

Worker Terms

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These Worker Terms supplement the [Terms of Service](#) and apply to everyone with a Cloxy Talent account. By creating a talent account or working a Shift, you accept them. Capitalised terms have the meanings given in the Terms of Service.

Cloxy works because businesses can rely on the people who show up. These terms describe what we and the businesses you work for expect from you - and what you can expect in return.

The short version

Show up on time, dressed as the shift asks. Clock in and out honestly. Be sober, safe, and respectful. Keep what you learn at a business confidential. You work as an independent contractor, so your taxes are your own responsibility. Cancellations and no-shows are recorded, and a person on our team - not an algorithm - reviews repeated violations.

1. How these terms fit with the Terms of Service

These terms add worker-specific duties on top of the [Terms of Service](#). If the two conflict, the Terms of Service prevail on the conflicting point, as set out in its order of precedence. The Policies also apply to you - especially the [Cancellation & No-Show Policy](#), [Community Guidelines](#), [Safety Policy](#), and [Acceptable Use Policy](#).

2. Professional conduct and dress code

- Arrive prepared for the role you accepted, and follow the reasonable, lawful instructions the Business gives you for the Shift.
- Follow the **dress code and grooming requirements** stated in the Shift instructions. If none are stated and you are unsure, ask in chat before the Shift.
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Be courteous to the Business's staff, customers, and your co-workers.

- Represent your skills and experience honestly - on your profile and at the venue.
- Do not bring anyone else to work the Shift. Only the hired Worker may attend and clock in.

3. Genuine identity and documents

Your account must be yours, in your name, with your documents. This is the foundation of a verified marketplace.

- Submit only genuine, unaltered, current government-issued documents that belong to you. The review process is in the [Verification Policy](#).
- Keep your documents current. Documents past their expiry date are flagged automatically, and you must re-verify to keep working.
- Never let anyone else use your account, and never work a Shift under someone else's account.

Submitting false or borrowed documents, or impersonating anyone, is identity misuse under the [Terms of Service](#) and can permanently end your account.

4. Attendance and clocking

Plan your travel so you arrive with time to spare. The clock-in window opens **10 minutes** before the scheduled start, and at least **15 minutes** must pass between clock-in and clock-out. Depending on the Shift, you clock in either by a single GPS reading within **100 metres** of the Shift location, or by scanning the Business's rotating QR code, which changes every **30 seconds**.

4A. What failed clock attempts mean

A failed attempt does not clock you in. Every attempt - successful or failed - is recorded with the reason it failed, for example being outside the 100-metre radius or scanning an expired QR code. If you cannot clock in at the venue, tell the Business's shift contact immediately and raise it with Cloxy support from the app. Cloxy staff can correct clock records; every correction is logged and both you and the Business are notified in the app.

4B. If you are running late

Tell the Business in chat as early as you can. Late arrival is not penalised automatically, but repeated or unexplained lateness can lead to review of your account. If you cannot attend at all, cancel before the Shift starts - see the [Cancellation & No-Show Policy](#).

5. Zero tolerance: intoxication and harassment

- Never attend a Shift under the influence of alcohol or drugs, and never consume them during a Shift.
- Harassment of any kind - including sexual harassment, threats, violence, and hate speech - toward anyone at the workplace or on the Platform is prohibited.

Reports of intoxication or harassment trigger immediate review, can lead to suspension while we investigate, and may be reported to law enforcement. See the [Community Guidelines](#) and the [Safety Policy](#). If you experience harassment at a workplace, report it - the Safety Policy explains how, and no one may retaliate against you for reporting.

6. Confidentiality of business information

Working a Shift can expose you to a Business's non-public information: prices and margins, suppliers, recipes and processes, customer details, security arrangements, and systems. Treat all of it as confidential.

- Use business information only to do the work of the Shift.
- Do not share, post, or photograph it - including on social media.
- Do not take documents, data, or customer details with you when the Shift ends.

This duty continues after the Shift ends and after your account closes.

7. Workplace safety and hazard reporting

- Follow the safety instructions and use the safety equipment the Business provides.
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Do not perform tasks you are not qualified for or that are outside the Shift description - say so, in chat, so there is a record.

- **Report hazards.** If something at the workplace is unsafe, tell the Business immediately and report it to Cloxy through the app or support.
- In an emergency, call **112** first, then inform the Business and Cloxy.

You never have to keep working in conditions you reasonably believe are unsafe. Leave the unsafe situation and report it so we can review it - the process and timelines are in the [Safety Policy](#).

8. Getting paid

Current status of platform payments

Platform payments are being enabled progressively. Until they are active for your Shifts, the Business pays you directly - the exact pay displayed on the Shift before you applied - and Cloxy does not process, hold, or transfer the money.

8A. When platform payments are enabled

- Pay is automatic: when you clock out and the Shift completes, your pay is transferred to the Razorpay linked account created in your name, and then settles to your bank account or UPI on the payment gateway's timelines.
- To receive payouts you must provide your **PAN** and your **bank account (number and IFSC) or UPI ID**. How these details are stored and protected is in the [Privacy Policy](#).
- Payout details must be your own. Providing someone else's PAN or bank account is identity misuse.
- **Cloxy holds no user funds and has no wallet.** Money moves through Razorpay, an RBI-regulated payment provider.

Pay calculation, settlement timelines, and everything else about money is in the [Payment Policy](#).

8B. If your pay is wrong or missing

If you were not paid, or the amount is wrong, raise a pay dispute from the Shift in the app - the flow covers both "**not paid**" and "**wrong amount**". We review disputes against the Shift's clock records and payment records and respond in the app. If you are not satisfied, escalate to the Grievance Officer via [Contact & Grievance Officer](#).

9. Taxes and social security

You work as an **independent contractor**. Cloxy is not your employer, and working Shifts through Cloxy does not create an employment relationship with Cloxy.

- Cloxy does not deduct income tax from your pay. You are responsible for reporting your earnings and paying any tax due on them.
- Cloxy does not provide Provident Fund (PF), Employees' State Insurance (ESI), or other employment benefits.
- Keep your own records. The app's earnings screens can help you track completed Shifts and income.

The Code on Social Security, 2020 contains provisions for gig and platform workers that may create registration requirements and welfare mechanisms as central and state governments notify them. If a notified mechanism applies to work on Cloxy, we will tell you in the app and on this website what it means for you.

10. Ratings and the Pro badge

After each Shift, the Business rates you and your co-workers can rate you - **Yes**, **Maybe**, or **No**, with an optional comment. You rate the Business the same way. Ratings are visible and inform future hiring decisions, so protect yours by showing up and doing good work.

The Pro badge

The Pro badge is computed automatically from your record: **50 or more completed Shifts** with **at least 80% positive ratings**. It signals reliability to every Business that views your profile.

11. Violations and your standing

Every cancellation and every no-show is recorded on your account as a Violation, with the reason captured. Other breaches of these terms or the Policies can be recorded as Violations too.

There is **no automated strike count**. Repeated or serious Violations lead to review by a person on our team, which can result in a warning, suspension, or termination depending on your overall record and the circumstances. The details are in the [Cancellation & No-Show Policy](#).

12. Keep the work on Cloxy

Do not take work sourced through Cloxy off the platform to avoid Platform Fees or platform records - for example, agreeing in chat or at the venue to work future shifts for a Business directly instead of through the app.

This is not just a fee rule. Off-platform work has no verified clock records, no pay-dispute evidence, and no platform protection. If a Business asks you to go off-platform, you can report it via [Contact & Grievance Officer](#).

13. Suspension, termination, and appeal

The suspension and termination rules in the [Terms of Service](#) apply to you. In short: enforcement decisions are made by trained Cloxy staff after reviewing your record, not by automation, and we notify you in the app with the reason unless the law or a safety investigation prevents it.

You can appeal any enforcement decision to the Grievance Officer at cloxysupport@gmail.com or via [Contact & Grievance Officer](#). Appeals are acknowledged within **24 hours** and resolved within **15 days**.