

Privacy Policy – RedCat Hospitality Private Limited

Effective Date: [Insert Date]

Introduction

RedCat Hospitality Private Limited (“we”, “our”, “us”) values your trust and is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you use our website (redcathospitality.com), mobile applications (Android, iOS, Windows, Blackberry), and services (collectively referred to as “RedCat” or “Platform”). By using our Platform, you consent to the practices described in this Policy. If you do not agree, please discontinue use of the Platform.

1. Information We Collect

We may collect and process the following categories of information: - Personal Information: Name, email address, phone number, KYC documents, payment details, and other contact information. - Device Information: Device model, operating system, identifiers, IP address, and mobile network details. - Location Information: Collected with consent for functionality, tracking, and recovery purposes. - Account Information: Login credentials, preferences, and subscription details. - Activity Data: Pages viewed, searches, browser type, IP address, referring URL, and timestamps. - Feedback & Communication Data: Information shared during feedback, complaints, or queries. - Third-Party Account Information: Data transmitted if you link external accounts, subject to your consent.

2. How We Use Your Information

We use collected information to: - Provide, operate, and improve our services. - Verify identity and ensure secure transactions. - Send OTPs, transaction alerts, newsletters, and updates. - Track and recover devices (with your consent). - Customize your experience and improve service functionality. - Detect, prevent, and investigate fraud or misuse. - Comply with applicable laws and regulatory requirements.

3. Cookies & Tracking Technologies

We use cookies and analytics tools to enhance user experience and measure performance. Cookies may be session-based or persistent. Third-party tools may collect anonymous usage data. You may disable cookies in your browser, though some features may not function properly.

4. Data Storage & Security

Your data is stored securely on GDPR-compliant servers (e.g., Google Cloud) with encryption and access controls. While we implement industry-standard security measures, transmission over the internet is not completely secure, and we cannot guarantee absolute protection.

5. Data Retention

We retain personal information only as long as necessary for the purposes outlined in this Policy. Once no longer required, data will be securely deleted or anonymized in compliance with applicable law.

6. Your Rights

Depending on applicable laws (GDPR, CCPA, etc.), you have the right to: - Access, correct, or delete your personal data. - Restrict or object to data processing. - Data portability. - Withdraw consent at any time. - Opt-out of non-essential communications. Requests may be submitted through the contact details provided below.

7. Sharing & Disclosure

We do not sell your personal data. Information may be shared only: - With your explicit consent. - With affiliates, subsidiaries, or service providers under confidentiality agreements. - With regulators (e.g., banks, RBI) where legally required. - In case of mergers, acquisitions, or business restructuring. - To comply with legal obligations, enforce terms, or protect rights and safety.

8. Children's Privacy

Our services are intended for users aged 18 and above. We do not knowingly collect data from minors. If such information is identified, it will be promptly deleted.

9. User Control & Account Deletion

You can review and update your account information through the Platform. You may also request deletion of your account and data, subject to legal or regulatory retention requirements. Deletion requests may be sent via our contact channels. Post-deletion, services will no longer be available to you.

10. Third-Party Links

Our Platform may contain links to external websites. We are not responsible for their content or privacy practices. Users are encouraged to review third-party privacy policies before engaging with such sites.

11. Enforcement & Legal Compliance

We may use collected data to investigate, enforce, and apply our Terms of Use and Privacy Policy. Information may also be disclosed in good faith when required to comply with legal processes, such as subpoenas or court orders.

12. Policy Updates

This Privacy Policy may be updated periodically. Changes will be posted with a revised "Effective Date." Continued use of our Platform after updates indicates acceptance of the revised policy.

13. Governing Law & Jurisdiction

This Privacy Policy shall be governed by and construed in accordance with the laws of India. Any disputes shall be subject to the exclusive jurisdiction of courts/tribunals in Bengaluru, India.

14. Grievance Redressal & Contact

For questions, concerns, or to exercise your data rights, please contact: Grievance Officer RedCat Hospitality Private Limited ASTRA TOWERS, ASO-325, 7th Floor, Rajarhat IT Park, 2C/1 Action Area II C, Newtown, Rajarhat, Kolkata – 700157 Nearest Bus Stop: Akhankha ■ Email: thredcathospitality@gmail.com | support@redcat.co.in