

Privacy Policy

Last Updated on 12th November, 2025

1. In accordance with the Information Technology Act of 2000 and its regulations, this Privacy Policy is an electronic document. This Privacy Policy has been published in compliance with the provisions of the Information Technology Act, 2000 and the guidelines established thereunder that mandate publishing the privacy policy and conditions of use on the Platform. It does not require any digital, electronic, or physical signature from Us.
2. The terms "We," "Us," or "Our" refer to any of the Company, Celibrat, or both, depending on the context, and "You," "Yourself," "Yourself," or "User" refer to Platform users. This privacy policy (Privacy Policy) outlines the policies and procedures applicable to the collection, use, disclosure, and protection of your information shared with Us while You use the Platform.
3. You acknowledge and agree to be bound by the terms and conditions of this Privacy Policy by using the Platform or by creating an account on the Platform. You also give Us permission to collect, store, process, transfer, and share information, including Your Personal Information (described below), in compliance with this Privacy Policy.
4. This Privacy Policy outlines how We gather, receive, store, process, disclose, transfer, deal with, and otherwise handle Your information. Any information you give to or that a third party collects via the Platform, as well as any Third-Party Sites you visit or use in conjunction with the Platform's services, are not covered by this privacy statement.
5. It is imperative that you thoroughly review the Privacy Policy before signing up for the Platform, accessing any content or information, or making use of any Services offered on the Platform.

TYPES OF INFORMATION WE COLLECT AND THEIR LEGAL BASE

The information listed below is gathered so that we can meet our legal and third-party duties under our User Agreement, as well as to enable us to offer the services you have selected.

The information given by the user and gathered by us for the following purposes is considered "Personal Information" of the user:

Personal Data:

When registering on the Platform to receive services, you may voluntarily give us certain data, such as your full name, phone number, email address, date of birth, gender, age, address information, proof of identity (such as a passport, driver's license, voter identification card issued by the Election Commission of India, or any other document accepted by the government for identification), and any other data voluntarily submitted through the Platform ("Personal Data"). Giving us your personal information is entirely voluntary, and we hereby agree and recognise that we will collect, use, keep, transmit, deal with, and distribute it in accordance with our Privacy Policy and all applicable laws.

Information Collection:

When you visit or use the platform, register or create an account, or use the platform, we gather a variety of information from you. You don't need to create an account on the platform in order to explore some of its areas and content. However, you must create an account on the platform in order to use some of its services. This privacy statement is applicable to the following types of information that are gathered about you:

Sensitive Personal Information:

Information about the following is considered Sensitive Personal Information for the purposes of this Privacy Policy:

- (i) Financial data, including details of a bank account, credit card, debit card, or other payment method.
- (ii) Passwords.
- (iii) A state of physical, physiological, and mental well-being.
- (iv) Health history and medical records.
- (v) Any information on the aforementioned that is received by a corporate entity for processing, storing, or processing in accordance with a valid contract or in another way.
- (vi) Sexual preference.
- (vii) Any additional information that, in accordance with the current legislation, may be considered "sensitive personal information."

However, material that is openly accessible, in the public domain, or provided in accordance with the Right to material Act of 2005 or any other currently enacted legislation will not be considered sensitive personal information.

In order to make payments for the services, you could be requested for your payment information. On a case-by-case basis, you might also be requested for specific further information about yourself.

Location-based Information:

The exact location of Your device when the Platform is functioning in the background or foreground may be gathered if You allow the Platform to access Your location via the permission system that Your device's operating system uses. By turning off your device's location tracking features, you can revoke your consent at any moment. However, this can change how you use certain of the Platform's features. we might get information about your location, IP address, and device's unique identification number if you download and/or use the Platform on your smartphone, tablet, or other computer or electronic device. You may receive location-based services, such as search results and other customised content, based on the information you submit. In addition to the aforementioned, your IP address is recognised and utilised to run the platform, diagnose issues with our server, and fix them. Additionally, your IP address is utilised to collect general demographic data and aid in your identification.

Giving you a secure, effective, seamless, and personalised experience on the platform is the main objective. The information gathered enables Us to tailor the Platform to make Your experience safer and simpler, as well as to offer the Services and/or features that most likely satisfy Your demands. More significantly, in the process, we gather from you the personal information listed above that we believe is essential to accomplishing this goal.

Transactional Information:

Should you decide to use the Platform to access the Services, we will also gather and keep track of the information pertaining to your transactions, such as the number of transactions, order history, transaction status, and your preferences or behaviour on the Platform. Any additional information pertaining to your income and/or lifestyle, such as your banking information (including credit/debit card information), billing details, payment history, etc., may also be included (as given by you). All transactional data collected by Us will be kept on servers, log files, and any other storage system that we or third parties may own.

OUR USE OF YOUR PERSONAL DATA

The following uses of the collected personal information are possible:

When making a reservation, we may utilise personal information that you have supplied and consented to be held by us, such as payment information, which includes the cardholder's name, credit/debit card number (in encrypted form) with the expiration date, banking information, wallet information, etc. Additionally, we might use the traveller's list information that is accessible through or connected to your account. To help you finish your reservations quickly, this information is provided to the user at the time of booking.

Additionally, we might use your personal information for a number of purposes, such as:

- Verify your reservations with the appropriate service providers.
- Request product or service feedback or suggestions for enhancements.
- We utilise the data for the following purposes.
- Update you on the status of the transaction.
- Personalise our mobile app, mobile website, and website content.
- Use WhatsApp, SMS, or any other messaging service to send booking confirmations.
- To enforce our terms and provide information.
- Communicate any modifications or additions to your reservation.
- If our customer service needs to get in touch with you, let them.
- To design and enhance the products, services, and customer relations administration procedures.
- To collect money from you in connection with the services and to notify you of offers, products, services, and updates both online and offline.
- To inform you of significant updates or modifications to the Platform, the Services, and the Terms and Policies that regulate your interactions with the Company and/or Celibrat, as appropriate.
- To provide and enhance the services you request on the platform
- For internal business purposes and services, such as, but not limited to, warehousing, delivery, IT support, and data analysis services
- To settle disputes, administer our service, and diagnose/troubleshoot technical issues
- To assist in promoting a safe service on the platform and safeguarding the security and integrity of the platform, the services, and the users
- To share marketing materials with you or personalise your platform experience
- To handle and complete your service request or answer your platform comments and questions.
- To get in touch with you regarding the Services via phone, email, SMS, WhatsApp, and any other communication method.
- To enable you to get personalised messages from our associates, business partners, and/or service providers.

- To comply with applicable laws, abide by the legal requirements, and report to regulatory authorities as needed.
- To fulfil our responsibilities and uphold our rights under any agreement we may have with you. To conduct research in collaboration with pertinent partners.
- Send one or more emails or verification messages. Verify and validate your account to avoid any abuse or exploitation.
- After getting your permission at the time of collection, for any other purpose. (collectively, "Purposes").
- To identify, stop, and safeguard us from any mistakes, fraud, and other illegal or forbidden activities on the platform.

INFORMATION SHARE

In the event that We are acquired, merged, reorganised, amalgamated, formed a joint venture with another company, restructured, or if all or part of Us is transferred or disposed of, we may, subject to applicable laws, disclose all of Your Personal Information (including Sensitive Personal Information) to that other company or entities.

Legal Requirements and Compliance: We may release your information, including personal details, if we are required to do so by law, and this includes things like: (i) responding to legitimate requests or investigations; (ii) protecting Our rights or property, the users' or anyone else's, including the enforcement of our Terms or the prevention of illegal or unlawful activities; and (iii) dealing with emergencies that threaten our safety or the safety of our users or anyone else. We will not be held accountable in any way for alerting you or requesting your consent in any of these situations. At our discretion, we might also provide third parties with aggregated, anonymised, and de-identified information.

Transfers Outside of India and Sharing with Other Parties:

By using the Platform, you agree to the terms stated here and give us permission to share your personal information and sensitive personal information with our group or affiliated entities and third parties, including those located outside of India, as long as they make sure that the protection of this information is on par with the protections provided in India. We reserve the right, within the bounds of legal requirements, to disclose Personal Information (including Sensitive Personal Information) to any party within Our Group or affiliated entities, any third party situated in India or elsewhere that guarantees a minimum level of data protection comparable to what We provide hereunder, or to any other party.

Third-party service providers are sometimes involved. We might share your personal information with vendors, delivery partners, consultants, and other service providers. These are the people who help us, or who offer services through our platform. They're all bound by contracts to secure your information confidential. They can only use it for the specific purposes we give it to them, and they have to maintain the same level of data protection that we do.

For example, this disclosure might be necessary to give You access to the Services and to process payments, including verifying Your Payment Details; to help with and promote marketing and advertising campaigns; to conduct audits or data analysis; or to stop, identify, stop, and look into fraudulent or unlawful activities involving the Services. You specifically agree that third-party service providers, such as payment gateways, may use your information to handle and execute payments.

Without your express approval, we never give third parties access to your confidential data for marketing and advertising reasons.

Disclosure of Information to Third Parties for the Functioning of the Platform:

In the event of termination of the license agreement or modification or restriction of the licensed territory in any manner, We may disclose any or all of Your Personal Information (including Sensitive Personal Information, if applicable) and Non-Personal Information to the subsequent licensee to ensure the uninterrupted operation of the Platform and to maintain a seamless user experience.

In addition, you acknowledge and agree that We may share the information we collect from you with third parties, including payment processors and aggregators, in order to fulfil your service requests, process your transactions, and enhance your platform experience. This includes both personally identifiable information and information that is specifically designed to be kept private.

SECURITY PRECAUTIONS AND MEASURES

All activities that take place under your account are entirely your responsibility, and you will be in charge of keeping the account details private. You promise to (a) promptly alert Us to any unauthorised use of the information associated with Your Account or any other security breach, and (b) make sure that You log out of Your Account at the conclusion of each session. Any loss or harm resulting from your noncompliance with this clause is not and will not be our responsibility. Due to Your failure to maintain the security and confidentiality of Your Account information, you may be responsible for any losses suffered by any of Us or any other user or visitor to the Platform as a result of authorised or unauthorised use of Your Account.

In accordance with applicable laws, the Platform has put in place appropriate security measures and safeguards to protect your privacy and personal information from being lost, misused, accessed by unauthorised parties, disclosed, destroyed, or altered. Additionally, the usage of a secure server is provided anytime you modify or access your account on the platform or any associated data. Furthermore, it's made clear that as long as you access or use the Platform, whether directly or indirectly, you're responsible for maintaining the integrity and security of your data. This includes, but isn't limited to, your personal information. You must implement sufficient physical, managerial, and technical safeguards on your end to protect your data.

Encryption technology will protect payment information while it is being transmitted on or through the Platform. So, we can't promise that your personal information or payment details will be safe during transmission or that hackers won't find a method to circumvent the security precautions that we and our third-party service providers put in place. If your information is disclosed as a result of transmission failures, unauthorised third-party access, or other uncontrollable circumstances, we disclaim all obligation and accountability. You are crucial to maintaining the security of your personal information. You are not allowed to give out your personal information or any other account security details. We have taken appropriate steps to safeguard your privacy rights regarding the way you use the Platform and the Services. However, if any third parties outside of our control disclose your personal information in an unauthorised or illegal manner, we will not be held responsible.

We will not be held accountable for:

Any security lapses on third-party websites or applications, or for any activities taken by third parties

that get your personal information, regardless of what is stated in this privacy statement or elsewhere.

PUBLIC POSTS

As stated in the Terms, all of your Posts must adhere to the Posts criteria. In the event that we determine that a Post or portion thereof does not adhere to the requirements set out in the Terms or is required to be removed by law, we shall have the absolute right to remove it. Your posts are fully protected, and we are free to use, copy, and share them anyway we choose. You should be aware that even after you remove your posts from the platform, they can still be accessible in archives or saved by other users as well. You have the option to publicly share your thoughts, opinions, and experiences with the Services on the Platform. Anything you share or upload to the publicly accessible areas of the Platform—discussion boards, messages, chat rooms, and the like—will be visible to everyone. Other users will be able to see it. Furthermore, all intellectual property rights associated with those posts will belong to us.

PRIVACY AND DATA RETENTION

We will keep your data safe and secure for as long as necessary to fulfil the purposes stated above or as mandated by law. If you ask us to remove your information, we'll comply. However, we could keep some details about you, as permitted by our Privacy Policy, unless the law says otherwise.

OTHER THIRD-PARTY SITES AND DATA COLLECTION

Third-party service providers and Third-Party Sites may have privacy rules that regulate the storage and preservation of Your information. Information provided to, kept on, or used by third-party providers and Third-Party Sites is not covered by this Privacy Policy. When You enter a Third-Party Site, you should evaluate its privacy policy for information protection. Third-party advertising businesses may serve ads on the Platform. These businesses may utilise data about your visits to the Platform and Third-Party Sites, excluding your name, address, email address, and phone number, to show you ads for products and services that you might find interesting. You agree that We are not liable for search results or Third-Party Site content.

When you click on one of our links, you may be taken to a third party's platform ("Third-Party Sites"), where they may store information about you, such as your operating system, IP address, and browser type. We are not responsible for the security, privacy, or content of Third-Party Sites. Furthermore, you might come across "cookies" or similar technologies on some pages of the Third-Party Sites. It's important to note that the Platform has no control over how these Third-Party Sites utilise cookies.

THIRD PARTY ANALYTICS

We also collect and review additional data related to mobile and internet usage. In order to assist in the analysis and provision of the information to us, these third parties make use of cookies and other technologies. For the purpose of analysing performance indicators, compiling reports on activity, gathering demographic data, and evaluating your use of the Platform, we employ third-party analytics firms. In certain instances, they also correlate the information with additional data that is held by our environments or by environments belonging to third parties. You give these analytics

providers permission to process your information in the ways and for the reasons outlined in this policy.

COOKIES AND PERSONAL DATA

Cookies:

Cookies are used by Celibrat to tailor your experience on the website and any displayed ads. Celibrat uses cookies just like any other respectable internet business.

Additionally, technology that measures the performance of the ads may be employed by the third-party advertising organisations or ad providers. Such data is all anonymous. Pixel tags, an industry standard technology utilised by all major websites, are used to capture this anonymous information. They might use this anonymous data about your website visits to show you adverts for products and services you might find interesting. During this process, no personal information is gathered. The data gathered in this manner is anonymous and does not associate a user's online behaviour with them. Additionally, third-party advertising businesses or our advertising servers may set a cookie. These cookies are employed to monitor the effectiveness of the advertising we serve on any website and to use aggregated data about your website visits to show you ads for services that might be of interest to you on the website or another website.

Cookies are tiny data files that your browser saves to the hard drive of your device. We can provide you with better and more effective service thanks to cookies. Additionally, cookies make access easier by allowing you to log in with just your password rather than your login name every time. We may also use these cookies to show you advertisements while you're on the website or to send you offers (or similar emails, if you haven't opted out of receiving them) that highlight potential destinations.

Blocking Celibrat cookies, however, can make some parts of the website inoperable and make it more difficult to make purchases or access any of the services that are offered on the website. Please be aware that you can allow cookies from websites you trust while blocking cookie activity from other websites. The majority of web browsers accept cookies by default. Of course, you may limit how and whether your browser accepts cookies by adjusting its settings or by using specific software applications. Celibrat upholds your right to block any unwelcome online behaviour, particularly that from dishonest websites.

Automatic Session Data Logging:

Your session data is recorded each time you visit the website. However, using the aforementioned session data, it might be able to identify a user's Internet service provider (ISP) and the approximate location of the user's point of connectivity. The IP address, operating system, and browser type being used, as well as the user's actions while on the website, can all be included in session data. We gather session data because it allows us to examine user preferences and browsing habits, such as how often a user visits and how long they stay signed in. Additionally, it enables us to better control our systems and troubleshoot issues with our servers. No user may be personally identified using the information above.

FOR WHAT LENGTH OF TIME DO WE RETAIN YOUR PERSONAL DATA?

Please be informed that Celibrat will store your personal information on its servers for the duration that is considered reasonable in light of the purposes outlined in this policy. We might keep your Personal Information for extended periods under some conditions. This could happen, for example, if we're obligated to do so to comply with legal, regulatory, tax, or accounting mandates.

When your personal information is no longer needed, we'll make sure it's either safely erased or stored so the company won't use it.

CONTENT CREATED BY USERS:

Additionally, Celibrat might employ a third party to get in touch with you and enquire about your most recent Celibrat reservation. Even though taking part in the feedback process is completely voluntary, you might still get emails and notifications (via an app, SMS, WhatsApp, or other messaging service) asking you to submit your review or to respond to questions that other users have posted. Both written and video reviews are possible. Users have the ability to share their experiences on Celibrat by posting reviews, ratings, and general poll questions other sites pertaining to events or celebrations could also display the reviews that have been written or shared.

CELIBRAT'S OFFICE AND PLATFORM SECURITY:

If you have any questions regarding the processing or utilisation of the information you have provided in connection with this Policy, please contact us via email at celibrat.tech@gmail.com or correspondence sent to our Office at the following address:

Office No. 35/36, Arnav Green City, Sagartal Chauraha, Gwalior 474012, Madhya Pradesh, India

If you encounter any abuse or violation of the Policy, kindly report it to celibrat.tech@gmail.com.