

Privacy Policy

This Privacy Policy explains how Vijan Mahal, a unit of Vijan Hotels Pvt Ltd (“Vijan Mahal”, “we”, “us”, “our”), with its registered office at 114/2 & 107, Mandla–Jabalpur Rd, Tilhari, Jabalpur, Madhya Pradesh 482020, India, collects, uses, shares and protects your personal data when you use our website, mobile applications, or services, or when you interact with us by phone, email or in person. We act as the Data Fiduciary in respect of your personal data and are committed to processing it in accordance with the Digital Personal Data Protection Act, 2023 and applicable Indian law.

This Privacy Policy and our consent notices are made available in English and Hindi. You may request a copy in Hindi, or in any other language specified in the Eighth Schedule to the Constitution of India, by contacting our Grievance Officer.

1. Information We Collect

We collect personal data only when it is voluntarily provided by you, or by a third party (such as a travel agent) acting on your behalf — for example, through enquiry or booking forms on our website, over the phone, by email or physical mail, or in person. This may include:

- **Identity & contact data** — name, postal address, telephone number and email address.
- **Booking data** — stay dates, guest count, preferences and special requests.
- **Payment data** — card and transaction details are collected and processed directly by our payment gateway partner (HDFC Bank) through a secure PCI-DSS-compliant environment. Vijan Mahal does not collect or store your full card details on its own servers.
- **Recruitment data** — where you apply for a role, your résumé and the information it contains.

When you simply browse our website without submitting information, we do not collect personal data that identifies you. However, our servers automatically collect certain technical, non-personal usage data — such as browser type, operating system, pages viewed, clicks, IP address, device identifiers and referral URLs — to operate and improve the site.

2. How We Use Your Information

We use your personal data for the specific purposes for which it was provided, including to:

- process and confirm your reservation, enquiry or booking, and any related payment;
- contact you regarding your reservation, enquiry or application, and make requested changes;
- respond to your queries and communications;
- send you newsletters, offers or information you have expressly opted in to receive;
- personalise and improve your experience on our website; and
- comply with legal, regulatory and tax obligations.

You may opt out of marketing communications at any time using the unsubscribe link in our emails or by contacting our Grievance Officer.

3. Consent & Withdrawal of Consent

We process your personal data on the basis of your consent, which you provide when you submit a form, make a booking, or otherwise share your details for a stated purpose. Your consent is limited to the purpose specified at the time of collection. Withdrawing your consent is as easy as giving it: you may withdraw at any time through the consent or preferences option on our website, the unsubscribe link in our communications, or by writing to our Grievance Officer. Withdrawal will not affect the lawfulness of processing carried out before withdrawal, and may limit our ability to provide certain services.

4. Your Rights

Subject to applicable law, you have the right to: access the personal data we hold about you; request correction or updating of inaccurate or incomplete data; request erasure of your data; withdraw consent; nominate another individual to exercise your rights in the event of death or incapacity; register a grievance; and lodge a complaint with the Data Protection Board of India. To exercise any of these rights, contact our Grievance Officer using the details in Section 9. We will respond to your request within 30 days, or such shorter period as required under applicable law.

5. Sharing & Disclosure

We do not sell your personal data. We share it only as necessary with: our booking, CRM and communication service providers (including Rannkly); our payment gateway partner (HDFC Bank); our website hosting and analytics providers; and government or regulatory authorities where required by law. Third parties acting as Data Processors on our behalf are permitted to use your data only for the purposes we specify and are required to protect it. In the event of a merger, acquisition or sale of business assets, your data may be transferred as part of that transaction, subject to the protections of this Policy.

6. Data Retention

We retain your personal data only for as long as necessary to fulfil the purposes described in this Policy, or as required by applicable legal, regulatory, accounting or tax obligations, after which it is securely deleted or anonymised.

7. Security

All online transactions are secured using industry-standard SSL encryption, and card payments are handled within the PCI-DSS-compliant environment of our payment gateway partner. While we implement reasonable technical and organisational safeguards to protect your data, no method of transmission over the internet is entirely secure, and we cannot guarantee absolute security. If you suspect any misuse, loss or unauthorised access to your data, please notify our Grievance Officer immediately.

8. Children's Data

Our services are directed at adults. We do not knowingly collect or process the personal data of children (individuals under 18 years of age) without the verifiable consent of a parent or lawful guardian. In accordance with the DPDP Act, 2023, we do not undertake any tracking or behavioural monitoring of children, do not direct targeted advertising at children, and do not process children's data in any manner likely to cause a detrimental effect on the well-being of a child. If you believe a child has provided us data without such consent, please contact us and we will take appropriate steps to delete it.

9. Grievance Officer & Contact

For any questions, requests or complaints regarding this Policy or your personal data, please contact:

- Grievance Officer: Mr Vishal Verma
- Vijan Hotels Pvt Ltd, 114/2 & 107, Mandla–Jabalpur Rd, Tilhari, Jabalpur, Madhya Pradesh 482020, India
- Phone: +91 91091 78995 · Email: reservations@vijanmahal.com

We will acknowledge and address grievances within the timelines prescribed under applicable law.

10. Cookies

Our website uses cookies and similar technologies for essential functionality, analytics and marketing. You can manage your preferences through the cookie consent banner on our website and your browser settings. Please refer to our separate Cookie Policy for details.

11. Changes to This Policy

We may update this Policy from time to time to reflect changes in law or our practices. The revised version will be posted on this page. We encourage you to review it periodically.

12. Cross-Border Processing

Some of our service providers — including our website hosting, analytics and marketing technology partners — may store or process data on servers located outside India. Where data is transferred outside India, we take reasonable steps to ensure it continues to be protected in accordance with this Policy and applicable law.

13. Severability

If any provision of this Policy is found by a court or competent authority to be invalid, illegal or unenforceable, that provision shall be severed and the remaining provisions shall continue in full force and effect.

This Privacy Policy is governed by the laws of India, and any disputes shall be subject to the exclusive jurisdiction of the courts at Jabalpur, Madhya Pradesh.