

# PRIVACY POLICY

**Effective Date:** 19/04/2026

**App Name:** YatriBandhu

**Contact Email:** yatribandhusupport@gmail.com

---

## 1. Introduction

Welcome to **YatriBandhu** (“Platform”, “we”, “our”, “us”).

This Privacy Policy explains how we collect, use, store, and protect your personal data when you use our application.

By using YatriBandhu, you agree to the collection and use of information in accordance with this policy.

---

## 2. Information We Collect

### 2.1 Information You Provide

We may collect:

- Full Name
- Email Address
- Password (securely encrypted/hashed)
- Travel Details (date of journey, coach, seat number, berth preference)

### 2.2 Automatically Collected Data

- Device information (model, OS, app version)
- Log data (IP address, login time, activity)

### 2.3 Communication Data

- Messages exchanged between users within the app (used for safety and moderation purposes)
- 

## 3. Purpose of Data Collection

We use your data to:

- Connect travelers for voluntary seat exchange
  - Enable user-to-user communication
  - Improve platform functionality and user experience
  - Detect and prevent fraud, scams, or misuse
  - Provide support and resolve issues
  - Comply with legal requirements
- 

## 4. Legal Basis for Processing

We process your data based on:

- Your consent when using the Platform
  - Legitimate interest (security, fraud prevention, service improvement)
  - Compliance with applicable laws including the Digital Personal Data Protection Act, 2023 and the Information Technology Act, 2000
- 

## 5. Data Sharing

We do **NOT** sell your personal data.

We may share limited data:

- With other users (only necessary details like name and seat info for matching)
  - With trusted service providers (hosting, authentication, analytics)
  - If required by law or government authorities
  - To prevent fraud or security threats
- 

## 6. Data Storage & Security

We implement reasonable security measures such as:

- Encryption of sensitive data
- Secure databases and restricted access

However:

- No system is completely secure
  - We cannot guarantee absolute security
- 

## 7. Data Retention

We retain your data:

- While your account is active
  - Or as required for legal, security, or operational purposes
- 

## 8. User Responsibility

Users are responsible for:

- Keeping their account credentials secure
- Not sharing sensitive personal or financial information in chats

YatriBandhu is not responsible for misuse of information shared voluntarily between users.

---

## 9. Your Rights

You have the right to:

- Access your data
- Request correction of incorrect data
- Request deletion of your data
- Withdraw consent

To exercise these rights, contact:

✉ [yatribandhusupport@gmail.com](mailto:yatribandhusupport@gmail.com)

---

## 10. Children's Privacy

YatriBandhu is not intended for users under 18 years of age.

We do not knowingly collect data from minors.

---

## 11. Third-Party Services

We may use third-party services for:

- Authentication
- Analytics
- Hosting

We are not responsible for their independent privacy practices.

---

## **12. Limitation of Liability**

YatriBandhu shall not be liable for:

- Unauthorized access due to user negligence
- Information shared voluntarily with other users
- Events beyond our reasonable control

---

## **13. Updates to Policy**

We may update this Privacy Policy from time to time.  
Users will be notified of significant changes.

---

## **14. Contact Us**

For any queries or concerns:

✉ [yatribandhusupport@gmail.com](mailto:yatribandhusupport@gmail.com)