

VIRAMAH STAY

KRISHNA VALLEY VRINDAVAN

PRIVACY POLICY

VIRAMAH – Experience-Focused Premium Hostel & Community Living Platform

Last Updated: February 2026

1. INTRODUCTION

Welcome to VIRAMAH (“we,” “our,” “us”).

VIRAMAH is a premium hostel and community-living platform designed for students, professionals, and modern youth seeking intentional living experiences. This Privacy Policy explains how we collect, use, store, disclose, and protect your personal information when you:

- Visit our website
- Create an account
- Book a stay
- Use our resident, parent, or staff dashboards
- Interact with community features
- Make payments through our platform

By accessing or using our platform, you agree to this Privacy Policy.

2. SCOPE OF THIS POLICY

This Privacy Policy applies to:

- Residents
- Parents / Guardians
- Staff and Administrators
- Website visitors

- Prospective residents

It covers data collected through:

- Web application (Responsive Website / PWA)
- Booking system
- Payment systems
- Maintenance & service systems
- Messaging system
- Community features

3. INFORMATION WE COLLECT

We collect information in the following categories:

3.1 Personal Identification Information

For Residents:

- Full name
- Email address
- Phone number
- Date of birth
- Government ID type and number (Aadhaar / PAN / Passport / Driving License)
- ID document uploads
- Selfie for verification
- Emergency contact details
- College / Company name
- Profile photo

For Parents:

- Full name

- Contact number
- Relationship to resident
- Linked resident details

For Staff:

- Employee ID
- Department
- Assigned property
- Contact details

3.2 Sensitive Personal Data (SPDI)

As per Indian law, the following may be considered sensitive:

- Government ID documents
- ID numbers (encrypted in database)
- Payment information
- Health-related requests (doctor-on-call, emergency support)

We collect this only for:

- Identity verification
- Security compliance
- Legal obligations
- Safety purposes

3.3 Financial Information

- Wallet transactions
- Rent payments
- Security deposits
- Food and facility usage

- Parent payments
- Refunds

Payments are processed through secure third-party payment gateways (e.g., Razorpay / Stripe). We do not store full card details.

3.4 Technical & Usage Information

Automatically collected:

- IP address
- Browser type
- Device information
- Login timestamps
- Entry/exit logs (via MyGate integration)
- Activity logs within platform
- Attendance logs (In/Out status only within premises)

3.5 Community & Interaction Data

- Event registrations
- Gaming zone bookings
- Maintenance requests
- Messages sent through platform
- Forum posts
- Reviews and feedback

4. HOW WE USE YOUR INFORMATION

We use your data for the following purposes:

4.1 To Provide Services

- Process room bookings
- Verify identity (KYC)
- Allocate rooms and beds
- Manage check-in/check-out
- Enable digital wallet and payments
- Provide maintenance support

4.2 Safety & Security

- Verify residents
- Maintain secure premises
- Manage entry/exit logs
- Respond to emergencies
- Notify parents in case of incidents

4.3 Parent Transparency (With Consent)

- Show attendance status (In/Out/On Leave)
- Display wallet summaries
- Allow emergency contact

Note: No real-time GPS tracking is used.

4.4 Communication

- Send booking confirmations
- Payment reminders
- Event notifications
- Emergency alerts
- Maintenance updates

4.5 Platform Improvement

- Analyze engagement
- Improve services

- Monitor occupancy and facility usage
- Enhance resident experience

5. LEGAL BASIS FOR PROCESSING (India – DPDP Act 2023)

We process your data based on:

- Consent (during account creation)
- Performance of contract (room booking, services)
- Legal compliance
- Legitimate interest (safety, fraud prevention)

Residents may withdraw consent where legally permissible.

6. DATA SHARING & DISCLOSURE

We do NOT sell personal data.

We may share data with:

6.1 Service Providers

- Payment gateways
- Cloud storage providers
- Email/SMS service providers
- Security management systems (MyGate)

6.2 Legal Authorities

If required by law, court order, or regulatory authority.

6.3 Internal Staff

Authorized administrators for:

- KYC review
- Room allocation
- Maintenance

- Emergency handling

6.4 Parents (Limited & Consent-Based)

Only after resident approval:

- Attendance status
- Stay status
- Payment summaries

7. DATA STORAGE & SECURITY

We implement:

- Encrypted storage for government ID numbers
- Role-based access control (RLS policies in database)
- Secure authentication (Supabase Auth)
- HTTPS encryption
- Limited admin access
- Secure cloud infrastructure

Security measures include:

- Password complexity enforcement
- Session management
- Access logging
- Regular system audits

8. DATA RETENTION

We retain data:

- During active stay
- For legal and compliance requirements
- For audit and financial recordkeeping

After account deletion:

- ID documents may be retained as per legal obligations
- Financial records retained for taxation compliance
- Non-essential data deleted or anonymized

9. YOUR RIGHTS

Under applicable Indian law, you have the right to:

- Access your data
- Correct inaccurate data
- Request deletion (subject to legal limitations)
- Withdraw consent
- Restrict certain processing
- File grievance

Requests may be submitted to:

privacy@viramah.in

10. COOKIES & TRACKING

We use cookies to:

- Maintain login sessions
- Improve user experience
- Analyze traffic
- Enable PWA functionality

Users may disable cookies via browser settings, though some features may not function properly.

11. CHILDREN'S PRIVACY

Our platform is intended for individuals aged 18 years and above.

If a minor (below 18) applies:

- Guardian consent is required
- Additional verification may be performed

12. CCTV & SECURITY DATA

- CCTV is installed in common areas only
- No surveillance in private rooms
- CCTV footage is retained for security purposes only
- Access is restricted to authorized personnel

13. HEALTH & EMERGENCY DATA

When using:

- Doctor-on-call
- Emergency support
- Mental health request forms

Such data:

- Is handled confidentially
- Shared only with authorized personnel
- Not used for marketing

14. THIRD-PARTY LINKS

Our platform may contain links to third-party services. We are not responsible for their privacy practices.

15. DATA BREACH POLICY

In case of data breach:

- Immediate internal investigation
- System isolation if necessary
- Notification to affected users (where required)
- Compliance with regulatory reporting obligations

16. INTERNATIONAL USERS

Currently, services are intended for residents in India.
If expanded internationally, GDPR-aligned protections will apply.

17. CHANGES TO THIS POLICY

We may update this Privacy Policy periodically.

Updates will be posted on this page with revised date.

Continued use of the platform constitutes acceptance of changes.

18. GRIEVANCE OFFICER (India Compliance Requirement)

As required under the IT Act and DPDP Act:

Grievance Officer

VIRAMAH

Email: grievance@viramah.in

Response Time: Within 30 days

19. CONTACT US

For privacy-related concerns:

Email: privacy@viramah.in

Official Website: <https://viramah.in>