

Contact & Grievance Officer

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Empirical (OPC) Private Limited · cloxy.co

This page is the single place for reaching **Empirical (OPC) Private Limited**, the company that operates the Cloxy platform. It covers our company details, the Grievance Officer designated under Indian law, everyday support, our response timelines, and where to send formal notices.

For how we handle your personal data, see the [Privacy Policy](#). For the platform rules, see the [Terms of Service](#).

1. Company details

Empirical (OPC) Private Limited

Ahmedabad, Gujarat, India

"Cloxy" is the operating brand of Empirical (OPC) Private Limited.

2. Grievance Officer

Our Grievance Officer is designated under the Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021, and is also the contact point for personal-data grievances under the DPDP Act, 2023.

Complaints about content, privacy, verification, or platform decisions all start here.

GRIEVANCE OFFICER (IT RULES, 2021 AND DPDP ACT, 2023)

Empirical (OPC) Private Limited

cloxysupport@gmail.com

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

Grievances are acknowledged within **24 hours** and resolved within **15 days**. All response timelines are in Section

4.

3. Support

For general product and account help - login trouble, shift questions, profile changes - email

cloxysupport@gmail.com or use the in-app support options in the Cloxy Talent and Cloxy Business apps. Grievances and legal matters should go to the Grievance Officer (Section 2) so they enter the formal process with its timelines.

Many questions are already answered in the [Privacy Policy](#), the [Data Retention Policy](#), and the [Cookie Policy](#).

4. Response timelines

What to expect after you contact us	
REQUEST TYPE	OUR COMMITMENT
Grievances (content, privacy, platform decisions)	Acknowledged within 24 hours , resolved within 15 days
Certain unlawful-content complaints	Acted on within 72 hours where the IT Rules, 2021 require it
General support	Response within 2 business days

5. If you are not satisfied

If our response does not resolve your complaint, you can escalate:

- **Personal-data matters** - to the **Data Protection Board of India** under the DPDP Act, 2023.
- **Consumer disputes** - to the consumer commissions established under the Consumer Protection Act, 2019.

6. Legal notices

Formal legal notices should be sent in writing to the registered office address in Section 1 and, in parallel, by email to cloxysupport@gmail.com with the subject marked "Legal Notice". Sending both ensures your notice reaches the right people quickly.

7. Law enforcement

Requests for user data from law-enforcement agencies must follow valid legal process and should be addressed to the Grievance Officer. We review every request for legal validity, scope, and proper authority before responding - see the government-requests section of the [Privacy Policy](#).

8. Copyright and takedown notices

Notices of copyright infringement, and requests to take down content, go to the Grievance Officer and must follow the requirements in the [Copyright & Content Takedown](#) policy. The timelines in Section 4 apply.