

Privacy Policy

Effective Date: 14 DEC 2025

Enhancing People Relations ("we", "our", "us") respects your privacy and is committed to protecting the personal information you share with us. This Privacy Policy explains how we collect, use, and protect your information when you book a session or interact with our platform.

1. Information We Collect

We collect only the minimum information required to deliver our services:

- Telegram username (for communication after booking)
- Payment confirmation details (such as payment ID provided by Razorpay)
- Basic interaction data related to session booking

We **do not** collect phone numbers, WhatsApp numbers, or unnecessary personal details.

2. How We Use Your Information

Your information is used only to:

- Confirm and manage your booked video session
- Communicate with you regarding session details via Telegram
- Verify successful payment
- Improve our services and user experience

We **do not** sell, rent, or trade your personal information to third parties.

3. Payments & Third-Party Services

Payments are securely processed through **Razorpay**. We do not store your card, UPI, or banking details on our servers.

Razorpay may collect and process information according to their own privacy policy. We recommend reviewing Razorpay's Privacy Policy for more details.

4. Data Security

We take reasonable technical and organizational measures to protect your information:

- No sensitive payment data is stored on our systems
- Limited access to booking-related information
- Communication handled via Telegram to protect phone number privacy

However, no method of transmission over the internet is 100% secure, and we cannot guarantee absolute security.

5. Communication Policy

- All post-booking communication is conducted via **Telegram only**
 - You will be contacted within **6 hours** after successful payment
 - We do not initiate unsolicited messages
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6. Refunds & Cancellations

Refunds, if applicable, are handled on a case-by-case basis. Please contact us via Telegram for refund-related queries.

7. Cookies & Tracking

Our website does **not** use cookies for tracking, advertising, or analytics purposes at this time.

8. Children's Privacy

Our services are intended for individuals aged **18 years and above**. We do not knowingly collect personal information from minors.

9. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated effective date.

10. Contact Us

If you have any questions or concerns about this Privacy Policy or how your information is handled, you can contact us via Telegram.

Enhancing People Relations

A small talk can change everything

By using our services, you agree to the terms outlined in this Privacy Policy.