Privacy Policy

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How FytVerse collects, uses and protects your personal data.

Effective date	13 August 2026
Last updated	13 August 2026
Data Fiduciary	FytVerse — New Delhi, India
Applies under	Digital Personal Data Protection Act, 2023

This Privacy Policy explains what personal data FytVerse collects, why, who we share it with, and the rights and choices you have under the Digital Personal Data Protection Act, 2023 ("DPDP Act") and other applicable Indian law.

1. Who we are

FytVerse ("we", "us", "FytVerse") operates the FytVerse platform (the "Service"), which lets users book and join live coaching sessions — nutrition, fitness, yoga, maternity, elderly care and mental health — with independent coaches, hosted over Zoom.

Data Fiduciary (controller): FytVerse, D-223, Abul Fazal Enclave, Jamia Nagar, New Delhi – 110025, India.
Grievance Officer / Privacy contact: Shahida P Choudhury, email shahida.chy@fytverse.in, D-223, Abul Fazal Enclave, Jamia Nagar, New Delhi – 110025, India.
The Grievance Officer handles data-protection questions, rights requests and complaints, as required under the DPDP Act.

2. Information we collect

2.1 Account information

When you sign up: your name, email address, and optionally your phone number (used for WhatsApp booking notifications). Your password is never stored in plain text — only a one-way hash.

2.2 Onboarding / intake information

After signing up, we ask a short set of intake questions to match you with relevant sessions:

- your primary wellness objective (e.g. nutrition, fitness, yoga, maternity care, elderly care, mental health);
- your weekly time commitment and preferred time of day for sessions;
- challenges or blockers you tell us about, in your own words where relevant;
- health conditions or physical limitations, if you choose to share them — this field is optional and free-text; and
- whether you would like to be shown 1-on-1 coach options.
- The chat collects names, phone numbers and health interests.

Health information. The optional health field is sensitive information. We collect it only if you actively choose to enter it (opt-in), we use it only to help match you with an appropriate coach or session, and we do not sell it or use it for advertising or profiling. You can withdraw this consent and ask us to delete this field at any time (see Sections 4 and 9).

2.3 Booking and session activity

Which sessions you book, when you join and leave, whether you complete a session, and any rating you give a coach afterward.

2.4 Payment information

When you buy a session, a 5+1 credit pack, or a 1-on-1 consultation, payment is processed by Razorpay. We do not receive or store your card, UPI or bank details — Razorpay handles that directly. We keep a record of the transaction itself (amount, product purchased, payment status and Razorpay's reference IDs) so we can confirm your purchase and provide support.

2.5 Referral programme data

If you refer other users, we track your referral code, the purchases made through it, the commission it earns you, and your progression through the programme's tiers. Referral earnings are calculated from your downline's purchase activity, not from the content of anything discussed in a session.

2.6 Communications

We send booking confirmations and session reminders over WhatsApp, via our provider Wati, to the phone number you gave us. We keep a log of what was sent and its delivery status so we can troubleshoot missed notifications.

2.7 Video session data

Live and 1-on-1 sessions run on Zoom. When you join, Zoom processes the video and audio needed to run the call. Some sessions may be recorded; where they are, the recording is used only for the purposes described in this policy (e.g. quality review — see Section 2.8) and is not made public. We do not let coaches see your real email address inside Zoom — every account is registered with Zoom under a generated placeholder address, so the participant list a coach sees is never your real contact information.

2.8 Automated quality review of 1-on-1 sessions

To make sure coaches do not ask for or share contact details off-platform (which would undermine the protections in Section 2.7), 1-on-1 sessions may be reviewed by an automated system that flags specific concerns — for example, a possible mention of contact information — for our team to check. This is a targeted safety check, not general monitoring or profiling of what you discuss. We tell you about this check up-front and rely on it as part of the service and platform-safety terms you agree to.

2.9 Information we do not collect

We do not collect your precise real-time location, government ID numbers or biometric data, and we do not run advertising trackers on the Service.

3. How we use your information

We use your information to:

- create and maintain your account;

- match you with relevant coaches and sessions based on your onboarding answers;
- process your purchases and manage your session credits;
- schedule and run your live sessions and 1-on-1 consultations over Zoom;
- send booking confirmations and reminders over WhatsApp;
- calculate and pay out referral commissions, where applicable;
- investigate and resolve support requests or disputes;
- detect and prevent fraud (for example, self-referral abuse) and enforce our platform rules, including the contact-privacy protection in Section 2.7; and
- meet our legal, accounting and tax obligations.

We do not sell your personal data, and we do not use your health information or session content for advertising or profiling.

4. Our legal basis for processing

Under the DPDP Act we process your personal data on the following bases:

- **Your consent** — given when you sign up and complete onboarding, and in particular for the optional health-conditions field. Consent is sought through a clear, affirmative action, is specific to each purpose, and can be withdrawn at any time.
- **Performance of your request / the service** — to provide the sessions, consultations and features you have signed up for or purchased.
- **Certain legitimate uses and legal obligations under the DPDP Act** — for example, to comply with law, respond to legal requests, and maintain the safety and security of the Service (including the fraud-prevention and quality-review activities described in Sections 2.8 and 3).

Withdrawing consent. You can withdraw consent for optional data (such as the health field) at any time by contacting our Grievance Officer or using in-app settings; withdrawing is as easy as giving consent. Withdrawal does not affect processing already carried out, and some features may no longer be available if the data they rely on is withdrawn.

5. Who we share your information with

5.1 Coaches

A coach can see your name, your onboarding objective, and the session or booking details needed to run your session. A coach cannot see your email address or phone number unless a specific, logged event allows it (for example, after you have purchased a 1-on-1 coaching subscription with them) — and every such disclosure is recorded in an internal audit log.

5.2 Service providers (data processors) we use to run FytVerse

We share the minimum data each provider needs to do its job, and we do not allow them to use your data for their own unrelated purposes:

Provider	What they do	Data they receive
Razorpay	Payment processing	Transaction records and payment status (not your card/UPI/bank details, which Razorpay collects directly).

Provider	What they do	Data they receive
Zoom	Hosting live and 1-on-1 video sessions	Session audio/video, and a generated placeholder email (not your real email).
Wati	Sending WhatsApp booking confirmations and reminders	Your name and phone number, and message/delivery status.
Meta / WhatsApp	Delivery of WhatsApp messages	Phone number and message content necessary for delivery.
Neon	Hosting the Service and storing data securely	Account, booking and related data stored on our behalf.

5.3 Legal disclosures

We may disclose information if required by law, court order, or to protect the rights, safety or property of FytVerse, our users or the public.

5.4 Business transfers

If FytVerse is involved in a merger, acquisition or sale of assets, your information may be transferred as part of that transaction. We will notify you if this happens and if your data becomes subject to a different privacy policy.

6. International data transfers

Some of the providers listed in Section 5.2 may process or store data outside India. Where this happens, we do so in accordance with the DPDP Act — we will not transfer your personal data to any country or territory that the Central Government of India restricts for such transfers, and we take reasonable steps to ensure your data continues to receive appropriate protection.

7. Data retention and erasure

We keep your account and booking data for as long as your account is active, and for a reasonable period afterward for legal, accounting and dispute-resolution purposes. In line with the DPDP Act, we erase personal data once the purpose for which it was collected is no longer being served — for example, when you withdraw consent, close your account, or after a defined period of inactivity — unless we are required to retain it by law (for example, referral and payment records kept for tax and financial-regulation purposes). Where required, we will give you advance notice before erasing data so you can choose to keep your account active.

8. Data security

We use reasonable security safeguards to protect your data, including encrypted connections (HTTPS) and password hashing, and we limit internal access to personal data. No system is completely secure and we cannot guarantee absolute security, but we work to protect your information against unauthorised access, loss or misuse.

9. Data-breach notification

If a personal-data breach affects your data, we will act promptly to contain and assess it and, in accordance with the DPDP Act and the DPDP Rules, we will notify you and the Data Protection Board of India without undue delay. Our notice to you will describe, in plain language, the nature of the breach, the data likely affected, the steps you can take to protect yourself, and how to reach us.

10. Your rights and choices

As a data principal under the DPDP Act, you have the right to:

- access a summary of the personal data we hold about you and how we process it;
- correct, complete or update inaccurate data;
- erase your account and associated data (referral and payment records may be retained where the law requires);
- withdraw consent for optional data, such as your health-conditions entry;
- nominate another individual to exercise your rights in the event of your death or incapacity; and
- readily available grievance redressal.

How to exercise your rights. Contact our Grievance Officer (Section 1) at shahida.chy@fytverse.in. We will respond within the timelines required by law and, in any case, without undue delay. If you are not satisfied with our response, you may lodge a complaint with the Data Protection Board of India once it is operational under the DPDP Act.

11. Children’s privacy

FytVerse is intended for adults and is not directed at children under 18. Consistent with the DPDP Act, we do not knowingly collect personal data from children, and we do not track, behaviourally monitor, or serve targeted advertising to children. If you believe a child has provided us with personal data, contact our Grievance Officer and we will delete it.

12. Cookies

We use only the cookies necessary to keep you signed in and to remember your session. We do not use third-party advertising or tracking cookies. If we add analytics or other non-essential cookies in future, we will update this section and, where required, ask for your consent.

13. Changes to this policy

We may update this policy from time to time. If we make material changes, we will notify you — for example by email or an in-app notice — before the changes take effect. The “Last updated” date at the top always reflects the most recent version.

14. Contact us

Questions about this policy or how we handle your data:

Entity: FytVerse
Address: D-223, Abul Fazal Enclave, Jamia Nagar, New Delhi – 110025, India
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