Terms and Conditions

RV University Lost & Found Application

Effective Date: April 03, 2025

Welcome to the RV University Lost & Found Application ("App"). By accessing or using the App, you agree to comply with and be bound by these Terms and Conditions ("Terms"). Please review them carefully. If you do not agree with these Terms, you must refrain from using the App.

1. Introduction

The Lost & Found App is designed to assist the RV University community in reporting and recovering lost items on campus. This platform provides a secure, organized, and efficient system for managing lost and found objects, featuring real-time updates, a user-friendly interface, and secure data handling.

2. User Eligibility

The App is exclusively for RV University students, faculty, staff, and authorized personnel.

Users must be at least 13 years of age to register and use the App.

Registration requires verification of RV University affiliation (e.g., a valid university email address).

Users under 18 must have parental or guardian consent to use the App, in compliance with applicable laws.

3. Account Registration and Security

Users must provide accurate information during registration, including name, university ID, and contact details.

You are responsible for maintaining the confidentiality of your account credentials (username and password).

Notify the support team immediately if you suspect unauthorized access to your account.

RV University is not liable for any loss or damage resulting from your failure to safeguard your account.

4. User Responsibilities

Accurate Reporting: Users must provide truthful and detailed information when reporting lost or found items, including descriptions, categories, and images.

Timely Updates: If an item is claimed or no longer relevant, users must update the status in the App to keep the database accurate.

Respectful Conduct: Users must interact respectfully with others, including administrators and other users, during the claim or reporting process.

Compliance with Laws: Users must comply with all applicable local, state, and national laws while using the App.

5. Item Reporting and Verification Process

Reporting Process: Users can report lost or found items by uploading a description, category, and image through the "Report an Item" section.

Verification for Claims: To claim an item, users must provide sufficient proof of ownership, such as receipts, serial numbers, or photos showing ownership.

Administrator Role: App administrators will review claims and may request additional information to verify ownership.

Retention Period: Found items reported to the App will be stored in the database for 90 days. Unclaimed items may be disposed of or donated as per RV University policies.

6. Prohibited Items and Activities

The following items are prohibited from being reported on the App:

Illegal items (e.g., drugs, weapons, stolen goods).

Hazardous materials (e.g., flammable substances, chemicals).

Perishable items (e.g., food, beverages).

Prohibited activities include:

Posting false or misleading reports.

Using the App for commercial purposes (e.g., selling items).

Engaging in harassment, bullying, or discriminatory behavior.

Violation of these rules may result in account suspension, termination, or referral to university authorities.

7. Data Usage and Ownership

The App collects user data (e.g., name, contact details, item descriptions) solely to facilitate lost and found services.

Users retain ownership of the content they upload (e.g., item images, descriptions), but grant RV University a non-exclusive, royalty-free license to use, store, and display this content for App functionality.

User data will not be shared with third parties without consent, except as required by law or university policy.

8. False Claims and Misuse

Submitting fraudulent claims (e.g., claiming an item that does not belong to you) is strictly prohibited.

Misuse of the platform, such as spamming, posting inappropriate content, or attempting to hack the system, will result in immediate account suspension.

Repeated violations may lead to permanent account termination and potential disciplinary action by RV University.

9. App Availability and Limitations

The App may undergo scheduled maintenance, updates, or experience unexpected downtime, during which it may be unavailable.

RV University does not guarantee uninterrupted access to the App and is not liable for any inconvenience caused by such interruptions.

The App is provided "as is," and RV University makes no warranties regarding its performance, accuracy, or suitability for your needs.

10. No Liability for Data Leaks or Unauthorized Access

While the App employs industry-standard security measures, RV University is not responsible for unauthorized access, data breaches, or misuse of uploaded data, including profile pictures and item images.

Users are advised to avoid uploading sensitive or personally identifiable information in item descriptions or images.

RV University is not liable for any damages resulting from data exposure due to user negligence or external cyber threats.

11. Service Modifications and Termination

RV University reserves the right to modify, suspend, or discontinue the App or any of its features at any time without prior notice.

Users will be notified of significant changes via email or in-app notifications.

RV University may terminate your account if you violate these Terms, engage in prohibited activities, or if the App is discontinued.

Upon termination, all user data will be deleted in accordance with the Privacy Policy.

12. User Conduct and Community Standards

Users must adhere to RV University’s code of conduct and ethical standards while using the App.

Prohibited behaviors include:

Posting offensive, discriminatory, or inappropriate content.

Engaging in harassment, bullying, or threats.

Attempting to exploit the App for personal gain or malicious purposes.

Violations may result in account suspension, termination, or further disciplinary action by RV University.

13. Dispute Resolution

Disputes related to lost or found items will be resolved in accordance with RV University’s internal policies and procedures.

Users agree to cooperate fully with App administrators and university authorities during the dispute resolution process.

If a dispute cannot be resolved internally, it may be escalated to mediation or arbitration as per university guidelines.

14. Intellectual Property

The App, including its design, code, and content (excluding user-uploaded content), is the intellectual property of RV University or its licensors.

Users may not copy, modify, distribute, or reverse-engineer any part of the App without prior written consent from RV University.

15. Indemnification

You agree to indemnify and hold RV University, its affiliates, and its employees harmless from any claims, damages, or liabilities arising from your use of the App, violation of these Terms, or infringement of any third-party rights.

16. Governing Law and Jurisdiction

These Terms are governed by the laws of the jurisdiction where RV University is located (e.g., India, if applicable).

Any legal disputes will be resolved in the courts of that jurisdiction, and users agree to submit to the jurisdiction of those courts.

17. Contact Information

For questions, concerns, or feedback regarding these Terms, contact the RV University Lost & Found support team at [support@rvulostandfound.edu] or through the App’s support section.

Privacy Policy

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Effective Date: April 03, 2025

RV University is committed to protecting your privacy and ensuring the security of your personal information. This Privacy Policy explains how we collect, use, store, and protect your data when you use the Lost & Found App.

1. Data Collection

Registration Data: To use the App, users must provide their name, RV University email address, contact number, and university ID for verification.

Item Data: Users upload descriptions, categories, and images of lost or found items, which are stored in the App’s database.

Usage Data: The App logs timestamps of actions (e.g., item reports, claims) and user interactions for security and auditing purposes.

Optional Data: Users may choose to provide additional information, such as notification preferences or event check-in details.

2. Purpose of Data Collection

Service Delivery: To facilitate the reporting, searching, and claiming of lost and found items.

User Verification: To ensure only authorized RV University members can access the App.

Notifications: To send real-time updates and alerts about item matches or claim statuses.

Analytics: To improve App functionality and user experience through usage analytics.

3. Data Protection Measures

All user data is encrypted during transmission and storage using industry-standard protocols (e.g., SSL/TLS encryption).

Access to sensitive data is restricted to authorized personnel, such as App administrators, who are bound by confidentiality agreements.

The App undergoes regular security audits to identify and mitigate potential vulnerabilities.

SQLite databases are hosted on secure servers with restricted access.

4. Third-Party Services and Integrations

The App does not sell, rent, or share personal user data with third parties for commercial purposes.

Third-party integrations (e.g., Excel sheet uploads for event check-ins) are used solely for App functionality and are not controlled by RV University.

If third-party services are used, their privacy policies will apply, and users will be informed of any data-sharing requirements.

5. User Rights and Controls

Access and Correction: Users can access and update their personal information (e.g., contact details) through the App’s settings.

Data Deletion: Users can request the deletion of their account and associated data by contacting the support team.

Notification Preferences: Users can opt in or out of notifications for item matches, updates, or system alerts.

Right to Object: Users may object to certain data processing activities by contacting the support team, subject to legal limitations.

6. Cookies and Tracking

The App uses minimal cookies to maintain user sessions and enable real-time updates.

Tracking is limited to in-app analytics (e.g., number of reports, search frequency) to improve functionality.

No user data is used for advertising, profiling, or shared with external analytics providers.

7. No Liability for Data Exposure

Despite robust security measures, RV University is not liable for unauthorized access, data breaches, or misuse of uploaded content (e.g., profile pictures, item images) by third parties.

Users are responsible for ensuring that uploaded content does not contain sensitive or personally identifiable information.

RV University is not responsible for damages resulting from data exposure due to user negligence or external cyber threats.

8. Data Retention and Deletion

User data is retained only as long as necessary to provide the lost and found service or as required by law.

Item reports are retained for 90 days; unclaimed items may be removed from the database thereafter.

Inactive accounts (no activity for 12 months) may be archived or deleted, with prior notification sent to the user’s registered email.

Upon account deletion, all associated data will be permanently removed within 30 days, except where retention is required by law.

9. Children’s Privacy

The App is not intended for users under 13 years of age.

If a user is under 18, they must have parental or guardian consent to use the App.

RV University does not knowingly collect personal information from children under 13. If such data is identified, it will be deleted immediately.

10. International Data Transfers

The App’s servers are hosted within the jurisdiction of RV University (e.g., India). If data is transferred internationally (e.g., for backup purposes), it will comply with applicable data protection laws.

Users will be informed of any international data transfers and associated risks.

11. Changes to the Privacy Policy

RV University may update this Privacy Policy to reflect changes in legal requirements, App functionality, or data practices.

Users will be notified of significant changes via email or in-app notifications.

Continued use of the App after such changes constitutes acceptance of the updated Privacy Policy.

12. Reporting and Support

For privacy concerns, data requests, or issues, users can submit a report through the in-app feedback system.

For urgent matters, contact the RV University Lost & Found support team at [support@rvulostandfound.edu] or via the App’s helpdesk.

Response times for non-urgent inquiries are typically within 48 hours.

Product Backlog

Introduction

The Lost & Found App is a dedicated platform for RV University to manage lost and found items efficiently. This product backlog outlines the current features, planned enhancements, and long-term goals to ensure the App meets user needs and evolves with technological advancements.

Current Features

User Registration & Authentication: Secure login using RV University email and password, with verification to ensure only authorized users can access the App.

Item Reporting: Users can report lost or found items by uploading descriptions, categories, and images, which are stored in a searchable database.

Real-Time Search: Allows users to search for items using keywords, categories, or filters in real time.

Check-In Feature: Event organizers can upload Excel sheets to track attendees and link lost items to specific events.

Notifications & Alerts: Sends push notifications and email alerts when an item is found, matched, or claimed.

Database Storage: Utilizes SQLite for secure, cost-effective storage of all lost and found data.

Hosting & Backend: Built on a Node.js backend for scalability and performance, hosted on university-managed servers.

User-Friendly Interface: Designed with a clean, intuitive UI to ensure accessibility for all users, including those with minimal technical expertise.

Moderation & Reporting System: Users can flag suspicious activities or inappropriate content, which is reviewed by administrators.

Planned Enhancements (Short-Term)

AI-Based Image Matching: Implement machine learning algorithms to automatically match similar lost and found items based on uploaded images.

Advanced Filtering and Sorting: Add options to filter items by date, location, category, or status, and sort by relevance or recency.

Multi-Language Support: Introduce support for additional languages (e.g., Hindi, Kannada) to cater to a diverse user base.

University ID Integration: Link the App with RV University’s ID system for faster authentication and verification.

Long-Term Goals

Mobile App Optimization: Enhance the Android app with offline capabilities, allowing users to report items without an internet connection (data syncs when online).

Cross-Platform Support: Develop an iOS version and a web-based interface to ensure broader accessibility.

Community Features: Introduce a messaging system for users to communicate directly with administrators or other users about specific items.

Analytics Dashboard: Provide administrators with a dashboard to track App usage, item recovery rates, and user engagement metrics.

Integration with Campus Systems: Connect the App with other university systems (e.g., library, security) to streamline lost and found processes across departments.

Technical Improvements

Database Optimization: Transition from SQLite to a more scalable database (e.g., PostgreSQL) if user growth exceeds current capacity.

Security Enhancements: Implement two-factor authentication (2FA) for user accounts and regular penetration testing to identify vulnerabilities.

Performance Monitoring: Add tools to monitor App performance, such as response times and server uptime, to ensure a seamless user experience.

User Feedback Integration

Feedback Surveys: Periodically prompt users to provide feedback on App usability and features through in-app surveys.

Feature Requests: Allow users to submit feature requests via the App, which will be reviewed and prioritized in future updates.

Bug Reporting: Enhance the bug reporting system with screenshot uploads and detailed logs to improve troubleshooting.

Contact & Support

For inquiries, technical support, or feedback, contact the RV University Lost & Found support team at [support@rvulostandfound.edu] or through the App’s support section. Support is available Monday to Friday, 9 AM to 5 PM.

Additional Policies

1. Accessibility Policy

The App is designed to be accessible to all users, including those with disabilities, in compliance with WCAG 2.1 guidelines.

Features include text-to-speech support, high-contrast mode, and adjustable font sizes.

Users can report accessibility issues through the support system for prompt resolution.

2. Content Moderation Policy

All user-uploaded content (e.g., item descriptions, images) is subject to moderation by App administrators.

Content that violates these Terms (e.g., offensive language, inappropriate images) will be removed, and the user may face account suspension.

Users can appeal moderation decisions by contacting the support team within 7 days of the action.

3. Event Check-In Policy

Event organizers using the check-in feature must ensure that uploaded Excel sheets comply with data protection laws (e.g., only include necessary attendee information).

RV University is not responsible for errors in event data or misuse of attendee information by organizers.

Attendees can opt out of event tracking by contacting the event organizer or App support.

4. Notification Policy

Users will receive notifications for critical updates (e.g., item matches, claim approvals) by default.

Non-critical notifications (e.g., App updates, reminders) can be disabled in the settings.

RV University is not liable for missed notifications due to user settings, device issues, or network failures.

5. Backup and Recovery Policy

The App’s database is backed up daily to prevent data loss in case of server failures.

In the event of data loss, RV University will attempt to restore the most recent backup but does not guarantee full recovery.

Users are encouraged to keep personal records of important item details as a precaution.