

Community Guidelines

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Empirical (OPC) Private Limited · cloxy.co

Cloxy works because strangers trust each other enough to work together at short notice. A business hands its floor to a worker it has never met; a worker walks into a workplace they have never seen. These Community Guidelines set the standard of behaviour that makes that trust possible. They are set by **Empirical (OPC) Private Limited** ("Cloxy", "we") and apply to every worker, every business, and every person acting for a business - in the apps, in in-app chat, and at the workplace during a Cloxy shift.

These guidelines form part of the [Terms of Service](#) and work alongside the [Worker Terms](#), the [Business Terms](#), the [Safety Policy](#), and the [Acceptable Use Policy](#). Breaking them has consequences, explained in Section 13.

The short version

Be respectful, be honest, be yourself. One account per person. No harassment, no scams, no threats, no discrimination. Keep Cloxy work on Cloxy, and treat other people's information with care. Real people - trained Cloxy staff, not software - review reports and make enforcement decisions, and you can appeal any decision.

1. Treat people with respect

Every shift is a working relationship between people. Basic professionalism applies on both sides.

- **Workers** - show up on time, dressed as instructed, ready to work, and treat the business's staff and customers courteously.
- **Businesses** - treat workers as the professionals they are: clear instructions, a decent working environment, and the conditions and breaks the shift promised.
- **Everyone** - keep chat civil, even when something goes wrong. Disagreements happen; abuse is never the way to resolve them.

2. Harassment and hate speech

We do not tolerate:

- Bullying, intimidating, or humiliating anyone - in chat or at the workplace.
- Unwanted sexual attention of any kind: advances, remarks, messages, or images. Sexual misconduct is covered in detail in the [Safety Policy](#) and carries zero tolerance.
- Slurs or hate speech targeting religion, caste, race, ethnicity, gender, sexual orientation, disability, or any other part of who someone is.

If it happens to you or you witness it, report it - Section 12 explains how.

3. Fraud and scams

- No fake shifts, fake businesses, or shifts posted with no intention to hire or pay.
- No one on Cloxy should ever ask a worker to pay to get a shift. Demands for deposits, registration fees, or training fees are scams - report them.
- No phishing. Never ask anyone for their OTP, password, or bank details in chat. Cloxy staff will never ask for your OTP either.
- No manipulating ratings or reviews - do not trade, coerce, or fake them.
- No attendance fraud - clocking in for someone else or faking your location. This is covered prominently in the [Acceptable Use Policy](#).

4. Violence and threats

Zero tolerance. Violence, threats of violence, intimidation, or encouraging others toward violence lead to removal from the platform and, where appropriate, referral to the police. If you are in danger, call **112** first - India's national emergency number. The [Safety Policy](#) explains what to do in an emergency and how we respond.

5. Be who you say you are

A verified marketplace only works if every account is one real person or one real business.

- **One account per person.** Do not create multiple accounts, and do not share your account with anyone.
- Use your own identity documents. Submitting someone else's documents, edited documents, or fake documents is identity fraud - see the [Verification Policy](#).
- Never work a shift under someone else's account, and never let someone work under yours.
- A business account must represent a real business, run by someone authorised to act for it.
- No impersonating other people, other businesses, or Cloxy staff.

6. Spam

- No repeated unwanted messages in chat.
- No advertising, promotions, or recruiting for other services through chat or shift posts.
- No posting shifts as a way to advertise something else.
- No chain messages or money-circulation schemes.

7. Illegal work and unsafe requests

Cloxy is for lawful shift work only.

- Businesses must not post shifts for illegal activity, or ask a worker to do anything illegal during a shift.
- Businesses must not ask a worker to perform work that lawfully requires a licence or qualification the worker does not hold.
- Businesses must not ask workers to skip safety equipment or take risks beyond the work described in the shift.
- Workers must not offer or perform illegal services.

The [Business Terms](#) carry the full lawful-workplace duty, and the [Safety Policy](#) explains how to report unsafe work.

8. Discrimination

Hiring on Cloxy should be about the work: skills, experience, ratings, reliability, availability, and distance.

- Businesses must not refuse, mistreat, or underpay workers because of religion, caste, race, ethnicity, gender, sexual orientation, disability, or any other protected attribute.
- Workers must not refuse to work alongside someone, or treat a business's customers differently, on those grounds.

Genuine occupational requirements stated in a shift description - for example, a role that legally requires a minimum age or a specific licence - are not discrimination.

9. Keep Cloxy work on Cloxy

When a shift runs through Cloxy, both sides get protections: verified identities, attendance records that make pay disputes resolvable, ratings, violation history, and a grievance process. Taking Cloxy-originated work off the platform to evade Cloxy strips those protections away - usually from the worker.

- Do not use Cloxy to find a worker or business and then move the same work off the platform to evade Cloxy.
- Do not solicit workers or businesses in chat to transact outside the platform.

The matching commitments are in the [Worker Terms](#), the [Business Terms](#), and the [Acceptable Use Policy](#).

10. Respect other people's information

Working with someone on Cloxy gives you access to their information: names, contact details, addresses, chat history. Use it only for the shift it came with.

- If you receive someone's contact details through Cloxy, use them only to coordinate that shift - not for marketing lists, other ventures, or anything they did not agree to.
- Do not publicly share screenshots of chats, profiles, ratings, or documents. Sharing them with Cloxy or with law enforcement as evidence in a report is fine.
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Do not scrape, collect, or store other users' data - see the [Acceptable Use Policy](#).

- Businesses that receive worker data have their own legal duties for it under the DPDP Act - see the [Business Terms](#) and the [Privacy Policy](#).

11. Chat conduct

In-app chat exists to coordinate work: shift details, directions, dress code, expectations. It supports text and images, and the same standards apply to both.

- Keep messages relevant to the work and civil in tone.
- Images must be lawful and appropriate to a working relationship: a photo of the venue, a dress-code example, a document you were asked for. Never send sexually explicit, violent, or otherwise abusive images.
- No harassment, spam, or off-platform solicitation - Sections 2, 6, and 9 apply in chat too.

Chat messages are stored on the platform and may be reviewed as evidence during an investigation, where lawful - see the [Privacy Policy](#) and the [Safety Policy](#).

12. Reporting a problem

Report behaviour that breaks these guidelines through the support section of the app, or by email to cloxysupport@gmail.com. Include the shift, the people involved, what happened, and any evidence such as screenshots.

We acknowledge reports within **24 hours** and resolve them within **15 days**. If anyone is in immediate danger, call **112** first - see the [Safety Policy](#).

13. How we enforce these guidelines

Enforcement is proportionate. Depending on severity and history, we move up this ladder - and serious conduct can skip steps.

STEP	WHAT IT MEANS
Warning	We tell you in the app what happened and what must change. No lasting effect if the behaviour stops.
Violation record	The incident is recorded on your account and considered in future decisions about your standing.
Suspension	Your account is temporarily blocked - as a sanction, or while an investigation runs.
Termination	Your account is permanently closed, and you may not create a new one.
Referral to law enforcement	For criminal conduct - fraud, threats, violence, identity misuse - we hand the evidence to the police.

- **People decide, not software.** Some violation records are created automatically by simple rules - for example, a no-show is recorded when a hired worker never clocks in (see the [Cancellation & No-Show Policy](#)). But every decision that affects your access to Cloxy - warnings, suspensions, terminations - is made by trained Cloxy staff after reviewing the evidence, never by automation.
- **No fixed strike count.** We look at severity, pattern, and context. A single severe incident can end an account; an honest mistake usually will not.

14. Appeals

If you believe an enforcement decision is wrong, appeal to our Grievance Officer. Tell us which decision you are appealing, why, and anything we should look at again. Appeals are reviewed fresh by Cloxy staff who were not the original decision-makers wherever possible.

GRIEVANCE OFFICER (APPEALS)

Empirical (OPC) Private Limited

cloxysupport@gmail.com

Monday to Saturday, 10:00 AM to 7:00 PM IST

We acknowledge appeals within **24 hours** and resolve them within **15 days**.

Full contact options and escalation paths are on the [Contact & Grievance Officer](#) page.