

PROTASK – Technician Mobile Application Terms & Conditions

Executive Compliance Version
TTRACKTECH SOFTWARE

1. Introduction

These Terms & Conditions (“Agreement”) govern the access and use of the ProTask Technician Mobile Application (“Application”) operated by TTRACKTECH SOFTWARE.

By registering, logging in, or using the Application, the Technician confirms acceptance of these Terms.

2. Purpose of the Application

The Application supports operational workforce management including ticket handling, GPS navigation, task tracking, SLA monitoring, communication, and field operations.

3. Eligibility & Authorized Access

Technicians must be at least 18 years old, officially authorized by a registered organization, and use only approved credentials.

4. Account Responsibilities & Security

Technicians are responsible for maintaining credential confidentiality and reporting unauthorized access within 24 hours.

5. Ticket Handling & Operational Responsibilities

Technicians must respond to assignments within SLA timelines, update statuses accurately, and perform work professionally.

6. GPS Tracking, Monitoring & Activity Logging

The Application may collect real-time GPS location, route activity, timestamps, and operational logs for assignment optimization and SLA monitoring.

7. Customer Data Access & Data Usage

Customer data access is restricted strictly to assigned tasks and must not be shared externally or used for marketing purposes.

8. Uploads, Evidence & Digital Signatures

Uploaded reports, photos, and signatures must be accurate and legally compliant. Digital signatures may be treated as valid acknowledgements under Indian IT laws.

9. Prohibited Activities

Technicians shall not manipulate ticket statuses, spoof GPS data, reverse engineer the platform, or misuse customer data.

10. SLA Monitoring & Performance Evaluation

Performance metrics such as response time, acceptance rate, and completion efficiency may be monitored by authorized administrators.

11. Privacy, DPDP Compliance & Data Rights

TTRACKTECH SOFTWARE complies with India's Digital Personal Data Protection Act (DPDP), 2023 and may process operational and location data.

12. Notifications & Communication Consent

The Application may send push notifications, WhatsApp alerts, SMS, and operational reminders.

13. Intellectual Property Rights

All software, APIs, workflows, branding, and system architecture remain the exclusive intellectual property of TTRACKTECH SOFTWARE.

14. Suspension, Restriction & Termination

Accounts may be suspended for policy violations, fraud, SLA breaches, or unauthorized activity. Appeals may be submitted within 7 days.

15. Limitation of Liability

TTRACKTECH SOFTWARE shall not be liable for network failures, GPS inaccuracies, third-party service disruptions, or external operational delays.

16. Amendments & Policy Updates

Material updates to these Terms may require active in-app re-confirmation before continued access is permitted.

17. Grievance Redressal & Dispute Resolution

Technicians may raise disputes via support@ttracktech.com. Unresolved disputes may proceed to arbitration under Indian law.

18. Governing Law & Jurisdiction

These Terms shall be governed by the laws of India with jurisdiction in Hyderabad or Bengaluru courts.

19. Acceptance

By using the ProTask Technician Application, the Technician confirms acceptance of all Terms & Conditions.

TTRACKTECH SOFTWARE
ProTask – Smarter Operations. Seamless Execution.