- Certain provisions such as confidentiality, disclaimer, limitation of liability, dispute resolution, and indemnity shall survive the termination of this Agreement.

## **6. SUBSCRIPTION TERMS:**

### **6.1 Subscription-Based Model**

Quboolnaama Muslim Matrimony offers its services through a subscription model. While basic information or initial interaction may be available for free, access to curated matrimonial profiles, dedicated follow-ups, or extended support is made available only upon subscription.

The subscription entitles the User to a limited set of services and benefits, which may include:

- Profile suggestions shared via WhatsApp or other platforms;
- Priority response and customer support;
- Limited period validity based on the plan chosen;
- Communication facilitation with matched profiles (if applicable).

The features and duration of each subscription plan shall be as described at the time of purchase or as conveyed via official communication.

### **6.2 Payment**

All payments for subscription shall be made in Indian Rupees (INR) through approved modes including:

- UPI (Google Pay, PhonePe, Paytm, etc.),
- Bank Transfer / NEFT / IMPS,

- Other payment links shared directly by Quboolnaama Muslim Matrimony.

We do not store, access, or share any financial or payment data. All payments are processed externally through secure gateways or manual confirmation.

Upon receipt of payment, your subscription will be confirmed and activated. A payment confirmation message shall be sent to your registered contact.

### **6.3 Validity and Expiry**

Each subscription plan has a defined validity period, after which the service automatically expires unless renewed. Unused subscription time or services cannot be carried forward or converted to cash or credits.

### **6.4 Change of Plan**

You may request an upgrade to a higher subscription plan by paying the difference in fees, subject to our approval and availability of services under the requested plan.

## **7. NO REFUND POLICY**

### **7.1 Strict No Refund Policy**

All subscription payments made to Quboolnaama Muslim Matrimony are strictly non-refundable under all circumstances. By subscribing to any of our services, the User acknowledges and agrees that the fees paid are for the time, effort, resources, and platform access made available, and not contingent upon the outcome or success of finding a match.

This policy applies irrespective of:

- Receipt or non-receipt of suitable matches;

- Early deactivation, discontinuation, or deletion of the profile by the User;
- Lack of response from prospects;
- Change in the User's marital status, personal decision, or preferences;
- Dissatisfaction with the type or number of profiles shared;
- User's choice to not proceed with any of the matches received.

## **7.2 Exceptional Circumstances**

While refunds are not part of our policy, in extraordinary cases (such as double payment or technical error), the management may consider a partial refund or credit adjustment, subject to:

- Submission of a written request within 3 days of payment;
- Verification and satisfaction of facts by our team;
- Decision of Quboolnaama Muslim Matrimony, which shall be final, binding, and not open to dispute.

## **7.3 No Refund upon Termination**

If your access is terminated by Quboolnaama Muslim Matrimony for violation of the Terms of Use, misuse of the platform, or unethical conduct, you shall not be entitled to any refund of the subscription fee.

## **7.4 Read Before You Pay**

You are advised to carefully review the scope of services, plan details, and validity before making any payment. If you have any queries, we encourage you to reach out to us for clarification prior to subscribing.

# **8. PERMISSIBLE USAGE**

## **8.1 Personal Matrimonial Intent Only**

The services provided by Quboolnaama Muslim Matrimony are exclusively for personal and matrimonial purposes only. The Platform is intended to assist individuals and families in finding a suitable life partner based on lawful and Islamic criteria.

You may not use the Platform:

- For any commercial or business purposes;
- To promote or sell any products or services;
- To solicit users for marketing, networking, or non-matrimonial purposes.

## **8.2 No Corporate or Institutional Accounts**

Organizations, marriage bureaus, companies, or agencies are not permitted to register or use the Platform under any circumstances. The Platform is strictly for individuals or their family members seeking a Nikah alliance.

## **9. OTHER TERMS OF USE FOR MEMBERS**

### **9.1 One Profile Per Person**

Each User is permitted to create and operate only one profile. Multiple profiles created for the same person or impersonation of another individual is strictly prohibited and may result in immediate termination of all profiles without refund.

### **9.2 Accurate and Honest Information**

By submitting information to the Platform, you confirm that:

- All details provided (about yourself or on behalf of someone) are true, complete, and current;
- You are not misrepresenting age, religion, marital status, occupation, or any personal detail;

- You have obtained due consent if you are registering on behalf of someone else (e.g., daughter, son, sibling).

Any false, misleading, or incomplete information may result in suspension or permanent ban, with no refund of subscription fees.

### **9.3 Respectful Conduct Toward Other Users**

You must:

- Communicate respectfully and ethically;
- Not send unsolicited messages, offensive content, or proposals unrelated to marriage;
- Not harass, abuse, or pressure other Users into responding or accepting proposals.

Any misuse or disrespectful behavior will result in immediate action including blocking, suspension, or legal reporting.

## **10. ACCESS AND PROPER USAGE**

### **10.1 Responsible Usage**

You agree to use Quboolnaama Muslim Matrimony:

- Only through authorized channels (our official WhatsApp number, website, or social media handles);
- In a manner that does not disrupt or damage the platform or infringe on the privacy, rights, or dignity of other users.

### **10.2 Prohibited Acts**

You shall not:

- Use bots, scripts, or automation tools to scrape or collect data;
- Attempt to hack, reverse-engineer, or damage any part of the Platform;

- Post or share illegal, obscene, defamatory, or unauthorized content;
- Share your access with anyone else or impersonate another person;
- Try to bypass communication restrictions or misuse any privacy settings.

### **10.3 Right to Monitor and Moderate**

Quboolnaama Muslim Matrimony reserves the right to:

- Monitor and review user activity for safety, abuse prevention, and service improvement;
- Modify, delete, or restrict access to any user content or profile if found inappropriate or false;
- Suspend or block Users violating these terms.

## **11. CONTENT OWNERSHIP**

### **11.1 Ownership of Platform Content**

All content, material, and intellectual property available on Quboolnaama Muslim Matrimony, including but not limited to the website design, logo, brand name, content posted on social media, layout, text, graphics, images, videos, features, software, scripts, and service marks are the exclusive property of Quboolnaama Muslim Matrimony and/or its licensors.

These elements are protected under Indian and international copyright, trademark, and intellectual property laws. Unauthorized use, duplication, modification, or distribution of any such material is strictly prohibited and may result in legal action.

### **11.2 User-Generated Content**

By submitting any information, images, messages, photographs, or content ("User Content") to Quboolnaama Muslim Matrimony through

WhatsApp, the website, email, or any other platform, you grant Quboolnaama Muslim Matrimony a worldwide, non-exclusive, royalty-free, irrevocable license to:

- Use, display, publish, reproduce, and share such content for the purposes of matchmaking, profile promotion, or platform-related communication;
- Modify or adapt such content for formatting, layout, or presentation (without altering meaning);
- Use anonymized data for analysis, service improvement, or research.

You retain ownership of your submitted content, but you agree that we may use it in a manner consistent with our services and privacy commitments.

### **11.3 Profile Visibility and Sharing**

You understand and agree that:

- Your profile or details (excluding sensitive information like contact or financial data) may be shared with relevant prospects or families in good faith to fulfill matchmaking objectives;
- Your content may be edited, moderated, or removed if it is found to be false, inappropriate, or violates our Terms of Use.

We do not sell your data to third parties and only use your information as per our stated policies.

### **11.4 Use Restrictions**

You agree that you will not:

- Copy, modify, distribute, or use any content from the platform without prior written consent;
- Use Quboolnaama Muslim Matrimony's name, branding, or visual assets for any personal or commercial purposes;

- Attempt to extract source code, design elements, or database entries from our systems.

Violation of any of the above may result in immediate suspension, legal action, or both.

## **12. USER GENERATED CONTENT**

### **12.1 Responsibility for Content**

Any content, message, photo, video, profile details, or document that you submit to Quboolnaama Muslim Matrimony via:

- Our website,
- Official WhatsApp number,
- Instagram, Facebook, or other social media platforms,
- Email or other approved communication channels,

is submitted voluntarily and at your own risk.

You are solely responsible for the accuracy, truthfulness, legality, and decency of the content you provide. Quboolnaama Muslim Matrimony does not take responsibility for any misrepresentation, falsification, or offensive material submitted by users.

### **12.2 Our Right to Review and Moderate**

We reserve the right—but not the obligation—to:

- Review, verify, edit, or refuse any content that is incomplete, misleading, offensive, unlawful, or irrelevant;
- Delete or hide any user content at our discretion without notice;
- Report or take legal action against users who submit fraudulent or harmful content.

### **12.3 Content Must Not Include:**

You agree not to post, submit, or transmit any content that:

- Is false, misleading, or impersonates another person;
- Contains hate speech, threats, harassment, or vulgar/obscene language;
- Includes photographs or documents without the subject's knowledge or consent;
- Is pornographic, sexually explicit, or morally offensive;
- Violates the rights of another person, including copyright, privacy, or religious sentiments;
- Promotes illegal, fraudulent, or non-matrimonial activities;
- Contains malware, spam, or harmful links;
- Is abusive, defamatory, communal, or harmful to public order.

Violating this provision may result in immediate termination of your profile and/or reporting to legal authorities, without refund.

#### **12.4 License to Use Submitted Content**

By submitting any content to Quboolnaama Muslim Matrimony, you grant us a non-exclusive, royalty-free, worldwide, perpetual license to:

- Use, reproduce, share, and display your submitted content for the purpose of matchmaking and platform functioning;
- Anonymize and utilize your data for improving our services or publishing success stories (with your consent).

We will not publish or disclose sensitive information, such as your phone number, documents, or payment details, without your explicit permission.

#### **12.5 User Consent**

By submitting any content to us, you confirm that:

- You have full rights and consent to share such content;
- You understand that your content may be reviewed by our team or shared with prospective matches in good faith;
- You indemnify Quboolnaama Muslim Matrimony against any liability arising from false, unauthorized, or illegal content

### **13. COPYRIGHT INFRINGEMENT POLICY**

#### **13.1 Respect for Intellectual Property**

Quboolnaama Muslim Matrimony respects the intellectual property rights of all individuals and entities. We expect all users and members to do the same. Any unauthorized use, reproduction, or distribution of copyrighted content, images, videos, or materials is strictly prohibited on our website, WhatsApp, or social media platforms.

If you believe that any content appearing on our platforms infringes your copyright, you are requested to notify us immediately with the relevant details (see Clause 13.4 below).

#### **13.2 User Obligations**

By submitting any content (photos, messages, personal details, documents, etc.) to Quboolnaama Muslim Matrimony, you confirm that:

- You own the rights to such content, or
- You have obtained proper authorization from the rightful owner, and
- Your submission does not infringe any third-party copyright, trademark, or proprietary rights.

We reserve the right to remove any content found to be in violation of copyright laws without prior notice.

### **13.3 Use of Platform Content**

All content displayed on our platforms, including the name Quboolnaama Muslim Matrimony, logos, designs, profile formats, and service descriptions, are protected by copyright and intellectual property laws.

You are not permitted to:

- Copy, distribute, or publish our content;
- Use our brand name, design, or visuals for any commercial or personal use;
- Reproduce or modify any part of the platform without express written permission from us.

Any misuse may result in legal action including civil and/or criminal proceedings.

### **13.4 Reporting Copyright Infringement**

If you believe that any content on Quboolnaama Muslim Matrimony infringes your copyright, please send us a written notice containing the following:

- Your full name and contact information;
- A description of the copyrighted work that has allegedly been infringed;
- A direct link or detailed location of the infringing content;
- A statement that you believe in good faith that the use is unauthorized;
- A declaration that the information provided is accurate and you are the rightful owner or are authorized to act on behalf of the owner;
- Your signature (electronic or physical).

We will act upon genuine takedown requests in accordance with applicable laws.

## **14. USER DISPUTES**

### **14.1 Independent Communication**

Quboolnaama Muslim Matrimony acts solely as a facilitating platform for matrimonial connections and does not participate in any communication, negotiation, or personal interaction between Users. Once profiles are shared, all communication, introductions, or meetings occur independently at the User's discretion and risk.

We do not verify the background, intentions, or authenticity of any user beyond basic profile moderation, and we encourage Users to perform due diligence before engaging further.

### **14.2 Code of Conduct for Interactions**

You agree to engage with other users in a manner that is:

- Respectful, courteous, and aligned with Islamic values;
- Not intrusive, harassing, or manipulative;
- Free from threats, pressure, or coercive behaviour (including emotional, financial, or religious coercion);
- Focused solely on genuine matrimonial interest.

Do not:

- Send unsolicited proposals repeatedly;
- Share inappropriate or misleading information;
- Engage in vulgar, flirtatious, or offensive communication;
- Contact a user after being clearly declined or blocked.

### **14.3 Member Disputes**

Quboolnaama Muslim Matrimony is not responsible for resolving personal or family disputes that arise between members, their families, or third parties introduced via the platform. We are not liable for:

- Mismatched expectations;
- Rejection of proposals;
- Financial loss, emotional distress, or any misconduct occurring during or after contact;
- Any disputes between the parties, whether online or offline.

In case of harassment, fraud, or other serious concerns, Users may:

- Report the issue to us via WhatsApp/email;
- File a complaint with local law enforcement or cybercrime authorities.

We will cooperate with legal agencies as per Indian laws if required.

#### **14.4 Right to Restrict Access**

If a user is found to be:

- Abusing the platform or any member;
- Misusing contact details;
- Creating disturbance or using offensive language;

Quboolnaama Muslim Matrimony reserves the right to:

- Block access or communication;
- Deactivate the user profile without refund;
- Report the matter to appropriate authorities.

### **15. PRIVACY POLICY SUMMARY**

#### **15.1 Respect for Your Privacy**

Quboolnaama Muslim Matrimony is committed to respecting your privacy, confidentiality, and personal dignity. We collect, use, and store your personal information only for the purpose of providing matchmaking services, and always in line with applicable Indian laws, including the Information Technology Act, 2000 and its rules.

We do not sell or rent your personal data, financial details, or contact information to any third parties.

## **15.2 What We Collect**

We may collect and store the following types of personal data submitted by you via our Website, WhatsApp, or social media:

- Basic profile details (e.g., name, age, gender, marital status);
- Religious and family background;
- Education, profession, and location;
- Contact information;
- Photographs and optional documents (such as ID proof);
- Preferences related to a potential spouse.

Payment-related data (if any) is securely handled by trusted third-party payment gateways and is never stored or used by us for any purpose other than validating your subscription.

## **15.3 Visibility and Sharing of Information**

Your profile information may be:

- Shared with potential matches or their families through our manual or digital matchmaking process;
- Shown to admins or moderators for verification and review;
- Shared on our social media platforms only with your express consent (e.g., “Bride/Groom of the Week” features or success stories).

You can always request changes, corrections, or removal of any information by contacting us directly.

#### **15.4 Privacy Settings and Controls**

You may request the following actions at any time by contacting our support:

- Edit or update profile details;
- Hide or temporarily pause your profile;
- Request deletion of your profile and personal data;
- Opt-out from receiving messages, emails, or social media contact.

Your data will be retained only as long as required for matchmaking purposes, or as per legal obligations.

#### **15.5 Security Measures**

We implement reasonable administrative, technical, and physical safeguards to protect your data from:

- Unauthorized access;
- Alteration or disclosure;
- Accidental loss or misuse.

However, no platform is 100% immune to risks. Therefore, we encourage users to avoid sharing:

- Personal financial details;
- Aadhaar or PAN information;
- Exact residential address or private communication screenshots.

#### **15.6 Consent**

By using our services or submitting your information to us on any platform, you consent to our collection, use, and disclosure practices as described in this section and in our full [Privacy Policy].

You may withdraw consent at any time by deactivating your profile or writing to us at: **support@quboolnaama.com**

## **16. SUPPORT AND COMMUNICATION**

### **16.1 Dedicated Support for Your Queries**

Quboolnaama Muslim Matrimony is committed to providing personalized, respectful, and timely support to all users. If you have any queries, concerns, or require assistance regarding our services, subscriptions, technical issues, or profile management, our Customer Care team is here to help you.

You can contact us through Email: **support@quboolnaama.com**

### **16.2 Grievance Redressal**

For escalations or complaints, especially regarding:

- Profile misuse or impersonation,
- Payment or refund issues,
- Misconduct by any user, or
- Breach of Terms of Use,

you may write to our Grievance Officer at:  
**support@quboolnaama.com**

We aim to acknowledge complaints within 48 hours and resolve them within 7 working days, depending on the nature of the issue.

### **16.3 Feedback and Suggestions**

We value your feedback. If you have suggestions to improve our services or wish to share your experience (including success stories), feel free to write to us. Positive and constructive feedback helps us serve the community better.

## **17. COMMUNITY SAFETY**

### **17.1 Responsible Usage Guidelines**

Quboolnaama Muslim Matrimony is a platform designed exclusively for the purpose of facilitating genuine matrimonial connections in accordance with Islamic values and Indian law. All users are expected to interact respectfully and responsibly.

You agree to follow these basic regulations while using our services (website, WhatsApp, or social media platforms):

- Use the platform only for lawful matrimonial purposes.
- Do not impersonate another person or create fake profiles.
- Avoid sharing explicit, inappropriate, or offensive content.
- Do not request or send indecent photos, videos, or proposals.
- Refrain from stalking, harassing, or spamming other users.
- Avoid linking or redirecting members to external dating, promotional, or commercial platforms.
- Do not collect, store, or misuse other users' information.

We reserve the right to monitor, suspend, or permanently block any user who is found violating these basic standards of conduct.

### **17.2 Safety Tips for Users**

While we try our best to maintain a secure and respectful environment, your safety is also in your hands. We urge all members to follow these safe surfing practices:

- Verify the identity of the person before trusting or proceeding.

- Never share confidential information (bank account, OTPs, Aadhaar, passwords) with any user.
- Avoid giving money, gifts, or financial help to strangers online.
- Always involve your family in the matchmaking process.
- Arrange first meetings in public places and preferably with elders or guardians.
- Be cautious if the person tries to rush into marriage, avoid video calls, or refuses to share basic details.
- Report suspicious or uncomfortable interactions immediately to us.

### **17.3 Reporting Misuse**

If you encounter:

- Abusive or indecent messages,
- Fake profiles,
- Pressurizing behaviour,
- Demands for money or photos,

Please report the user immediately to our team at: **support@quboolnaama.com**

Your identity will be kept confidential, and necessary action will be taken in accordance with our terms and applicable laws.

### **17.4 Right to Regulate**

Quboolnaama Muslim Matrimony reserves the absolute right to monitor, investigate, and take legal or regulatory action against:

- Users violating platform guidelines,
- Any attempt to harm other users,

- Repeated or serious complaints,
- Profiles associated with scams or immoral behaviour.

We may cooperate with law enforcement agencies or cybercrime cells where necessary.

## **18. LEGAL DISCLAIMER**

### **18.1 General Disclaimer**

Quboolnaama Muslim Matrimony is a facilitator of matrimonial connections and does not guarantee the success or outcome of any alliance or communication made through its platform, whether via website, WhatsApp, or social media. We do not investigate or verify the authenticity of each user's claims, background, character, or intentions.

All information displayed or shared is self-submitted by users, and Quboolnaama Muslim Matrimony does not endorse, verify, or vouch for the accuracy, truthfulness, or completeness of any content, message, profile, or image submitted by members.

By using this platform, you agree that you alone are responsible for your interactions, decisions, and due diligence before entering into any communication, meeting, or alliance.

### **18.2 Platform Availability and Technical Issues**

While we strive to provide uninterrupted access to our services:

- We do not guarantee that the website or WhatsApp service will be error-free, secure, or continuously operational.
- Temporary suspension of services due to maintenance, server issues, technical failures, or external cyber threats may occur.

Quboolnaama Muslim Matrimony shall not be held responsible for any data loss, disruption of access, communication delays, or any other technical difficulties you may face while using the platform.

### **18.3 Limitation of Liability**

To the fullest extent permitted under applicable law, Quboolnaama Muslim Matrimony, its founder, agents, affiliates, or team shall not be liable for any direct, indirect, incidental, special, consequential, or exemplary damages, including but not limited to:

- Emotional distress, loss of time, or mental agony,
- Any financial loss or fraud arising out of communication between users,
- Any claims arising from unauthorized use or access to your data,
- Any matrimonial proposal or alliance that does not proceed as expected,
- Harassment, deceit, or misrepresentation by another member,
- Any loss resulting from users meeting offline or pursuing relationships outside the platform.

In any event, our maximum liability, if proven under any circumstances, shall not exceed the amount paid by the user towards subscription, and only where such payment was made within the last 3 months of the complaint.

### **18.4 Third-Party Links or Content**

We may share posts, stories, or external resources through WhatsApp or social media. These may contain links to third-party websites or pages, but Quboolnaama Muslim Matrimony does not control or endorse such content and shall not be liable for any outcomes resulting from such external interactions.

## **19. INDEMNIFICATION**

You agree to indemnify, defend, and hold harmless Quboolnaama Muslim Matrimony, its proprietor, representatives, affiliates, employees, partners, and agents from and against any and all claims,

liabilities, losses, damages, costs, and expenses (including reasonable legal fees) arising out of or relating to:

- Your access to or use of the Quboolnaama Muslim Matrimony platform (including WhatsApp, social media, or website);
- Any violation or alleged violation of these Terms of Use or applicable laws;
- Any misrepresentation, false information, or objectionable content submitted by you;
- Infringement of any intellectual property or privacy rights of a third party;
- Any interaction, meeting, or relationship formed as a result of contact made through our services;
- Any dispute, harassment, fraud, or misconduct arising from your actions or behavior on or off the platform;
- Breach of any representation, warranty, or covenant made by you under these Terms of Use.

This indemnity obligation will survive the termination or deactivation of your account and/or cessation of use of the services.

## **20. JURISDICTION CLAUSE**

These Terms of Use, and any dispute or claim arising out of or in connection with them, shall be governed by and construed in accordance with the laws of India, without regard to its conflict of law principles.

You expressly agree that any disputes, claims, or legal proceedings arising out of or relating to your use of Quboolnaama Muslim Matrimony's services—including but not limited to those provided via the website, WhatsApp, or social media platforms—shall be subject to the exclusive jurisdiction of the competent courts at Nagpur, Maharashtra, India.

You further agree and confirm that:

- You shall first attempt to resolve any concerns or grievances amicably by contacting our support team.
- No other courts or tribunals (other than those located in Nagpur) shall have jurisdiction over such disputes, to the extent permissible under law

## **21. CONSENT AND CONFIRMATION**

By registering with or using any service of Quboolnaama Muslim Matrimony—whether through our website, WhatsApp number, Instagram, Facebook, or any other associated platform—you:

- Confirm that you have read, understood, and voluntarily agreed to abide by these Terms of Use;
- Declare that all information you have provided is true, accurate, and submitted in good faith for the sole purpose of seeking a lawful marriage alliance;
- Acknowledge that Quboolnaama Muslim Matrimony is a service-based platform, and not a marriage bureau or matchmaking guarantor;
- Understand and accept that your continued use of our services, communication with other members, or submission of information constitutes valid and binding consent to all the clauses in these Terms of Use, Privacy Policy, and any other guidelines we may issue;
- Agree that breach of these terms may result in immediate suspension or termination of your access, without any obligation of refund or compensation.

If you do not agree to these Terms of Use, you are advised not to proceed with any registration, profile creation, or use of our services.

We thank you for placing your trust in Quboolnaama Muslim Matrimony and pray that Allah grants you a blessed, respectful, and successful match (Ameen).

At Quboolnaama Muslim Matrimony, we are dedicated to providing a respectful, secure, and faith-aligned platform that helps individuals and families connect for the sacred purpose of marriage. These Terms of Use are designed to ensure transparency, safety, and mutual trust between our users and our team.

We encourage all users to use the platform responsibly, honestly, and in accordance with Islamic values and applicable Indian laws.

If you have any questions, concerns, or need clarification regarding any part of these Terms of Use, please contact our support team at: **support@quboolnaama.com**

We wish you the very best in your search for a righteous and compatible life partner.

May your journey be guided with sincerity, patience, and barakah (blessings). Ameen.

**Last Updated:** 8th July 2025