

Privacy Policy

1. Introduction

Welcome to InboundhappyvibesbyRuchhi (“InboundhappyvibesbyRuchhi”, “we”, “us” or “our”). We value your privacy and are committed to protecting your personal information. This Privacy Policy (“Policy”) explains how we collect, use, process, store, disclose and otherwise handle your personal information when you access or use our Website, book an Appointment, communicate with us or otherwise avail yourself of our Services.

This Policy applies to all visitors to the Website, Clients and other individuals whose personal information is collected in connection with the Website or the Services.

This Policy shall be read together with our Terms & Conditions, Refund & Cancellation Policy, Disclaimer and any other policies published on the Website from time to time. In the event of any inconsistency between this Policy and any other Website policy in relation to the collection, use, processing, storage, disclosure or protection of personal information, the provisions of this Policy shall prevail to the extent of such inconsistency.

Your use of the Website is subject to this Privacy Policy. Where your consent is required under applicable law for the processing of your personal information, such consent shall be obtained separately at or before the point at which your personal information is collected.

Nothing contained in this Policy shall be construed as limiting any rights available to you under applicable data protection laws. This Policy is intended to provide transparency regarding our data processing practices and shall be interpreted in a manner consistent with applicable law.

2. Information We Collect

InboundhappyvibesbyRuchhi collects only such personal information as is reasonably necessary for operating the Website, facilitating Bookings, communicating with Clients, providing the Services and complying with applicable legal and contractual obligations. The nature and extent of the personal information collected depends upon the manner in which you interact with the Website.

2.1 Information Submitted Through the Contact Form

If you choose to contact us through the “Contact Us” section of the Website, we collect the information voluntarily submitted by you for the purpose of responding to your enquiry and communicating with you. This may include:

- (a) your name;
- (b) your email address; and
- (c) the contents of your enquiry or message.

You are requested not to include any information in your enquiry that is not reasonably necessary for us to respond to your request.

2.2 Information Submitted for Booking an Appointment

Appointments available through the Website are scheduled using our designated third-party booking platform. When you initiate a Booking, the following personal information is collected for the purpose of scheduling and administering your Appointment:

- (a) your name;
- (b) your email address; and
- (c) your contact number.

No additional information relating to your personal circumstances, health, concerns or consultation requirements is requested or collected during the online Booking process through the Website.

2.3 Payment Information

Payments for Appointments booked through the Website are processed by independent third-party payment service providers. Depending upon the payment option selected by you, you may be required to provide payment-related information directly to the relevant payment service provider.

Payment methods made available may include, among others:

- (a) Unified Payments Interface (UPI);
- (b) credit cards;
- (c) debit cards;
- (d) net banking; and
- (e) any other payment methods supported by the relevant payment service provider from time to time.

InboundhappyvibesbyRuchhi does not collect, receive or store your complete payment card details, banking credentials, UPI PINs, passwords or other sensitive payment authentication credentials submitted by you for the purpose of processing payments.

2.4 Information Contained in Communications

If you communicate with us through email or any other authorised communication channel, we collect the personal information that you voluntarily choose to share with us in the course of such communication. Depending upon the nature of your communication, this may include your name, contact details and the contents of your correspondence.

2.5 Information Received from Third-Party Service Providers

In connection with your Booking or payment, we may receive limited personal information from our third-party booking platform and payment service providers to the extent necessary for administering your Appointment and maintaining our business records.

The categories of information received may include your Booking details, payment status and other limited transaction-related information shared by the relevant third-party service provider.

2.6 Information Collected by Third-Party Platforms

The Website is hosted and supported using independent third-party platforms. These include our website hosting provider, appointment scheduling platform and payment service provider. Such platforms may independently collect technical or operational information in accordance with their own privacy policies and terms of use.

InboundhappyvibesbyRuchhi does not control the independent collection or processing of personal information undertaken by such third-party platforms in their own capacity. We encourage you to review the privacy policies of such third-party platforms before using their services.

3. Purposes for Processing Personal Information

3.1 InboundhappyvibesbyRuchhi processes your personal information only for legitimate purposes connected with the operation of the Website, the administration of Bookings and the provision of the Services. We do not process your personal information for purposes that are incompatible with those described in this Privacy Policy or otherwise permitted under applicable law.

3.2 Without limitation, your personal information may be processed for the following purposes:

- a) Responding to Enquiries:** To review, assess and respond to enquiries, requests or other communications submitted by you through the Contact Us section of the Website or through any other authorised communication channel.
- b) Scheduling and Administering Appointments:** To process your Booking, schedule and administer your Appointment, verify your identity where reasonably necessary and facilitate the provision of the requested Services.
- c) Processing and Verifying Payments:** To facilitate the processing of payments through our designated third-party payment service providers, verify the status of completed transactions, reconcile payments with Bookings and maintain appropriate payment and transaction records.
- d) Appointment-Related Communications:** To communicate with you regarding your Booking or Appointment, including sending booking confirmations, appointment reminders, scheduling updates, rescheduling communications and other operational notifications necessary for the administration of the Services.
- e) Record Maintenance and Business Administration:** To maintain appropriate business, administrative and transaction records relating to enquiries, Bookings, Appointments and payments, and to ensure the proper administration of the Website and the Services.
- f) Compliance with Legal and Regulatory Obligations:** To comply with applicable laws, regulations, judicial orders, governmental directions or other legal obligations applicable to InboundhappyvibesbyRuchhi.
- g) Protection of the Website and Services:** To protect the security, integrity and proper functioning of the Website, prevent misuse, fraudulent activity, unauthorised access or other activities that may adversely affect the Website, the Services or other users.

- h) Establishment, Exercise or Defence of Legal Rights:** Where reasonably necessary, to establish, exercise or defend legal rights, resolve disputes, enforce our Terms & Conditions or other applicable policies, or protect the lawful interests of InboundhappyvibesbyRuchhi.

3.3 We shall process your personal information only to the extent reasonably necessary for the purposes specified above and shall not retain or use such information for unrelated purposes unless required or permitted under applicable law or with your consent, where such consent is required.

3.4 If InboundhappyvibesbyRuchhi intends to process your personal information for a purpose that is materially different from the purposes described in this Privacy Policy, we shall take such steps as may be required under applicable law before undertaking such processing.

4. Disclosure of Personal Information

4.1 InboundhappyvibesbyRuchhi values the confidentiality of your personal information and does not sell, rent, trade or otherwise disclose your personal information to any third party for their independent marketing or commercial purposes.

4.2 We disclose your personal information only where such disclosure is reasonably necessary for the purposes described in this Privacy Policy, where you have authorised such disclosure, or where we are required or permitted to do so under applicable law.

4.3 Depending upon the nature of your interaction with the Website and the Services, your personal information may be disclosed to the following categories of recipients:

- (a) Third-Party Booking Service Providers:** We may disclose personal information necessary for creating, scheduling, administering or managing your Appointment to the third-party booking platform utilised for facilitating Bookings.
- (b) Third-Party Payment Service Providers:** We may disclose personal information necessary for processing payments, verifying payment status, reconciling transactions and administering your Booking to the payment service providers engaged for processing payments made through the Website.
- (c) Website Hosting and Technology Service Providers:** We may disclose personal information to service providers engaged for website hosting, maintenance, technical support, security, storage or other technology-related services, to the extent reasonably necessary for the operation, maintenance and security of the Website.
- (d) Professional Advisers:** Where reasonably necessary, we may disclose personal information to our legal advisers, accountants, auditors or other professional advisers in connection with obtaining professional advice, protecting our legal interests or complying with applicable legal obligations.
- (e) Competent Authorities:** We may disclose personal information where such disclosure is required by law or is necessary to comply with any judicial order,

governmental direction, statutory requirement, regulatory request or lawful demand issued by a competent authority.

- (f) Other Persons Permitted by Law:** We may disclose personal information where such disclosure is otherwise authorised, required or permitted under applicable law.

4.4 We endeavour to ensure that any disclosure of personal information is limited to the minimum information reasonably necessary for the relevant purpose and is made only to the extent required for such purpose.

4.5 Where personal information is processed by a third-party service provider on our behalf, such processing shall be carried out only for the purposes for which the information was disclosed and subject to appropriate contractual or other legal arrangements, where applicable.

4.6 Except as expressly described in this Privacy Policy or where otherwise required or permitted under applicable law, we shall not disclose your personal information to any third party without your consent.

4.7 Nothing contained in this Clause shall be construed as transferring ownership of your personal information to any third party. InboundhappyvibesbyRuchhi shall continue to remain responsible for the processing of personal information undertaken on its behalf in accordance with applicable law.

5. Retention and Erasure of Personal Information

5.1 InboundhappyvibesbyRuchhi retains personal information only for so long as it is reasonably necessary to fulfil the purposes for which such personal information was collected and processed, as described in this Privacy Policy, or for such longer period as may be required or permitted under applicable law.

5.2 The period for which personal information is retained may vary depending upon the nature of the personal information, the purpose for which it was collected, applicable legal or regulatory requirements, contractual obligations and our legitimate operational requirements.

5.3 Without limitation, personal information may be retained for purposes including:

- (a) administering and completing Bookings and Appointments;
- (b) maintaining business, financial and transaction records;
- (c) complying with applicable legal, regulatory, accounting or tax obligations;
- (d) resolving disputes, responding to complaints and enforcing our legal rights; and
- (e) complying with lawful requests or directions issued by competent authorities.

5.4 Where personal information is no longer required for the purpose for which it was collected and there is no legal or regulatory requirement requiring its continued retention, InboundhappyvibesbyRuchhi shall take reasonable steps to erase or otherwise dispose of such personal information in accordance with applicable law.

5.5 Where personal information is processed or stored by third-party service providers on behalf of InboundhappyvibesbyRuchhi, we shall endeavour to ensure that such information is

retained only for so long as is reasonably necessary for the purposes for which it was disclosed, subject to applicable law and the contractual arrangements governing such processing.

5.6 Nothing contained in this Privacy Policy shall require InboundhappyvibesbyRuchhi to erase personal information where its continued retention is required or authorised under applicable law, judicial order, regulatory direction or any other legally enforceable obligation.

5.7 Upon expiry of the applicable retention period, and subject to Clause 5.6, personal information shall be erased or anonymised, as appropriate, in accordance with our internal data management practices and applicable law.

6. Security of Personal Information

6.1 InboundhappyvibesbyRuchhi recognises the importance of safeguarding your personal information and is committed to implementing reasonable technical, organisational and administrative measures to protect such information against unauthorised access, acquisition, disclosure, alteration, loss, destruction or any other unauthorised processing.

6.2 The security measures implemented by InboundhappyvibesbyRuchhi are designed having regard to the nature of the personal information processed, the purposes for which such information is processed, the manner in which it is processed and the risks reasonably associated with such processing.

6.3 Access to personal information is restricted to persons who require such access for the purposes described in this Privacy Policy or for compliance with applicable legal obligations. Such access shall be limited to the extent reasonably necessary for the performance of their respective responsibilities.

6.4 Where personal information is processed by third-party service providers on behalf of InboundhappyvibesbyRuchhi, we endeavour to engage service providers that maintain appropriate security measures for protecting the personal information processed by them on our behalf.

6.5 While InboundhappyvibesbyRuchhi takes reasonable steps to protect personal information, no method of electronic transmission, internet-based communication or electronic storage can be guaranteed to be completely secure. Accordingly, we cannot guarantee the absolute security of personal information transmitted to or through the Website.

6.6 In the event that InboundhappyvibesbyRuchhi becomes aware of a personal data breach, we shall take such measures as may be required under applicable law, including implementing appropriate remedial measures and, where required, notifying the relevant authorities and affected individuals in accordance with applicable legal requirements.

6.7 Users are also responsible for taking appropriate precautions while using the Website, including safeguarding their devices, internet connections and any information relating to their Bookings or Appointments. InboundhappyvibesbyRuchhi shall not be responsible for

any unauthorised access resulting from the User's failure to maintain the security of their own devices or communication channels.

7. Rights of the Data Principal

7.1 Subject to applicable law, you may exercise certain rights in relation to your personal information processed by InboundhappyvibesbyRuchhi. We are committed to facilitating the exercise of such rights in accordance with the Digital Personal Data Protection Act, 2023 and other applicable laws.

7.2 Subject to the provisions of applicable law, you may have the following rights:

- (a) Right to Access Information:** You may request information regarding the personal information processed by InboundhappyvibesbyRuchhi, including information relating to the categories of personal information being processed, the purposes for which such information is processed and the categories of recipients with whom such information has been shared, to the extent required under applicable law.
- (b) Right to Correction, Completion and Updating:** Where any personal information processed by us is inaccurate, incomplete or outdated, you may request that such information be corrected, completed or updated.
- (c) Right to Erasure:** You may request the erasure of your personal information where such erasure is permissible under applicable law and where the continued retention of such information is no longer required for the purposes described in this Privacy Policy or for compliance with any legal obligation.
- (d) Right to Withdraw Consent:** Where the processing of your personal information is based upon your consent, you may withdraw such consent at any time in the manner specified by InboundhappyvibesbyRuchhi or otherwise in accordance with applicable law. Withdrawal of consent shall not affect the lawfulness of any processing undertaken prior to such withdrawal but may affect our ability to provide certain Services or process future Bookings.
- (e) Right to Grievance Redressal:** You may raise any grievance relating to the processing of your personal information by contacting us using the details specified in this Privacy Policy. We shall endeavour to address such grievance in accordance with applicable law.
- (f) Right to Nominate:** You may nominate another individual to exercise your rights under applicable law in the event of your death or incapacity, subject to the provisions of the Digital Personal Data Protection Act, 2023 and any applicable rules.

7.3 Requests made under this Clause should contain sufficient information to enable us to verify your identity and process your request. Where reasonably necessary, we may request additional information for the purpose of verifying the identity of the person making the request before taking any action.

7.4 We shall process requests received under this Clause within such time and in such manner as may be prescribed under applicable law. Where we are unable to comply with a request, we shall communicate the reasons for such decision to the extent required under applicable law.

7.5 The rights described in this Clause are subject to the limitations, exceptions and conditions prescribed under the Digital Personal Data Protection Act, 2023 and any other applicable law.

8. Withdrawal of Consent

8.1 Where the processing of your personal information is based on your consent, you may withdraw such consent at any time by contacting InboundhappyvibesbyRuchhi using the contact details specified in this Privacy Policy or through any other mechanism that may be made available by us for this purpose.

8.2 Upon receipt of a request to withdraw consent, InboundhappyvibesbyRuchhi shall process such request in accordance with the Digital Personal Data Protection Act, 2023, the rules made thereunder and other applicable laws.

8.3 Withdrawal of consent shall operate prospectively and shall not affect the lawfulness of any processing undertaken prior to the effective withdrawal of such consent.

8.4 You acknowledge that the withdrawal of consent may affect our ability to continue providing the Services or to fulfil the purposes for which your personal information was originally collected. Accordingly, withdrawal of consent may result in:

- (a) the inability to process or complete a pending Booking;
- (b) the cancellation of an Appointment that cannot reasonably be administered without the continued processing of your personal information;
- (c) the discontinuation of further communications relating to the Services; or
- (d) the inability to provide certain Services that necessarily require the processing of your personal information.

8.5 Notwithstanding the withdrawal of consent, InboundhappyvibesbyRuchhi may continue to retain and process your personal information to the extent such processing is required or authorised under applicable law, including for compliance with legal obligations, maintenance of statutory records, resolution of disputes, establishment, exercise or defence of legal claims, or any other lawful purpose recognised under applicable law.

8.6 Withdrawal of consent shall not, by itself, entitle you to a refund, cancellation or any other remedy except in accordance with the applicable Terms & Conditions, Refund & Cancellation Policy or applicable law.

9. Children's Privacy

9.1 The Website and the Services are intended solely for individuals who are eighteen (18) years of age or older. InboundhappyvibesbyRuchhi does not knowingly offer the Services to, or permit Bookings to be made by, individuals below the age of eighteen (18) years.

9.2 InboundhappyvibesbyRuchhi does not knowingly collect, process or otherwise handle the personal information of children through the Website. Accordingly, individuals below the age of eighteen (18) years should not submit personal information through the Website or make any Booking for the Services.

9.3 If InboundhappyvibesbyRuchhi becomes aware that personal information relating to a child has been collected or processed through the Website in contravention of this Privacy Policy or applicable law, we shall take appropriate steps to discontinue such processing and erase such personal information, unless its retention is required or authorised under applicable law.

9.4 If a parent, legal guardian or any other person becomes aware that a child has provided personal information through the Website, they may notify InboundhappyvibesbyRuchhi using the contact details specified in this Privacy Policy. Upon receiving such notification, we shall take such steps as may be appropriate under the circumstances and in accordance with applicable law.

9.5 Nothing contained in this Clause shall be construed as permitting the collection or processing of children's personal information in any manner inconsistent with the Digital Personal Data Protection Act, 2023, the rules made thereunder or any other applicable law.

10. Third-Party Websites

10.1 The Website may contain links to, integrate with or facilitate access to third-party websites, applications, platforms or services operated by independent third parties, including service providers engaged for appointment scheduling, payment processing or other functions connected with the operation of the Website and the provision of the Services.

10.2 Such third-party websites and platforms operate independently of InboundhappyvibesbyRuchhi and are governed by their own terms of use, privacy policies and data processing practices. InboundhappyvibesbyRuchhi neither owns nor controls such third-party websites or platforms and is not responsible for their content, availability, security, privacy practices or any personal information collected or processed by them in their independent capacity.

10.3 Your interaction with any third-party website or platform shall be at your own discretion and shall be governed by the applicable terms, conditions and privacy policies of such third party. We encourage you to review those documents before providing any personal information or completing any transaction through such third-party website or platform.

10.4 The inclusion of links to, or integration with, any third-party website or platform is provided solely for your convenience and shall not be construed as an endorsement, recommendation, sponsorship or representation by InboundhappyvibesbyRuchhi regarding such third party, its products, services or data processing practices.

10.5 Nothing contained in this Privacy Policy shall extend to the collection, use, disclosure, storage or processing of personal information undertaken independently by any third-party website or platform.

11. Cross-Border Transfer of Personal Information

11.1 In connection with the operation of the Website and the provision of the Services, certain third-party service providers engaged by InboundhappyvibesbyRuchhi may process or store personal information using infrastructure located outside India.

11.2 Where any personal information is transferred outside India, such transfer shall be undertaken only in accordance with the Digital Personal Data Protection Act, 2023, the rules made thereunder and any restrictions, conditions or directions issued by the Central Government or any other competent authority from time to time.

11.3 Before permitting any cross-border transfer of personal information on our behalf, InboundhappyvibesbyRuchhi shall endeavour to ensure that such transfer is reasonably necessary for the relevant purpose, is carried out through appropriate service providers and complies with the requirements of applicable law.

11.4 Nothing contained in this Privacy Policy shall be construed as permitting the transfer of personal information to any country or territory where such transfer is prohibited or restricted under applicable law.

11.5 Where required under applicable law, InboundhappyvibesbyRuchhi shall take such additional measures as may be necessary in relation to any cross-border transfer of personal information.

12. Grievance Redressal

12.1 InboundhappyvibesbyRuchhi is committed to addressing concerns relating to the collection, processing, disclosure, retention and protection of personal information in a fair, transparent and timely manner.

12.2 If you have any grievance, complaint or concern regarding the processing of your personal information or the exercise of your rights under the Digital Personal Data Protection Act, 2023, you may submit your grievance to the Grievance Officer using the contact details specified in Clause 14 of this Privacy Policy.

12.3 A grievance submitted under this Clause should, to the extent practicable, include sufficient particulars to enable InboundhappyvibesbyRuchhi to identify the individual concerned, understand the nature of the grievance and investigate the matter appropriately.

12.4 Upon receipt of a grievance, InboundhappyvibesbyRuchhi may acknowledge the grievance, seek such additional information as may be reasonably necessary for verifying the identity of the complainant or investigating the matter, and shall endeavour to resolve the grievance in accordance with the Digital Personal Data Protection Act, 2023, the rules made thereunder and other applicable laws.

12.5 Where a grievance cannot be resolved immediately, InboundhappyvibesbyRuchhi shall continue to process and address the grievance in accordance with applicable law and shall communicate with the complainant where further information or clarification is reasonably required.

12.6 If you remain dissatisfied after completion of the grievance redressal process, you may avail yourself of such remedies as are available under the Digital Personal Data Protection Act, 2023 or any other applicable law.

12.7 The contact details for submitting grievances, including the details of the person designated to address grievances under applicable law, are set out in the Contact Information section of this Privacy Policy.

13. Changes to this Privacy Policy

13.1 InboundhappyvibesbyRuchhi reserves the right to amend, revise, modify or update this Privacy Policy from time to time to reflect changes in applicable law, regulatory requirements, judicial or governmental directions, our business practices, the Services, the operation of the Website or any other legitimate operational or legal requirement.

13.2 Any amendment to this Privacy Policy shall become effective upon its publication on the Website, unless a different effective date is expressly specified.

13.3 Where required under applicable law, or where the proposed amendments materially affect the manner in which personal information is collected, processed, disclosed or otherwise handled, InboundhappyvibesbyRuchhi shall take such additional steps as may be required under applicable law before implementing such changes.

13.4 We encourage you to periodically review this Privacy Policy to remain informed regarding our privacy practices and any amendments made to this Privacy Policy.

13.5 Your continued use of the Website or the Services following the effective date of any amendment shall constitute your acknowledgement of the revised Privacy Policy, to the extent such acknowledgement is recognised under applicable law.

14. Contact Information

14.1 If you have any questions, requests or concerns regarding this Privacy Policy, the processing of your personal information, the exercise of your rights under applicable law or any other matter relating to privacy or data protection, you may contact InboundhappyvibesbyRuchhi using the details set out below:

Email: connect@inboundhappyvibesbyruchhi.com

Mobile: +91 95998 56034

14.2 Communications submitted under this Privacy Policy should contain sufficient information to enable InboundhappyvibesbyRuchhi to identify the relevant individual, understand the nature of the request, enquiry or grievance and respond appropriately.

14.3 Where applicable, requests relating to the exercise of rights under the Digital Personal Data Protection Act, 2023, withdrawal of consent or grievances concerning the processing of

personal information shall be dealt with in accordance with the Digital Personal Data Protection Act, 2023, the rules made thereunder and other applicable laws.

14.4 For the purposes of addressing grievances relating to the processing of personal information and facilitating the exercise of rights under applicable law, Ms. Ruchi Sinha has been designated as the Grievance Officer. The Grievance Officer may be contacted using the contact details specified in Clause 14.1 of this Privacy Policy.

To pop-up before submitting the Contact form

Privacy Notice: We collect your name, email address and enquiry details to respond to your enquiry. For more information regarding how your personal information is processed and your rights under applicable law, please read our Privacy Policy.

☐ I have read the Privacy Policy and consent to the processing of my personal information for the above purpose.

To pop-up on Book Now.

Booking Notice: By selecting “Book Now”, you will be redirected to our third-party appointment scheduling platform to complete your Booking. During the booking process, your name, email address and contact number will be collected for the purpose of scheduling and administering your Appointment. The processing of your personal information will be governed by our Privacy Policy and, where applicable, the privacy policy of the third-party booking platform.

☐ I have read the Privacy Policy and consent to the processing of my personal information for the above purpose