GREEN FLAG - TERMS OF USE

Effective Date: 17th October 2026

WELCOME TO GREEN FLAG

Green Flag, is a brand owned by Rinica Next Private Limited (hereinafter referred to as Green Flag), providing a platform designed to help people discover, connect and communicate with others. These Terms of Use form a legally binding agreement between you and Green Flag, when you create an account or use the any of the platform Services.

We have included a short summary at the beginning of each section to make these Terms easier to understand. These summaries are only for convenience and do not replace the full terms below them.

1. ELIGIBILITY

1.1. *You must be an adult and legally entitled to use Green Flag.*

1.2. You must be at least 18 years old to create an account or use the Services. By using Green Flag, you represent that you:

a. are at least 18 years old;

b. have legal capacity to enter into this Agreement;

c. are not prohibited from using the Services under applicable law;

d. have not previously been removed from Green Flag for serious or repeated violations, unless expressly authorised by us to return; and

e. will comply with these Terms and all applicable laws.

1.3. You may not create an account for another person without their authority, misrepresent your identity or impersonate another individual.

2. YOUR ACCOUNT

Your account belongs to you, and you are responsible for keeping it accurate and secure.

You agree to provide accurate information and keep your account information reasonably up to date.

You are responsible for maintaining the confidentiality of your login credentials and for activity occurring through your account.

If you believe that another person has accessed or used your account without permission, you should notify us promptly at team@getgreenflag.in.

We may use phone, email, photograph, selfie, video, facial or other verification technologies to help confirm account authenticity. Verification does not mean that Green Flag guarantees a user's identity, background, intentions, character or conduct.

3. THE GREEN FLAG SERVICE

Green Flag gives you tools to discover and communicate with people. We do not guarantee a relationship or a particular outcome.

Green Flag may provide features including:

a. profile creation;
b. personalised discovery and matching;
c. AI-assisted profile discovery;
d. recommendations;
e. likes, Green Flags and similar interactions;
f. messages;
g. audio and video calls;
h. verification features;
i. safety tools;
j. free services;
k. subscriptions;
l. tokens or credits; and
m. other features introduced from time to time.

Green Flag is a technology platform. We are not a matrimonial agency, relationship counsellor, therapist, investigator or guarantor of another person's identity or behaviour.

You remain responsible for deciding whether and how to interact with another user, including whether to communicate outside the platform or meet them in person.

4. AI AND AUTOMATED FEATURES

4.1. Some Green Flag features use artificial intelligence (AI) and machine-learning systems to enhance user experience, assist with matchmaking and provide

communication support. AI-generated outputs are intended to assist users and may not always be accurate or reliable.

4.2. Green Flag may use artificial intelligence and machine-learning systems to:

a. Analyse user-provided profile information, preferences and interests to identify potentially compatible matches;

b. Recommend profiles and provide matchmaking suggestions based on user preferences, interactions and available information;

c. Analyse conversations and other information shared by users, where permitted, to provide compatibility insights and personalised recommendations;

d. Suggest conversation starters, sample messages and responses to help users initiate and maintain conversations;

e. Assist users in framing, refining or improving their messages and provide general communication tips;

f. Personalise the user experience through analytics relating to user preferences, behaviour and interactions; and

g. Provide other related AI-assisted recommendations and analytical insights to enhance the platform's matchmaking and communication features.

4.3. AI-generated recommendations, compatibility assessments, conversation suggestions and other analytical outputs may be inaccurate, incomplete or inappropriate and should not be treated as factual assessments or guarantees concerning another person, their intentions or the potential success of a relationship.

4.4. Green Flag does not provide legal, medical, psychological, financial or other professional advice through its AI features.

5. THIRD-PARTY TECHNOLOGY

We use other technology companies to help us run Green Flag.

5.1. We may use third-party providers for services including cloud hosting, artificial intelligence, analytics, communications, identity verification, payments and security.

5.2. Where a third-party provider processes information on our behalf, its access will be governed by applicable contractual and data-protection requirements.

5.3. Where you independently access a third-party product or service through Green Flag, that provider's own terms may also apply.

6. PRIVACY

Your privacy matters, and our Privacy Policy explains how we handle your information.

Please read our Privacy Policy, which explains how Green Flag collects, uses, shares, retains and protects personal data.

By using Green Flag, you acknowledge that you have been provided access to the Privacy Policy.

7. YOUR RIGHTS

You can use Green Flag for personal purposes as long as you follow these Terms.

7.1. Green Flag grants you a limited, personal, revocable, non-exclusive, non-transferable and non-sublicensable right to access and use the Services for their intended personal purpose.

7.2. This licence automatically ends when your right to use the Services is suspended or terminated.

7.3. You may not copy, reproduce, distribute, sell, licence, scrape, reverse engineer or commercially exploit Green Flag.

8. GREEN FLAG's RIGHTS

You continue to own your content, but you give us the permissions we need to operate Green Flag.

8.1. You retain ownership of photographs, videos, prompts, messages and other content you submit to Green Flag ("Your Content").

8.2. By submitting Your Content, you grant Green Flag a worldwide, non-exclusive, royalty-free, transferable and sublicensable licence to host, store, reproduce, display, transmit, adapt and otherwise process Your Content to the extent reasonably necessary to:

a. operate the Services;
b. display your profile;
c. provide matching and AI functionality;
d. maintain security;
e. moderate content;

f. investigate complaints;

g. enforce these Terms;

h. comply with applicable law; and

i. improve Green Flag in accordance with our Privacy Policy.

8.3. The licence granted under this section remains subject to your rights under applicable data-protection law.

9. COMMUNITY GUIDELINES

Treat other users with respect. Certain behaviour is never permitted on Green Flag.

You may not use Green Flag to:

a. harass, stalk, threaten or intimidate anyone;

b. engage in sexual harassment;

c. send unsolicited sexually explicit content;

d. display nudity or obscene conduct through video calls;

e. distribute intimate images without consent;

f. discriminate against or abuse another person;

g. engage in fraud, scams, blackmail or extortion;

h. solicit passwords, OTPs, banking credentials or similar information;

i. impersonate another person;

j. solicit unlawful sexual services;

k. facilitate trafficking or exploitation;

l. promote criminal activity;

m. distribute unlawful drugs, weapons or prohibited material;

n. exploit or sexualise a minor;

o. distribute child sexual abuse material;

p. send malware or harmful code;

q. scrape user information;

r. operate unauthorised bots;

s. use another user's content to train an external AI system;

t. use Green Flag for commercial solicitation without permission; or

u. otherwise violate applicable law.

10. VIDEO AND AUDIO CALLS

Calls should remain consensual and respectful.

Calls and communications should remain consensual, private and respectful.

10.1. Green Flag allows users to communicate through text messages, audio calls and video calls. All users are expected to maintain appropriate standards of conduct while using these features.

10.2. Users must not use these communication features to transmit, display or exchange:

a. nudity without the other user's consent;

b. pornographic or obscene material;

c. sexual acts or indecent exposure;

d. threats, harassment or intimidation;

e. hateful or discriminatory content;

f. violence or unlawful conduct; or

g. material involving or depicting minors sexually.

10.3. Users must not record, reproduce, distribute or disclose another user's private text, audio or video communications without lawful authority and, where required, consent.

10.4. For user safety, complaint resolution and prevention of misuse, Green Flag may temporarily record, process and securely store text messages, audio recordings and video recordings exchanged through the platform for a period of up to 15 minutes on its servers, in accordance with its Privacy Policy.

10.5. Where a communication is reported or flagged within the prescribed period, Green Flag may preserve the relevant text messages, audio recordings or video recordings for investigation, moderation, complaint resolution or compliance with applicable law.

10.6. Communications and recordings that are not subject to any complaint or investigation will be automatically deleted upon expiry of the 15-minute retention period, subject to applicable legal obligations. Reported communications may be retained for such additional period as reasonably necessary for investigation or dispute resolution.

10.7. Green Flag may use technical and moderation systems to identify suspected violations and shall implement appropriate safeguards to protect retained communications against unauthorised access, disclosure or misuse.

11. SAFETY

11.1. Green Flag facilitates introductions and connections between users; however, users remain responsible for their interactions, communications and decisions concerning other users.

11.2. Green Flag does not conduct comprehensive background investigations of every user and does not guarantee the accuracy or authenticity of information provided by users.

11.3. Users are advised to exercise appropriate caution before sharing personal or financial information, engaging in private communications or meeting another user in person. Users should never transfer money solely at the request of someone they have met through Green Flag.

11.4. Any indecent, obscene, sexually explicit, threatening, abusive or harassing conduct, including inappropriate nudity, unsolicited sexual advances, sexually offensive remarks, acts intended to insult the modesty of a woman, or violations of another user's privacy during messaging, audio calls or video calls, is strictly prohibited.

11.5. Any violation of Green Flag's Community Guidelines, Terms of Service or applicable laws may result in immediate suspension or termination of the user's account, preservation of relevant evidence, and reporting to the appropriate law enforcement authorities.

11.6. Depending on the nature and circumstances of the conduct, offenders may face criminal proceedings under applicable Indian laws, including:

a. Sections 75, 77, 78 and 79 of the Bharatiya Nyaya Sanhita, 2023, relating to sexual harassment, voyeurism, stalking and acts intended to insult the modesty of a woman;

b. Sections 66E, 67 and 67A of the Information Technology Act, 2000, relating to violation of privacy and the publication or transmission of obscene or sexually explicit material in electronic form; and

c. Any other applicable provisions relating to criminal intimidation, harassment, exploitation or unlawful conduct.

11.7. Such offences may attract fines and imprisonment, which, depending on the offence and applicable statutory provisions, may extend to **seven years**.

11.8. In addition to criminal proceedings, Green Flag reserves the right to pursue appropriate civil remedies against users for violations of its Terms of Service, Community Guidelines or applicable law, including claims for damages, compensation or injunctive relief, where legally maintainable.

12. REPORTING AND MODERATION

We may investigate reports and take action against accounts or content that break our rules.

12.1. Green Flag may review reports and investigate suspected violations. Depending on the circumstances, we may:

a. remove content;
b. issue a warning;
c. restrict features;
d. request verification;
e. temporarily suspend an account;
f. permanently terminate an account; or
g. report suspected unlawful conduct to competent authorities.

12.2. For less serious violations, Green Flag may, at its discretion, provide a warning or opportunity to correct the behaviour before further action is taken.

12.3. Users are advised to report or flag any objectionable text message, audio call or video call within 15 minutes of the relevant communication. Green Flag's ability to investigate complaints may be limited where the relevant communication has been automatically deleted following expiry of the retention period. However, users may continue to submit complaints after this period, and Green Flag may take appropriate action based on any other information or evidence available.

13. PURCHASES AND SUBSCRIPTIONS

Some Green Flag features are free and others may require payment.

Green Flag may offer:

a. free features;
b. subscription plans;

c. premium functionality;

d. tokens;

e. credits; or

f. individual paid features.

Pricing and material purchase conditions will be shown before you complete a transaction.

We may change our products and pricing prospectively.

Unless we expressly state otherwise, paying for a subscription or feature does not guarantee any particular number of matches, interactions, responses or relationship outcomes.

14. AUTOMATIC RENEWAL

Subscriptions may renew unless you cancel them.

If you purchase an automatically renewing subscription, it will renew at the applicable price and billing period disclosed when you subscribe unless you cancel it before renewal.

Deleting your Green Flag account or uninstalling Green Flag does not necessarily cancel an externally billed subscription.

15. REFUNDS

Refund eligibility may depend on the applicable consumer law, the service purchased and the payment platform through which the transaction was processed.

Nothing in these Terms excludes any refund right that cannot lawfully be excluded.

16. GREEN FLAG'S INTELLECTUAL PROPERTY

Green Flag owns its platform, technology and branding.

Except for Your Content and third-party material, Green Flag owns or licenses the rights in its software, algorithms, interfaces, designs, trademarks, branding, databases and other intellectual property.

Nothing in these Terms transfers ownership of Green Flag's intellectual property to you or any other third party.

17. ACCOUNT TERMINATION

You can leave Green Flag, and we can restrict accounts that violate these Terms.

17.1. You may stop using Green Flag and request deletion of your account at any time by emailing us at team@getgreenflag.in. Green Flag will acknowledge and respond to your request within 3-4 working days of receiving your email and communicate the necessary steps for processing your request.

17.2. We may restrict or terminate your account where reasonably necessary because:

a. you violated these Terms;
b. you engaged in fraudulent or unlawful conduct;
c. another user's safety may be at risk;
d. we are required to do so by law; or
e. it is necessary to protect the integrity or security of Green Flag.

17.3. Serious safety violations may result in immediate termination.

18. DISCLAIMER

Green Flag provides technology for meeting people. We cannot guarantee what another person will do.

To the maximum extent permitted by law, Green Flag does not guarantee:

a. that every profile is accurate;
b. that every user is genuine;
c. that you will receive matches;
d. that another person will respond;
e. that another user will behave appropriately;
f. that AI-generated outputs will be accurate;
g. that you will enter into a relationship; or
h. that the Services will operate uninterrupted or without error.

19. LIMITATION OF LIABILITY

There are limits on what Green Flag can legally be responsible for.

To the maximum extent permitted by applicable law, Green Flag will not be responsible for any indirect, incidental, special or consequential loss arising solely from use of the Services.

20. INDEMNITY

You are responsible for claims caused by your own use of Green Flag.

To the extent permitted by law, you agree to indemnify Green Flag against all:

a. your conduct;

b. content you submit;

c. intentional fraud or misconduct; or

d. your material breach of these Terms.

21. CHANGES TO THE SERVICES

Green Flag will evolve over time.

We may introduce, modify or discontinue features.

Where a material change affects an existing paid entitlement, we will deal with that change in accordance with applicable law.

22. CHANGES TO THESE TERMS

22.1. Green Flag reserves the right to amend, modify or update these Terms and Conditions from time to time.

22.2. Any revisions will be published on Green Flag's website or application, along with the updated effective date.

22.3. Users are responsible for periodically reviewing the Terms and Conditions to remain informed of the latest provisions. Continued use of Green Flag following the effective date of any revised Terms shall constitute acceptance of the updated Terms.

23. DISPUTE RESOLUTION AND GOVERNING LAW

23.1. This Agreement is governed by the laws of India.

23.2. In the event of a dispute arising under this Agreement, the parties agree to first attempt to resolve the conflict through good faith negotiations and mandatory mediation at Mohit Mokal Mediation, having their office at 3rd Floor, Plot 190A, Sector 12, Vashi, Navi Mumbai- 400703, as per their rules. If the dispute cannot be resolved through mediation, the parties agree to submit the dispute to binding arbitration. The arbitration shall be conducted in accordance with the Arbitration and Conciliation Act, 1996.

23.3. The Courts at Navi Mumbai shall have exclusive supervisory jurisdiction.

24. GRIEVANCE REDRESSAL

If you have a complaint, you can contact us.

Email: team@getgreenflag.in

Address: A, 167, TTC Industrial Area, MIDC Industrial Area, Kopar Khairane, Navi Mumbai, Maharashtra 400710.