

PRIVACY POLICY

Ask Krishna (Bhagavad Gita AI)

Effective Date: January 1, 2025

Document Version: 1.0

Company: HNIX Innovations

1. INTRODUCTION

Welcome to **Ask Krishna (Bhagavad Gita AI)**. Your privacy is of paramount importance to us. This Privacy Policy comprehensively explains how we collect, use, protect, and manage your information when you interact with our mobile application. We are committed to maintaining the highest standards of data protection and transparency in accordance with applicable privacy laws and regulations.

2. INFORMATION WE COLLECT

2.1 Personal Information

We may collect the following personal data:

- **Name** (optional, provided during registration)
- **Email address** (for account creation and customer support)
- **Device identifiers** (to ensure proper app functionality)
- **Language preferences** (for personalized experience)

2.2 Usage Data

Our system automatically collects:

- **AI conversation history and interactions**
- **App usage statistics and performance metrics**

- **Device specifications** (type, operating system, app version)
- **Crash reports and error logs**
- **Feature usage patterns and analytics**

2.3 Technical Data

- **Network information** (for connectivity and performance optimization)
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3. HOW WE USE YOUR INFORMATION

Your data enables us to:

- **Provide and enhance** AI-generated responses based on Bhagavad Gita teachings
 - **Improve user experience** and application functionality
 - **Analyze trends** and monitor app performance
 - **Deliver customer support** and respond to user inquiries
 - **Ensure legal compliance** and prevent misuse of services
 - **Send important notifications** regarding app updates and features
 - **Personalize content** based on your language preferences and usage patterns
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4. DATA SHARING AND THIRD PARTIES

4.1 Our Commitment

- We **DO NOT** sell, rent, or trade your personal data to third parties
- We may share anonymized, aggregated data for legitimate research purposes

4.2 Trusted Third-Party Services

We work with reputable service providers for:

- **Analytics:** Google Analytics, Firebase
- **Cloud Infrastructure:** Secure cloud storage and computing services
- **Payment Processing:** Google Play Store, Apple App Store
- **Customer Support:** Authorized support platforms

4.3 Legal Disclosure

We may disclose information only when:

- Required by applicable law or legal process
 - Necessary to protect our rights, property, or safety
 - Essential to prevent fraud or security threats
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5. DATA SECURITY

5.1 Security Measures

- **Industry-standard encryption** for data in transit and at rest
- **Regular security audits** and system updates
- **Access controls** limiting data access to authorized personnel only
- **Incident response protocols** for immediate threat mitigation

5.2 Security Limitations

While we implement comprehensive security measures, no system can guarantee absolute security. We continuously monitor and improve our security infrastructure to protect your data.

6. DATA RETENTION

6.1 Retention Principles

- Personal data is retained only as long as necessary for stated purposes
- AI conversation data may be retained to improve service quality and accuracy
- Legal compliance may require certain data retention periods

6.2 User Control

- Users can request data deletion at any time
 - Account deactivation removes personal identifiers
 - Some anonymized data may be retained for system improvement
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7. CHILDREN'S PRIVACY

7.1 Age Restrictions

- Our application is **not intended** for children under 13 years of age
- We do not knowingly collect personal information from minors

7.2 Parental Rights

- Parents may contact us to request removal of their child's data
 - We will immediately delete any inadvertently collected children's data
 - Parents can report concerns regarding underage usage
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8. YOUR RIGHTS AND CHOICES

As a user, you have the right to:

- ✓ **Access** your personal data and understand how it's used
 - ✓ **Correct** any inaccurate or incomplete information
 - ✓ **Request deletion** of your personal data
 - ✓ **Opt-out** of certain data collection practices
 - ✓ **Export** your data in a portable format
 - ✓ **Withdraw consent** at any time for data processing
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9. INTERNATIONAL DATA TRANSFERS

9.1 Cross-Border Processing

- Your data may be processed in countries other than your residence
- We ensure appropriate safeguards comply with international data protection standards
- All transfers maintain equivalent levels of protection

9.2 Legal Compliance

We adhere to applicable data protection regulations including GDPR, CCPA, and other relevant privacy laws.

10. COOKIES AND TRACKING

10.1 Technology Usage

- We may use cookies and similar technologies for essential app functionality
 - Users can manage cookie preferences through device settings
 - We do **not** use tracking technologies for advertising purposes
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11. AI-GENERATED CONTENT DISCLAIMER

11.1 Content Accuracy

- AI responses are generated based on trained models and Bhagavad Gita teachings
- Responses may not always be completely accurate or complete
- Users should exercise discretion when interpreting AI-generated advice

11.2 Data Handling

- Personal information shared in conversations is not stored beyond functional requirements
 - Conversation data is used solely to improve service quality
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12. CHANGES TO THIS PRIVACY POLICY

12.1 Policy Updates

- We may periodically update this Privacy Policy to reflect changes in our practices
- Updates will be posted within the application with revised effective dates
- Continued use constitutes acceptance of the revised policy

12.2 Notification Process

- Users will be notified of significant changes through in-app notifications
- Material changes will be highlighted for user review

13. CONTACT INFORMATION

For questions, concerns, or to exercise your privacy rights, please contact us:

HNIX Innovations

Email: hnix.contact@gmail.com

Website: <https://hnix.in/>

Data Protection Officer: hnix.contact@gmail.com

Response Time

We aim to respond to all privacy-related inquiries within 30 days of receipt.

Last Updated: January 1, 2025

Document Classification: Public

Review Cycle: Annual

This Privacy Policy reflects our commitment to protecting your privacy while providing meaningful spiritual guidance through Ask Krishna (Bhagavad Gita AI). We encourage users to review this policy periodically and contact us with any questions or concerns.

TERMS AND CONDITIONS

Ask Krishna (Bhagavad Gita AI)

Effective Date: January 1, 2025

Document Version: 1.0

Company: HNIX Innovations

Legal Jurisdiction: Mumbai, Maharashtra, India

1. INTRODUCTION AND ACCEPTANCE

Welcome to **Ask Krishna (Bhagavad Gita AI)**! These Terms and Conditions ("Terms") constitute a legally binding agreement between you ("User") and HNIX Innovations ("Company," "we," "us," or "our") governing your access to and use of our mobile application.

By accessing, downloading, or using our application, you expressly agree to comply with and be bound by these Terms. If you do not agree with any provision of these Terms, you must immediately discontinue use of the application and uninstall it from your device.

2. PURPOSE AND SCOPE OF APPLICATION

2.1 Educational and Spiritual Purpose

Ask Krishna is specifically designed for:

- **Educational advancement** in understanding Vedic philosophy
- **Spiritual guidance** inspired by the teachings of the Bhagavad Gita
- **Personal reflection** and contemplative learning
- **Cultural preservation** of ancient wisdom traditions

2.2 Important Limitations

- This application is **NOT intended** to replace professional religious counseling, therapy, or medical advice
- AI-generated responses serve as **supplementary guidance** only

- Content should be used exclusively for **personal reflection and learning**
 - Users should seek qualified spiritual advisors for significant life decisions
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3. USER CONDUCT AND RESPONSIBILITIES

3.1 Permitted Use

Users agree to:

- ✓ **Use the application respectfully** and in accordance with applicable laws
- ✓ **Honor the spiritual significance** of the Bhagavad Gita and Hindu traditions
- ✓ **Engage constructively** with the AI-generated content
- ✓ **Respect intellectual property rights** of all content within the application

3.2 Prohibited Activities

Users must **NOT**:

- ✗ **Misuse the application** for harmful, offensive, or illegal purposes
- ✗ **Attempt unauthorized access** to app systems or data
- ✗ **Reverse engineer** or extract proprietary algorithms
- ✗ **Spread misinformation** or harmful content through the platform
- ✗ **Modify, disrupt, or interfere** with app functionality
- ✗ **Use the application** for commercial purposes without authorization
- ✗ **Violate any applicable laws** or regulations

3.3 Content Responsibility

Users acknowledge that:

- AI-generated responses may not always align with personal interpretations
 - Individual understanding of spiritual teachings may vary
 - Content should be approached with discernment and wisdom
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4. DATA COLLECTION AND PRIVACY

4.1 Consent to Data Processing

By using this application, you provide **explicit consent** for data collection and processing as detailed in our comprehensive Privacy Policy.

4.2 Data Usage

- **AI interaction data** may be stored to enhance app functionality and accuracy
- **Personal information** is never shared with third parties without explicit consent
- **Usage analytics** help improve user experience and service quality

4.3 Privacy Protection

For complete details regarding data handling, protection measures, and your privacy rights, please refer to our **Privacy Policy**, which forms an integral part of these Terms.

5. INTELLECTUAL PROPERTY RIGHTS

5.1 Ownership

All application content, including but not limited to:

- **Software code and algorithms**
- **AI-generated responses and content**
- **User interface design elements**
- **Graphics, logos, and branding materials**
- **Documentation and help materials**

...is owned by **HNIX Innovations** or appropriately licensed from third parties.

5.2 User Restrictions

Users are **prohibited** from:

- Reproducing, distributing, or modifying any application content
- Creating derivative works based on our intellectual property
- Using our content for commercial purposes without written permission
- Removing or altering proprietary notices or attributions

5.3 Limited License

We grant users a limited, non-exclusive, non-transferable license to use the application solely for personal, non-commercial purposes in accordance with these Terms.

6. AI DISCLAIMER AND LIMITATION OF LIABILITY

6.1 AI-Generated Content Disclaimer

IMPORTANT NOTICE: The responses provided by Ask Krishna AI are:

- **Generated by artificial intelligence** and not by human spiritual advisors
- **Based on algorithmic processing** of Bhagavad Gita teachings
- **Subject to interpretation** and may not reflect authoritative religious guidance
- **Intended for educational purposes** and personal reflection only

6.2 Accuracy and Reliability

We **DO NOT GUARANTEE**:

- The accuracy, completeness, or reliability of AI-generated responses
- That responses will align with specific religious interpretations or traditions
- That content will meet individual spiritual or educational needs
- The availability or continuous operation of the application

6.3 Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW:

- The application is provided **"AS IS"** without warranties of any kind
- We shall **NOT BE LIABLE** for any direct, indirect, incidental, consequential, or punitive damages
- Users assume **full responsibility** for interpretations and decisions based on app content
- Our total liability shall not exceed the amount paid by the user for the application

6.4 User Responsibility

Users must:

- Exercise personal judgment and discernment when interpreting AI responses
- Consult qualified religious or spiritual advisors for important decisions

- Understand that spiritual guidance requires human wisdom and experience
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7. SUBSCRIPTION AND PAYMENT TERMS

7.1 Premium Features

- Certain advanced features may require **subscription** or **in-app purchases**
- Premium content provides enhanced AI responses and additional functionalities

7.2 Payment Processing

- All payments are processed through **official app stores** (Google Play Store, Apple App Store)
- Payment terms are subject to the respective app store's policies and procedures
- We do not directly process or store payment information

7.3 Refund Policy

- Subscription fees are generally **non-refundable**
- Refunds may be available as required by applicable consumer protection laws
- Refund requests should be directed to the respective app store

7.4 Price Changes

We reserve the right to modify subscription pricing with **reasonable advance notice** to users.

8. ACCOUNT TERMINATION

8.1 Termination by Company

We may suspend or terminate user access if:

- Users violate these Terms and Conditions
- Engagement in harmful, abusive, or illegal behavior occurs
- Attempts to compromise application security are detected
- Misuse of the application for unauthorized commercial purposes

8.2 Termination by User

Users may terminate their account at any time by:

- Uninstalling the application
- Contacting customer support for account deletion
- Following in-app account deletion procedures

8.3 Effect of Termination

Upon termination:

- User access to the application will cease immediately
 - Certain data may be retained as outlined in our Privacy Policy
 - Premium subscription benefits will end according to the billing cycle
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9. MODIFICATION OF TERMS

9.1 Right to Modify

We reserve the right to update, modify, or revise these Terms and Conditions at any time to:

- Reflect changes in applicable laws or regulations
- Improve user experience and application functionality
- Address security or operational concerns

9.2 Notification Process

- **Material changes** will be communicated through in-app notifications
- **Updated terms** will be posted within the application with revised effective dates
- **Continued use** after updates constitutes acceptance of revised terms

9.3 User Options

If you disagree with updated terms, you must discontinue use of the application immediately.

10. GOVERNING LAW AND DISPUTE RESOLUTION

10.1 Applicable Law

These Terms are governed by and construed in accordance with the **laws of India**, without regard to conflict of law principles.

10.2 Jurisdiction

Any legal disputes arising from or relating to these Terms or the use of this application shall be subject to the **exclusive jurisdiction** of the courts in **Mumbai, Maharashtra, India**.

10.3 Dispute Resolution

Before initiating legal proceedings, parties agree to attempt resolution through:

- Direct communication with our customer support team
 - Good faith negotiation between the parties
 - Alternative dispute resolution methods where appropriate
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11. REPORTING AND FEEDBACK

11.1 Content Concerns

If you encounter content that appears:

- **Inappropriate or offensive**
- **Factually incorrect or misleading**
- **Potentially harmful or dangerous**
- **Inconsistent with Bhagavad Gita teachings**

Please report it immediately to: **hnix.contact@gmail.com**

11.2 Response Commitment

We are committed to:

- Reviewing all reports promptly and thoroughly
- Taking appropriate corrective action when necessary

- Improving our AI algorithms based on user feedback
 - Maintaining the spiritual integrity of our content
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12. CONTACT INFORMATION

For questions, concerns, or support regarding these Terms and Conditions, please contact us:

HNIX Innovations

Primary Contact: hnix.contact@gmail.com

Website: <https://hnix.in/>

Business Hours: Monday - Friday, 9:00 AM - 6:00 PM IST

Response Time: Within 48 hours for general inquiries

Legal Inquiries

For legal matters specifically related to these Terms and Conditions, please mark your correspondence as "Legal Inquiry" in the subject line.

13. MISCELLANEOUS PROVISIONS

13.1 Severability

If any provision of these Terms is deemed invalid or unenforceable, the remaining provisions shall continue in full force and effect.

13.2 Entire Agreement

These Terms, together with our Privacy Policy, constitute the entire agreement between you and HNIX Innovations regarding the use of Ask Krishna (Bhagavad Gita AI).

13.3 No Waiver

Our failure to enforce any provision of these Terms shall not constitute a waiver of that provision or any other provision.

13.4 Assignment

You may not assign or transfer your rights under these Terms without our prior written consent. We may assign our rights and obligations under these Terms without restriction.

Last Updated: January 1, 2025

Document Classification: Legal Agreement

Review Cycle: Semi-Annual

Version Control: Terms_v1.0_2025

These Terms and Conditions reflect our commitment to providing a respectful, educational, and spiritually enriching experience through Ask Krishna (Bhagavad Gita AI). We encourage users to read these terms carefully and contact us with any questions or concerns.

"धर्मो रक्षति रक्षितः"

("Dharma protects those who protect dharma")