

# **Maheshwari Pragati Mandal, Mumbai**

## **Privacy Policy**

**Effective Date: May 16, 2017**

This Privacy Statement discloses the privacy practices for Maheshwari Pragati Mandal ('MPM'), Mumbai for the data it collects and receives, in the course of enabling online booking for its Bhavan at Mumbai. This policy does not apply to the other services provided by MPM. We reserve the right to change these terms and conditions at any time, and you agree to abide by the most recent version of this Privacy Policy each time you view and use the Website. You are accordingly advised to consult the Terms & Conditions for Booking and the Privacy Policy each time you view and use the Website. **Do not use the Website if you do not agree with the same.**

### **1. The information collected by MPM,**

MPM, collects information from its users at several different points on our website. For purposes of this Privacy Statement, "Personally Identifiable Information" refers to information that can directly identify an individual; for example, such information may include an individual's name, mailing address, phone number or email address etc.

#### **a) Information submitted to MPM website**

A user must provide contact information (such as name and mobile number) so that we can stay in touch with our users. This information is also used to fulfill registration requests. To book a room, a user must provide contact information (such as name and mobile number) and financial information (such as a credit & debit card number and its expiration date, Netbanking). This information is used for billing purposes, with the help of our service provider (the bank which is providing us the payment gateway facilities), and to complete the booking. If we have trouble processing a booking, this contact information is used to get in touch with the user. The information is also used to keep the User updated of Room Booking Status.

#### **b) Third party advertisement on MPM, Website**

Presently, we do not provide any third party advertisement on our website. No third party interference is yet allowed and hence there is no question of collecting any information from third party from our website.

#### **c) Information obtained by Third Parties for MPM, website**

Presently website is not collecting user information from third party. Only in case of Payment Gateway, the bank (who so ever provides the payment gateway services for online transaction) collects very critical information like Net banking details, Credit card or debit card number, Expiry date of credit card or debit card, Credit card or debit card holders name, amount deducted from their credit or debit account and any other relevant information which is must for online transaction. This information is collected by our payment gateway service provider and this information along with your contact information are stored with payment gateway service provider. MPM stores only your contact information and amount you pay.

The critical information like credit or debit card number, its expiry date, card holder's name, bank name are not at all stored with MPM website, infact it is stored with the payment gateway services providers. The payment gateway service provider sends the transaction number to MPM website on completion of payment procedure along with status of transaction (like success, cancel or error).

As MPM, is not at all collecting credit or debit card details there is no question of storing it to the server of MPM and using it for any purpose. This critical information is solely stored with payment gateway service provider. They also never use your card details with any third party except the bank from where they need to deduct sanctioned amount by you.

d) **On successful transaction of payment**

In case of successful transaction of payment, the user is informed accordingly. The User is also informed via SMS (if proper mobile number provided at the time of booking. If SMS can't reach due to technical reason then the same can be queried on website). The amount will be deducted from user's respective bank and credited in the account of MPM. The user will get necessary entry in their passbook or bank statement directly from their bank.

e) **On cancellation of transaction of payment**

If user cancels the transaction in middle of the process, the details are stored in the database. A transaction record is generated mentioning that user has interfered in the transaction and the transaction is cancelled. In case of cancellation of transaction, it is possible that server might have already completed transaction and user may get the report of transaction late. In that case user has to enter cancellation of booking through website.

MPM reserves the right to cancel/deny the room reservation.

If a Room Reservation is Cancelled, then an amount of 70% of the Room Rent received in Advance along with 100% of the Security Deposit will be refunded upto 7 days prior to the date of booking (Cut-off time is 6 PM). After that 50% of the Room Rent received in Advance along with 100% of the Security Deposit will be refunded upto 1 day before Check-in Date. After that only 100% of Security Deposit will be refundable.

2. **How information collected by MPM is used.**

- a) **Communicating with Our Users** : We use Personally Identifiable Information (such as your name, telephone number or email address, mobile) to communicate with our users when they have questions, concerns or comments about their booking. If you contact us, we may or may not delete your emails etc.
- b) **Information Shared With Third Parties** : We do not share your information with third party except in respect of payment transaction information provided to payment gateway service providers.
- c) **Use of Information by Payment Gateway Providers** : These companies do not use Personally Identifiable Information for any use other than credit card processing; however, we will not be responsible or liable for use of the information required by payment gateway companies in contravention of their policies, contractual obligations or general good business procedures.

We may provide Personally Identifiable Information to respond to subpoenas, court orders, or legal process, or to establish or exercise our legal rights or defend against legal claims. Further, we believe it is necessary to share Personally Identifiable Information in order to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, violations of MPM terms of use, or as otherwise required by law.

**3. Providing Accurate Personal Information**

Users must provide accurate and correct contact information (name, postal address, e-mail address, phone number etc). On providing wrong information if we are unable to process your request, then MPM is not responsible.

**4. Linking to Third Party Websites**

This website may contains links to other websites. Please be aware that we are not responsible for the privacy practices of such other websites. We encourage our users to be aware when they leave our website and to read the Privacy Statements of each and every website that collects Personally Identifiable Information. This Privacy Statement applies solely to information collected by this website.

**5. Changes to Our Privacy Statement**

MPM, may change the privacy policy without any prior intimation to anybody and that is applicable to all with immediate effect.

**6. Technical Considerations**

MPM, take care each about each and every information. but due to any technical reason if you face any problems then same may be brought into the notice of MPM So that proper it can be taken into consideration.

**7. Disclaimer**

While every care has been taken regarding the content of the website but we shall be obliged if any omission is brought to our notice.