Privacy Policy (India – DPDP Act Compliant)

Last Updated: 11-12-2025

This Privacy Policy describes how our application ("App", "Service", "we", "us", "our") collects, uses, stores, and protects your personal information.
By using our App, you agree to the practices described in this policy.

1. Information We Collect

We only collect information necessary to provide and improve our services.

1.1 Email Address

We collect your **email ID** for:

- Account creation / login

- Payment confirmation

- Communication related to service updates, support & notifications

1.2 City Location (Non-Precise)

We collect **only your city name** (NOT exact address, NOT GPS location).
Purpose:

- To understand the number of users in different cities

- Improve our service distribution and planning

We **do NOT collect** your exact location, address, GPS coordinates, or real-time tracking.

1.3 Payment Information

We accept payments only via:

- **UPI**

- **QR Code / Scan & Pay**

We collect:

- Transaction ID (UPI reference number)

- Payment status (success/failure)

We **do NOT collect or store**:

- Card details

- Bank account numbers

- UPI PIN

- Sensitive financial information

All payments are processed securely through your bank/UPI app by third party payment gateway. We **do not store or access sensitive payment information** such as Bank details or UPI PIN.

---

2. How We Use Your Information

We use your information for:

- Verifying payments and sending payment confirmations
- Providing access to paid services/features
- Improving app performance and user experience
- Maintaining security and preventing fraud
- Internal analytics (city-level only)

We **never sell, rent, or trade** your personal information.

---

3. Data Sharing

We may share information only with:

- **Payment gateways / UPI networks** (for payment processing)
- **Service providers** (email services, analytics)

We **do NOT share** your details with advertisers or third-party marketing companies.

---

4. Data Storage & Security

We follow industry-standard security practices:

- Encrypted communication (HTTPS / SSL)
- Secure storage of user data
- Limited access to authorized personnel only

Your data is stored on servers located in **India**, following **Digital Personal Data Protection Act (DPDP Act 2023)** guidelines.

---

5. User Rights (Under DPDP Act 2023)

You have the right to:

- Access your personal data
- Correct inaccurate information
- Request deletion of your data
- Withdraw consent

- Know how your data is used

To exercise your rights, contact us at:
📩 **support@vidurainfotech.com**

---

6. Children's Privacy

We do not Collect/Store/Track any kind of personal information whether the services are used by an Adult/Child.

We only collect your email address for the purpose of:

- Communicating important updates about our services.

- Sending notifications related to your account or subscription (if any).

We do not collect any other personal information, including from children or minors.

---

7. Cookies & Tracking

Our App **does not use** cookies or third-party tracking tools unless explicitly mentioned in future updates.

---

8. Changes to This Policy

We may update this Privacy Policy from time to time.
Updated policies will be posted with a revised **"Last Updated"** date.

---

9. Contact Us

If you have any questions or requests regarding this Privacy Policy, please contact us at:

📩 **support@vidurainfotech.com**
📍 Vidura Infotech Llp
📍 Hyderabad, India