

Privacy Policy

Last Updated: 10/08/2026

This Privacy Policy ("Policy") explains how Namastro Tech Private Limited ("Company", "We", "Us", or "Our") collects, stores, uses, processes and protects the personal information of users ("User", "You", or "Your") who access or use our website, platform, digital content, training programs or any related services ("Services").

By accessing or using the Services, you acknowledge that You have carefully read, understood, and agreed to be bound by this Privacy Policy.

1. Definitions

For the purpose of this Policy:

"Personal Information" means information that directly or indirectly identifies an individual (e.g., name, phone number, email).

"Non-Personal Information" means statistical, device-based or anonymized data that cannot identify an individual.

"Processing" means storing, recording, organizing, retrieving, structuring or transmitting information.

"Third-Party Service Provider" refers to authorized external partners for payments, hosting, storage, analytics or communication.

2. Information We Collect

We may collect the following categories of data:

2.1 Personal Identity Data

- Name
- Email address
- Mobile number
- Voluntary user details

2.2 Account-Related Information

- Username
- Activity logs
- Purchase details
- Encrypted login credential data

2.3 Technical & Tracking Data

- IP address
- Browser type
- Device identifiers
- Cookies and tracking pixels
- Session logs and usage patterns

2.4 Transaction and Billing Metadata

- Transaction timestamps
- Invoice details
- Payment confirmations

We do NOT store credit/debit card numbers, UPI IDs, banking login details or OTPs. These are securely handled by third-party compliant payment gateways.

3. Purpose of Collecting Information

We may use the collected information for legitimate business and operational purposes including:

- Creating and managing User accounts
- Providing access to purchased courses or Services
- Improving user experience, platform performance and content relevance
- Communicating relevant service updates, reminders or support notifications
- Detecting unauthorized access, misuse or fraudulent activity
- Complying with legal, compliance, taxation or audit requirements

3A. Legal Basis for Processing Personal Data

We process personal information based on one or more of the following legal grounds:

- Consent: When You voluntarily provide information or agree to processing.
- Contractual Necessity: When processing is required to fulfill or provide access to the Services You have purchased or requested.
- Legitimate Business Interest: To maintain, secure and improve our platform, prevent misuse, detect fraud and ensure operational efficiency.
- Legal and Compliance Obligations: When processing is required under applicable laws, taxation, banking, audit or regulatory requirements.

4. Information Sharing Practices

We may share limited information only with trusted Third-Party Service Providers including:

- Payment processors
- Cloud hosting platforms
- Communication and analytics tools

We may disclose information if required under:

- Court orders
- Law enforcement requests
- Regulatory authority requirements

We do NOT sell, rent or trade personal information.

5. Cookies and Tracking Technology

Cookies and similar tracking technologies may be used to:

- Save login sessions
- Personalize User experience
- Improve navigation speed
- Generate analytics and improve platform quality

Users may disable cookies through browser settings; however, certain functionalities may be affected.

6. Data Security and Storage

We apply reasonable technical and administrative measures to protect stored information including:

- Access controls
- Encrypted systems
- Monitoring and layered security protections

No digital storage or transmission method can guarantee 100% security.

6A. International Transfer of Information

Certain data may be transferred, processed or stored outside India depending on hosting providers, analytics tools or payment integrations used.

Where such transfers occur, we ensure that reasonable security and compliance measures are followed in accordance with applicable data protection laws.

By using the Services, you consent to such transfers where applicable.

7. Data Retention

We may retain information:

- As long as User accounts remain active
- As required by law, regulations or compliance obligations
- For backup, audit or documentation requirements

Retention duration may vary based on:

- Regulatory requirements
- Account status
- Taxation and audit compliance
- Fraud or dispute tracking

Once the retention period ends, data will be securely deleted or anonymized.

8. User Rights

Depending on applicable laws, you may request to:

- Access stored information
- Update or correct inaccurate data
- Request deletion where legally permitted
- Withdraw consent from marketing or communication

Requests must be made via official support channels.

8A. Consent and Withdrawal

By accessing or using the Services, You provide explicit consent for the collection, storage and processing of Your Personal Information in accordance with this Policy.

You may withdraw consent at any time; however, withdrawal may limit or restrict access to certain features or Services.

9. Children's Privacy

Our Services are intended for individuals aged 16 years or older.

We do not knowingly collect information from minors. If discovered, such accounts may be suspended or deleted.

10. Third-Party Links

Our platform may contain external website links.

We are not responsible for their privacy practices, content or data usage. Users are encouraged to review third-party policies separately.

11. Changes to This Policy

We may revise or update this Privacy Policy at any time.

The updated version will be posted with a revised "Last Updated" date.

Continued use of the Services after changes constitutes acceptance of the updated Policy.

11A. Grievance Officer

As mandated under applicable laws including the Digital Personal Data Protection Act (DPDP Act), the following Grievance Officer has been appointed for addressing privacy concerns:

Email: support@namastro.com

Address: New Delhi, India

Queries, requests or complaints will be acknowledged within legally prescribed timelines.

12. Contact Information

For privacy-related questions, requests or concerns, contact:

Email: support@namastro.com

Namastro Tech Private Limited, New Delhi, India