

# Privacy Policy

**Effective Date:** 25 August 2025

This Privacy Policy ("Policy") governs the collection, use, disclosure, and protection of personal information by **Virtues Seven Events Pvt. Ltd.** ("Company," "we," "our," or "us") in connection with the use of its digital platform, **VenueKart**, including its website, mobile application, and associated services (collectively, the "Platform").

By accessing, registering on, or using the Platform, you ("User," "Customer," or "Venue Partner") consent to the practices described herein.

## 2. Information Collected

### 2.1 Personal Information Provided by Users

We may collect personal information, including but not limited to:

- Full name, email address, phone number, and address
- Payment and billing details (collected via secure payment gateways)
- Booking-related details such as venue preferences, event type, and schedules

### 2.2 Automatically Collected Information

When you use the Platform, we may automatically collect:

- Device identifiers, IP address, browser type, and operating system
- Location data (if GPS/location services are enabled)
- Platform usage data including search queries, click patterns, and interaction logs

### 2.3 Third-Party Information

If you choose to log in via third-party services (e.g., Google, Facebook), we may collect limited account details in accordance with the respective provider's terms.

## 3. Use of Information

The Company may use the collected information for the following purposes:

- To facilitate, confirm, and manage bookings with Venue Partners
- To provide, improve, and personalize the Platform and its services
- To communicate booking details, reminders, or promotional offers
- To detect, investigate, and prevent fraud, misuse, or unlawful activity
- To comply with legal, regulatory, or contractual obligations

## 4. Disclosure of Information

## 4.1 Permitted Disclosures

We may share User information with:

- **Venue Partners:** to process and confirm bookings
- **Third-Party Service Providers:** including but not limited to payment gateways, SMS/email delivery services, analytics providers, and IT support vendors
- **Regulatory Authorities:** when disclosure is required under applicable laws, regulations, or court orders

## 4.2 Prohibited Uses

The Company does not sell, rent, or otherwise commercially exploit personal information for unrelated third-party marketing purposes.

## 5. Data Retention

Personal information shall be retained only for as long as is reasonably necessary to fulfill the purposes outlined in this Policy, or as required by applicable law. Upon expiry of such period, the Company shall ensure secure deletion or anonymization of such data.

## 6. Security Measures

The Company employs commercially reasonable administrative, technical, and physical safeguards, including but not limited to encryption protocols and restricted access measures, to protect personal data. However, the User acknowledges that no method of transmission or storage is completely secure, and the Company disclaims liability for any unauthorized access beyond its reasonable control.

## 7. User Rights

Subject to applicable law, Users may have the right to:

- Access and obtain a copy of their personal data held by the Company
- Request rectification or erasure of personal data
- Withdraw consent for specific processing activities
- Opt-out of marketing communications at any time

Requests should be addressed in writing to [support@venuekart.in](mailto:support@venuekart.in).

## 8. Cookies & Tracking Technologies

The Platform may employ cookies, web beacons, and similar technologies to enhance User experience, analyze Platform usage, and enable targeted communications. Users may disable cookies via browser settings, though certain Platform features may be impaired as a result.

## 9. Children's Privacy

The Platform is not intended for use by individuals under the age of **18 years**. The Company does not knowingly collect or process personal information of minors. If such data is inadvertently collected, the Company shall take reasonable steps to delete it.

## **10. Amendments to this Policy**

The Company reserves the right to modify or update this Policy at its sole discretion. Any changes shall be effective upon posting the revised Policy on the Platform with an updated “Effective Date.”

Continued use of the Platform after such modifications shall constitute deemed acceptance.

## **11. Governing Law & Jurisdiction**

This Policy shall be governed by and construed in accordance with the laws of India. Any disputes arising under or in connection with this Policy shall be subject to the exclusive jurisdiction of the courts situated in **Pune, Maharashtra, India**.

## **12. Contact Information**

For questions, concerns, or complaints regarding this Privacy Policy, please contact:

**Virtues Seven Events Pvt. Ltd.**

Email: [support@venuekart.in](mailto:support@venuekart.in)

Registered Address: Pune, Maharashtra, India