

TheHostelNow.com

Privacy Policy

Version v1.1-2026-08 | India-wide student hostel booking platform

1. Who we are

TheHostelNow.com ("Platform", "we", "us") is the Data Fiduciary under the Digital Personal Data Protection Act, 2023 ("DPDP Act") for personal data collected through this Platform. Our Data Protection Officer can be reached at privacy@thehostelnow.com.

2. Personal data we collect

Directly from you at signup and during use: full name, phone number, email address, home / correspondence address, date of birth or age bracket, Aadhaar number and Aadhaar card images (front + back), PAN number and PAN card image (optional), guardian name / phone / email (for students below 18), profile photo, and any information you voluntarily add to your profile. Automatically: your IP address, browser and device identifiers, log timestamps, cookies for session management, and interaction analytics.

3. Why we collect it

(a) To create and operate your account and process bookings; (b) to verify your identity through Aadhaar under the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016; (c) to notify Owners of your booking so they can arrange your bed and check-in; (d) to send transactional communication (booking confirmations, payment receipts, house-rule reminders) by email and WhatsApp; (e) to comply with Indian law, including tax filings, anti-money-laundering rules, and lawful requests from authorities; (f) to prevent fraud, abuse and impersonation.

4. How Aadhaar data is stored

Your Aadhaar number and Aadhaar card images are stored in encrypted form (AES-256 at rest) in a segregated document vault. Only the Aadhaar last 4 digits are visible inside the admin console; the full number is decrypted only when an admin explicitly opens the KYC review interface and only for the specific user being reviewed. We never share your full Aadhaar number with hostel Owners, third-party marketers, or any other student. We retain Aadhaar images only for as long as your account is active plus 90 days for regulatory review; you can request earlier deletion after all outstanding bookings are closed.

5. Sharing with hostel Owners

When you complete a booking, we share the following (and only the following) with the Owner of that hostel: your name, phone number, email address, check-in / check-out dates, room and meal preferences, and a booking verification code. We do NOT share your Aadhaar details, payment card details, home address, or details of other bookings you have made on the Platform.

6. Sharing with other third parties

We share personal data with (a) Razorpay for payment processing, (b) Resend for transactional email delivery, (c) Twilio for WhatsApp messaging, (d) our cloud infrastructure provider for hosting, and (e) government authorities when compelled by law. Each partner is contractually bound to process the data only for the purpose disclosed and to keep it confidential. We do not sell your personal data to advertisers or data brokers.

7. Your rights under the DPDP Act, 2023

You may (a) access the personal data we hold about you, (b) request correction of inaccurate or outdated data, (c) request erasure of data we no longer need, (d) withdraw a consent you previously gave, (e) nominate another person to exercise your rights in the event of your death or incapacity, and (f) grieve to our Data Protection Officer if you believe we have handled your data unfairly. Send any such request to privacy@thehostelnow.com; we will respond within 15 working days. If unsatisfied with our response, you may escalate to the Data Protection Board of India.

8. Minors and parental consent

For students below 18, the account holder self-declares at signup that they have obtained the consent of a parent or legal guardian. We do not undertake tracking, behavioural monitoring or targeted advertising of minors. Guardians may withdraw consent at any time by writing to privacy@thehostelnow.com; on receiving such a

request we will suspend the account and delete personal data as described in clause 9.

9. How long we keep your data

Account data: for as long as your account is active. Booking records: 7 years after the last transaction (required for tax and anti-fraud audits). Aadhaar images: as described in clause 4. Payment records: as required by the Reserve Bank of India and Razorpay. Grievance logs: 3 years.

10. Security

We use industry-standard technical and organisational safeguards, including encryption in transit (HTTPS/TLS 1.3), encryption at rest, role-based access control, audit logging, and periodic penetration testing. No system is perfectly secure; in the event of a personal-data breach that is likely to result in significant harm, we will notify you and the Data Protection Board within 72 hours as required by the DPDP Act.

11. Cookies

We use only strictly necessary cookies (session identifiers, CSRF tokens, and payment-flow tokens). We do not use advertising cookies or third-party trackers.

12. Changes to this Policy

Material changes will be notified to your registered email/WhatsApp. The date at the bottom of this document indicates the last revision.

13. Contact

Data Protection Officer: privacy@thehostelnow.com | Grievance Officer: grievance@thehostelnow.com |
Registered office: TheHostelNow.com, Jaipur, Rajasthan, India.

