

Privacy Policy

GovernAI (OPC) Private Limited

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1. Introduction

This Privacy Policy explains how GovernAI (OPC) Private Limited ("GovernAI", "we", "us", or "our") collects, uses, and protects personal information when you visit our website www.governai.info (the "Website") or contact us through it.

We are committed to handling your personal data responsibly and in accordance with the Digital Personal Data Protection Act, 2023 and the Digital Personal Data Protection Rules, 2025 (together, the "DPDP framework") and other applicable laws of India.

Because our Website may be accessed by visitors located outside India, this policy also includes additional disclosures for individuals in the European Economic Area and the United Kingdom (see Section 16) and for residents of California, USA (see Section 17). Where those laws apply to you, the regional terms in those sections apply in addition to the rest of this policy and, in case of any conflict, prevail for those individuals.

By using our Website, you acknowledge that you have read and understood this Privacy Policy.

2. Who we are

GovernAI (OPC) Private Limited is a company incorporated in India.

- **Principal operational location:** New Delhi, India
- **Registered office:** Industrial Area, Amb, Una, Himachal Pradesh – 177203, India
- **Email:** contact@governai.info
- **Grievance contact:** See Section 10 below.

For the purposes of the DPDP framework, GovernAI is the "Data Fiduciary" responsible for the personal data described in this policy. You, as the individual whose data we collect, are the "Data Principal".

3. What information we collect

We collect personal data only when you choose to provide it, and a limited amount of technical data automatically.

Information you give us through the contact form:

- Your name
- Your email address
- Any other details you include in your message (for example, your phone number, company name, or the content of your query)

Information collected automatically when you browse:

- Standard technical data such as your IP address, browser type, device type, operating system, referring pages, pages visited, and time spent on the Website. This is collected through analytics tools (see Section 6).

We do **not** sell products or services directly through the Website, we do **not** operate user accounts or logins, and we do **not** run a newsletter or marketing email list. We do **not** intentionally collect any sensitive personal data through the Website.

4. How we use your information

We use the personal data we collect for the following purposes:

- To respond to enquiries and queries you submit through our contact form.
- To communicate with you regarding your query and provide information about our services that you have asked about.
- To understand how visitors use our Website so we can maintain, improve, and secure it.
- To comply with legal obligations and to protect our legal rights.

We rely on your **consent** as the primary lawful basis for processing the information you submit through the contact form. Where permitted, we may also rely on the "legitimate uses" recognised under the DPDP framework, for example to respond to a request you have voluntarily made.

5. How long we keep your data

We retain personal data only for as long as necessary for the purposes set out above, or as required by applicable law. Contact-form enquiries are typically retained for 12 months from the date of last correspondence, after which they are deleted or anonymised, unless we are required to keep them longer for legal or record-keeping reasons.

6. Cookies and analytics

Our Website uses cookies and similar technologies, primarily through the following third-party services provided by Google LLC:

- **Google Analytics.** We use this service to understand visitor behaviour and improve the Website. Google Analytics sets cookies that collect information such as pages visited, session duration and the approximate location derived from your IP address.
- **Google Search Console.** We use this to monitor and understand how our Website performs in search results. It generally relies on aggregated search data rather than cookies set on your device.

These services may process some of your data outside India. Google processes data in accordance with its own privacy practices, which you can review at <https://policies.google.com/privacy>.

Managing cookies: When you first visit the Website, you will be presented with a cookie consent notice. Non-essential cookies, including analytics cookies, are only set after you provide consent. You can withdraw or change your consent at any time through the cookie settings on the Website, and you can also block or delete cookies through your browser settings. Disabling cookies may affect some features of the Website.

7. Who we share your data with

We do not sell or rent your personal data. We may share it only in limited circumstances:

- **Service providers:** Third parties who help us operate the Website and analytics (such as Google, and our hosting provider), who process data on our behalf and under appropriate safeguards.

- **Legal requirements:** Where we are required to disclose data to comply with applicable law, a court order, or a lawful request from a government authority.
- **Business transfers:** In connection with a merger, acquisition, or reorganisation, subject to this Privacy Policy.

8. Data transfers outside India

Some of our service providers (such as Google) may store or process data on servers located outside India. Where this happens, we take reasonable steps to ensure your data is handled consistently with this Privacy Policy and applicable Indian law, including any restrictions notified by the Government of India under the DPDP framework.

9. Your rights

Subject to applicable law, you have the right to:

- **Access** the personal data we hold about you and obtain a summary of how it is processed.
- **Correction and updating** of inaccurate or incomplete data.
- **Erasure** of your personal data where it is no longer needed for the purpose it was collected.
- **Withdraw consent** at any time, where processing is based on your consent. Withdrawing consent is as easy as giving it, and will not affect the lawfulness of processing carried out before withdrawal.
- **Grievance redressal:** you may raise a complaint with us about how your data is handled (see Section 10).
- **Nominate** another individual to exercise your rights in the event of your death or incapacity.

To exercise any of these rights, please contact us using the details in Section 10. We may need to verify your identity before acting on your request.

10. Grievance Officer and contact

If you have any questions, concerns, or complaints about this Privacy Policy or how we handle your personal data, please contact our Grievance Officer:

- **Name:** Parishrut Jassal
- **Email:** parishrut@governai.info

We will acknowledge and respond to your request within the timelines required under applicable law. If you are not satisfied with our response, you may have the right to escalate your complaint to the **Data Protection Board of India** under the DPDP framework.

11. Security

We implement reasonable technical and organisational security measures to protect your personal data against unauthorised access, alteration, disclosure, or destruction. However, no method of transmission over the internet or electronic storage is completely secure, and we cannot guarantee absolute security.

12. Children's data

Our Website is intended for a general audience and is not directed at children. We do not knowingly collect personal data of children without appropriate consent as required under the DPDP framework. If you believe a child has provided us with personal data, please contact us so we can take appropriate action.

13. Third-party links

Our Website may contain links to third-party websites. We are not responsible for the privacy practices or content of those websites. We encourage you to review the privacy policies of any third-party sites you visit.

14. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. The updated version will be posted on this page with a revised "Last updated" date. We encourage you to review this policy periodically.

15. Contact us

For any questions about this Privacy Policy, please contact us at:

GovernAI (OPC) Private Limited

Principal operational location: New Delhi, India

Registered office: Industrial Area, Amb, Una, Himachal Pradesh – 177203, India

Email: contact@governai.info

16. Additional information for users in the European Economic Area (EEA) and the United Kingdom (GDPR)

This section applies if you are located in the European Economic Area or the United Kingdom and provides additional information required under the EU General Data Protection Regulation (GDPR) and the UK GDPR. The GDPR applies to our processing of personal data of individuals in the EEA and the UK regardless of where GovernAI is established.

Controller. GovernAI (OPC) Private Limited is the data controller for the personal data described in this policy. Our contact details are in Sections 2, 10, and 15.

Legal bases for processing. We process your personal data only where we have a valid legal basis to do so:

- **Consent** (Article 6(1)(a)): we rely on your consent to process the information you submit through our contact form and to set non-essential cookies such as analytics cookies. You may withdraw consent at any time.
- **Legitimate interests** (Article 6(1)(f)): we process data to operate, secure and improve our Website, and to respond to and keep records of your enquiry. We balance these interests against your rights and freedoms.
- **Legal obligation** (Article 6(1)(c)): we process data where this is necessary to comply with a legal requirement.

We do not use your personal data for automated decision-making that produces legal or similarly significant effects, and we do not carry out profiling of EEA or UK users.

Your rights under the GDPR. Subject to the conditions in the GDPR, you have the right to: access your personal data; request rectification of inaccurate data; request erasure ("right to be forgotten"); restrict processing; object to processing based on legitimate interests; data portability; and withdraw consent at any time without affecting prior lawful processing. To exercise any of these rights, contact us using the details in Section 10. We will respond within one month, as required by the GDPR.

International transfers. As GovernAI is based in India and uses service providers such as Google, your personal data may be transferred to and processed in countries outside the EEA and the UK, including India and the United States. Where we transfer personal data internationally, we rely on appropriate safeguards recognised under the GDPR, such as the European Commission's Standard Contractual Clauses (and the UK Addendum / International Data Transfer Agreement where applicable), or transfers to countries covered by an adequacy decision. You may request more information about these safeguards using the contact details in Section 10.

Right to lodge a complaint. If you believe our processing of your personal data infringes data protection law, you have the right to lodge a complaint with your local supervisory authority in the EEA, or with the UK Information Commissioner's Office (ICO) in the United Kingdom. We would, however, appreciate the chance to address your concerns first.

17. Additional information for residents of California, USA (CCPA/CPRA and CalOPPA)

This section applies if you are a California resident and provides disclosures required under the California Consumer Privacy Act, as amended by the California Privacy Rights Act (together, the "CCPA"), and the California Online Privacy Protection Act (CalOPPA). These laws apply to our handling of personal information of California residents who use our Website.

Categories of personal information we collect. In the past 12 months, we have collected the following categories of personal information, as defined by the CCPA:

- **Identifiers**, such as your name, email address and IP address.
- **Internet or other electronic network activity**, such as browsing information, pages visited and interactions with our Website, collected through analytics.
- **Geolocation data**, meaning the approximate location derived from your IP address.

We collect this information from you directly (when you use the contact form) and automatically (through cookies and analytics, as described in Section 6). We use it for the business purposes described in Section 4. We do **not** collect or process "sensitive personal information" to infer characteristics about you, and we do not knowingly collect personal information from minors under 16 without authorisation.

Disclosure of personal information. We may disclose the categories of personal information above to service providers (such as our analytics and hosting providers) for the business purposes described in Section 7.

No sale or sharing of personal information. We do **not** sell your personal information for monetary or other valuable consideration, and we do **not** share your personal information for "cross-context behavioral advertising" as those terms are defined under the CCPA. Because we do not sell or share personal information, we do not offer a separate "Do Not Sell or Share My Personal Information" link; if our practices change, we will update this policy and provide the required opt-out mechanism.

Your California privacy rights. Subject to the CCPA, you have the right to:

- **Know / access** the categories and specific pieces of personal information we have collected about you, the sources, the purposes, and the categories of third parties to whom it is disclosed.
- **Delete** personal information we have collected from you, subject to certain exceptions.
- **Correct** inaccurate personal information we hold about you.
- **Opt out** of the sale or sharing of personal information (not applicable, as we do not sell or share).
- **Limit** the use of sensitive personal information (not applicable, as we do not use sensitive personal information for purposes that trigger this right).
- **Non-discrimination:** we will not discriminate against you for exercising any of your CCPA rights.

How to exercise your rights. You may submit a request by emailing us at contact@governai.info or contacting the person named in Section 10. We will verify your request by matching the information you provide against the information we hold. You may use an authorised agent to submit a request on your behalf, provided they show proof of authorisation. We will respond within the timeframes required by the CCPA (generally 45 days, extendable where permitted).

"Shine the Light" (California Civil Code § 1798.83). California residents may request information about our disclosure of personal information to third parties for their direct marketing purposes. We do not disclose personal information to third parties for their own direct marketing, so no such disclosures are made.

"Do Not Track" (DNT) disclosure (CalOPPA). Some browsers offer a "Do Not Track" (DNT) signal. There is currently no industry or legal standard for recognising or honouring DNT signals, and our Website does not currently respond to them. You can control cookies through the cookie consent notice and your browser settings, as described in Section 6. We do not permit third parties to collect personally identifiable information about your online activities across different websites when you use our Website, other than the analytics described in this policy.