PragatiVeer Privacy Policy

Gyannetra Pvt Ltd

27 July 2026

Privacy Policy — PragatiVeer

Last Updated: 27 July 2026
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Applicable To: PragatiVeer website (pragativeer.com) and associated services.

1. Introduction

PragatiVeer ("we", "our", "us") is an exam preparation platform operated by **Gyannetra Pvt Ltd** (CIN: U72900PN2015PTC156021), registered office at OFF NO 201, 2ND FLOOR, SAI EMPIRE, S NO 183/1/2, Baner Gaon, Haveli, Pune - 411045, Maharashtra, India.

This Privacy Policy explains how we collect, use, store, share, and protect your personal data when you use PragatiVeer. It covers your rights under the **Digital Personal Data Protection Act, 2023 (DPDP Act)** of India.

By using PragatiVeer, you acknowledge that you have read and understood this policy.

2. What Data We Collect

2.1 Information You Provide Directly

Category	Examples	Purpose
Account Information	Name, email address, phone number	Account creation, service delivery, communication
Academic Information	Class/grade, target exam, school name, city	Personalising content, weak-area analysis
Payment Information	Transaction ID, billing name (we do **not** store full card or UPI details)	Subscription billing, invoicing
Communications	Messages sent via email or contact forms	Support, feedback, grievance handling

2.2 Information Collected Automatically

Category	Examples	Purpose

Usage Data	DPS attempts, scores, time spent, weak-area progression	Personalising the learning experience
Technical Data	IP address, browser type, device type, operating system	Service optimisation, fraud prevention, analytics

2.3 Information from Third Parties

We may receive transaction confirmation data from payment gateways but **not** full financial instrument details.

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3. How We Use Your Data

We use your personal data only for: 1. **Service Delivery** — Personalised DPS, weak-area tracking, content delivery 2. **Personalisation** — Adapting question difficulty based on performance 3. **Communication** — Subscription reminders, service updates, support 4. **Payment Processing** — Billing and subscription management 5. **Improvement** — Analysing aggregate data to improve content quality 6. **Legal Compliance** — Fulfilling obligations under DPDP Act and tax laws 7. **Security** — Detecting fraud, abuse, and unauthorised access

We do NOT: - Sell your personal data - Use your data to train AI models without explicit consent - Share your data for advertising

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4. Users Under 18 Years of Age

PragatiVeer is designed for students preparing for competitive exams, including those under 18 years of age.

By using PragatiVeer, users under 18 years of age represent and warrant that they have obtained the necessary consent from their parent or lawful guardian to use the Platform and share their personal data. PragatiVeer relies on this representation and shall not be liable for verifying parental consent.

We encourage parents and guardians to monitor their child's online activities and review this Privacy Policy.

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5. Data Sharing

We share your data only with trusted service providers bound by data protection agreements:

Provider	Purpose	Safeguards
Payment Gateway	Payment processing	PCI-DSS compliant; no full payment details stored
AI Inference Providers	Weak-area analysis, DPS generation	Data anonymised before processing
Self-hosted Infrastructure	Storage, backups, disaster recovery	No third-party access

We do **not** share your data with advertising networks, data brokers, or for monetisation.

6. Data Retention & Deletion

Data Category	Retention Period
Account Information	Account duration + 12 months
Academic Performance Data	Account duration + 24 months
Payment Records	7 years (as required by tax laws)
Communication Records	12 months

You may request account deletion by emailing **contact@pragativeer.com** with subject "Account Deletion Request". We will delete your data within **30 days**.

7. Data Security

We implement: - Encryption in transit (TLS 1.2+) - Encryption at rest - Role-based access controls - Self-hosted infrastructure - Documented breach notification process

In the event of a data breach, we will notify the Data Protection Board of India and affected users within **72 hours**.

8. Your Rights Under DPDP Act 2023

Right	How to Exercise
Access your data	Email contact@pragativeer.com
Correct your data	Update in account settings or email us
Delete your data	Email with subject "Account Deletion Request"
Withdraw consent	Email contact@pragativeer.com
Lodge a grievance	Contact Grievance Officer (Section 9)
Nominate a representative	Email with subject "Nomination Request"

We respond to all requests within **30 days**.

9. Grievance Officer

Detail	Information
Name	Himani Kachhawaha
Email	grievance@pragativeer.com

Phone	+91 9079337961
Address	OFF NO 201, 2ND FLOOR, SAI EMPIRE, S NO 183/1/2, Baner Gaon, Haveli, Pune - 411045
Response Time	Acknowledged within 24 hours; resolved within 30 days

10. Cookies

Our website uses essential cookies for functionality and anonymous analytics cookies. We do **not** use advertising cookies, cross-site tracking, or fingerprinting scripts.

11. Changes to This Policy

We will notify you of material changes via email with at least **7 days'** notice.

12. Contact

Email: contact@pragativeer.com
Address: OFF NO 201, 2ND FLOOR, SAI EMPIRE, S NO 183/1/2, Baner Gaon, Haveli, Pune - 411045, Maharashtra, India
Phone: +91 9079337961

13. Governing Law

This Policy is governed by the laws of India. Disputes are subject to the exclusive jurisdiction of courts in Pune, Maharashtra.

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