

OUR PRIVACY POLICY

Shubhsambandh.com is an online premium matrimonial portal endeavouring constantly to provide you with matrimonial services. Since we are strongly committed to your right to privacy, we have drawn out a privacy statement with regard to the information we collect from you. You acknowledge that you are disclosing information voluntarily. By accessing /using the website/apps and/or by providing your information, you consent to the collection and use of the info you disclose on the website/apps in accordance with this Privacy Policy. If you do not agree for use of your information, please do not use or access this website.

1. DEFINITIONS:

- a. "We", "Our", and "Us" shall mean and refer to the creators of this privacy policy.
- b. "You", "Your", "Yourself" and "User" shall mean and refer to natural and legal individuals who use the Website.
- c. "Personal Information" shall mean and refer to any personally identifiable information that we may collect from You.
- d. "Third Parties" refer to any website, company or individual apart from the User and the creator of this Website.

A special Note About Children & Minors:

Children and Minors are not eligible to use our services. The Website will not create matches for anyone not within the legally marriageable age. Any information received by the Website from a person the Website believes to be a minor will be purged from its database.

1] How and what information we collect to use this Website/apps?

- The information we gather from members, visitors, who apply for our services includes, but may not be limited to, photo of the user, email address, name, date of birth, educational qualifications, a user-specified password, mailing address, zip/pin code and telephone/mobile number or fax number, government issued IDcards and/or company/firm ID card for profile verification details.
- Debit/Credit card/Netbanking/UPI transactions and third party gateways are safe-guarded and cookies are collected to store log in information of the users. You may also encounter Cookies or identical/related devices on certain pages of the website/apps that are placed by third parties. The cookies used by third parties are solely under their control and Shubhsambandh.com shall not be held responsible for their usage whatsoever the case may be.

- On paying service charges, the user shall be prompted to give in certain details that will include billing address, credit/debit card number and credit/debit card expiration date, CVV number(in case you transact through credit/debit card).
- Shubhsambandh.com will collect user information based on the interactions log with our website or application, the choices you make, the service and features you consume to serve you better. E.g Like activity within service, we may collect personal data as you take actions within the service, such as users you have interacted with and how you use the service. Collecting this information allows us to provide the service and helps us improve it by refining our recommendation algorithm, diagnosing bugs or issues, developing new features, and monitoring for behaviour that violates our Terms of Service.
- If a user registers using social networking platforms such as Facebook, Google, LinkedIn and others we may collect personal data you choose to allow us to access through their APIs. When the user accesses our websites, data relating to device ID, log files, geographic location, device information or system specification will be collected automatically.
- We may use Web site analytics tools on our site to retrieve information from your browser, including the site/URL you came from(whether this URL is on our site or not), which URL you next go to (whether this URL is on our site or not), the search engine(s) and the keywords you used to find our site, the pages you view within our site, your browser add-ons, and your browser's width and height, what browser you are using, your IP address, browser type and language, access times and referring Web site addresses.
- We use data collection devices such as Cookies on certain pages of our Websites. Cookies are small files placed on your hard drive that assist us in providing customized services. Cookies help us provide information which is targeted to your interests. Most Cookies are session Cookies, meaning that they are automatically deleted from your hard drive at the end of a session. You are always free to decline our Cookies if your browser permits.
- Web Beacons. Web beacons (also known as "clear gifs" and "pixel tags"), are small, transparent graphic images that are often used in conjunction with cookies in order to further personalize our services for our users, collect a limited set of information about our visitors. We may also use web beacons in email communications in order to understand the behaviour of our customers, such as whether an email has been opened or acted upon.
- Information filled by the candidate is fully entered by him/her. It is the candidate's responsibility to verify the information before moving forward for marriage alliance. We are not responsible for any incorrect information / mishappening/suppression of facts.

- Your profile is available for other members to view. Members' profiles include a description and photos, likes and dislikes, individual essays and other information helpful in determining matches.
- Please note that your personally identifiable information will be stored and processed on our computers in India.

We use a third party advertising company, to serve ads on our behalf across the Internet. The third party may also collect anonymous information about your visits to our Web site. This is primarily accomplished through the use of a technology device, commonly referred to as a Web beacon or an action tag, which we place on various Web pages within our Web site or in an html e-mail that allows 3rd Party Vendors to collect anonymous information. 3rd Party Vendors may use information about your visits to this and other Web sites in order to provide ads about goods and services of interest to you.(only if we use 3rd party for advertising)

2] How your data and/or information will be used?

We use the information we collect or receive:

- To facilitate account creation and log-on process
 - To facilitate matches
 - To fulfil and manage your subscriptions
 - To post testimonials
 - To deliver targeted advertising to you
 - To administer surveys or reach out to you
 - To request feedback and respond to customer service requests
 - To enforce our terms, conditions and policies
- To do data analysis, identify usage trends, determine the effectiveness of our promotional campaigns and to evaluate and improve our website, products and services, marketing research from our users primarily to ensure that we are able to fulfil your requirements, deliver personalised experience, preventing fraudulent activities.
 - Automatically obtained info like IP address to help diagnose problems with our server, and to administer our website. Your IP address is also used to help identify you and to gather broader demographic information.
 - We may also use information in the files we maintain about you, and the other information we obtain from your current and past activities on the Websites to resolve disputes, troubleshoot problems. At times, we may look across multiple members to identify problems, and in particular we may examine your information to identify members' multiple Member ID Nos. or aliases.

3] Who all will have access to the data collected form Shubhsambandh.com website?

- With other users : Due to the nature of our services and the efforts involved, we are bound to share your personal details with other matchmaking prospects and/or our affiliated team members to find the ideal match for you. By using our services, you agree to provide your consent to collect, process, and share of your personal information with other user/members in order to provide the service.

- Shubhsambandh.com shares personal identifiable information with our associates/affiliates. These parties with whom user information is shared will market results that will best suit users falling under their sample size. Information shared with us is handled with utmost care and security.
- **With our service providers and partners:** We may use third party service providers to provide website and application development, hosting, maintenance, backup, storage, payment processing, analysis and other services for us, which may require them to access or use information about you. If a service provider needs to access information about you to perform services on our behalf, they do so under close instruction from us, including policies and procedures designed to protect your information. All of our service providers and partners agree to strict confidentiality obligations and data protection.
- Where required or permitted by law, information may be provided to others, such as regulators and law enforcement agencies or to protect the rights, property or personal safety of other members or the general public. We may voluntarily share your information with law enforcement agencies / Gateway service providers / anti-fraud solution provider(s) if we feel that the transaction is of suspicious nature.
- We may consider corporate transactions such as a merger, acquisition, reorganization, asset sale, or similar in future. In these business phases, we may transfer or allow access to information to enable the assessment and undertaking of that transaction. If we buy or sell any business or assets, personal information may be transferred to third parties involved in the transaction.
- Our website shares information to other website that may collect personally identifiable information about you. We shall not be held responsible for the privacy policy or the contents of those linked website/apps whom we have shared info with (E.g.: Websites providing horoscope matching/counselling services)

4] How long is the information preserved in our database?

- As stipulated in the Privacy Policy we will retain the information we collect from users for as long as the users subscribe to our services to meet their suitable purpose(s) for which it was collected, for the sake of enforcing agreements, for performing audits, for resolving any form of disputes, for establishing legal defences, for pursuing legitimate businesses and to comply with the relevant applicable laws.

5] What precautionary measures do we take for securing users' personal info?

- Shubhsambandh.com aims to protect your personal information through a system of organizational and technical security measures. We have implemented appropriate internal control measures designed to protect the security of any personal information we process. However, please also remember that we cannot guarantee that the internet itself is 100% secure, in case of unforeseen events like hacking/phishing attacks. Once your information is in our possession, we adhere to security guidelines protecting it against unauthorised access.

- When our transaction process asks you to enter sensitive information (such as a credit card number), such information is encrypted and is protected with the best available encryption software in the industry. We follow generally accepted industry standards to protect the personal information submitted to us. Only employees who need the information to perform a specific job are granted access to personally identifiable information.

6] Our Disclosure of Your Information

- Testimonials: From time to time, we may post testimonials on the Websites that may contain personal information. We obtain your consent to post your name along with your testimonial or keep it anonymous if you request so. If you wish to update or delete your testimonial, you can contact us at: **info@shubhsambandh.com**
- Referrals: If you choose to use our referral service to tell a friend about our products and services, we will ask you for your friend's name and email address. We will automatically send your friend an email inviting him or her to visit the Websites and will store this information for the purpose of sending this initial email, tracking the success of our referral program and other marketing activities.

7] How often will the team at Shubhsambandh.com contact the user?

- The Shubhsambandh.com team will contact you from time to time to apprise you on various features and functionalities of the website. They will contact you for either "Service" or "Sales" through a variety of mediums like Email, SMS, MMS, Voice IVR, USSD, WAP messages, Telephonic Calls etc. **The calls made to you will be from a regular Mobile or Landline number.**
- Through above ways(not exhaustive), we will send you information that is targeted to your interests, such as targeted banner advertisements, administrative notices, product offerings, and communications relevant to your use on the Websites. By accepting this Privacy Policy, you expressly agree to receive this information.

8] Please take the following steps to further protect your privacy:

1. Always close your browser and log out from the Website once you have finished surfing the net to prevent other people gaining access to your information and correspondence.
2. The Website has no control over other websites that it may be link to, and the Website takes no responsibility for the conduct of these companies. Always read the Terms and Conditions when using other websites.
3. Keep your passwords and your member details secret. If unauthorized access of your account occurs please inform us immediately. Frequently change your password.
4. Posting of personal contact information is prohibited on the Website. The Website takes no responsibility for any personal contact information disclosed to other members in its network. Personal information includes information such as full names, telephone numbers and home addresses. Beware - if you voluntarily disclose personal information it may be collected and used by others.

9] Change of Privacy Policy:

We may change this Privacy Policy without notice from time to time without any notice to you. However, changes will be updated in the Privacy Policy page. The users may please check Shubhsambandh.com's privacy policy page to keep themselves updated on the latest revisions.

OR

If we make any change to our privacy policy, we will send an email communication about the update so you are always aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it.

10] How to address your Grievance:

Please find below the details of our grievance officer:

Grievance Officer

The Grievance officer is appointed as per Section 5 (9) of the Information Technology (Reasonable Security & Procedures and Sensitive Personal data or Information) Rule, 2011, the name and contact details of the Grievance Officer are provided below:

Name of Grievance Officer----Name-----

Toll Free No. 1800 ----/any compliance related number

You can call us from ---timings-- on any day of the week except --any day---.

Office at: ---Office Address---

Email: compliance@shubhsambandh.com

Time: Thursday to Tuesday (10.30 to 19:00)—timings and days---

[Customer Care / Customer Service](#)

In the event you come across any concerns in our service, then please be free to contact us

Address: -----

Email.: care@shubhsambandh.com

Contact details/Helpline:-----

Whatsapp No.:-----