

# Privacy Policy

**Effective Date:** June 24, 2026

**App Name** - Hari Om Bol

**Developer** - Bharat Nextgen Digital private limited

**Company** - Bharat Nextgen Digital private limited

**Hari Om Bol** ("we", "our", or "us") respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use the Hari Om Bol mobile application, website, and related services (collectively, the "Services").

By accessing or using our Services, you agree to the practices described in this Privacy Policy.

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## 1. Information We Collect

We may collect the following categories of information:

### A. Personal Information

When you create an account or use our Services, we may collect:

- Full Name
  - Mobile Number
  - Email Address
  - Gender (optional)
  - Date of Birth (optional)
  - City and State
  - Preferred Language
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### B. Account Information

When you sign in using third-party services, we may receive:

- Google Account information
- Apple ID information
- Authentication tokens

We never receive or store your passwords for these services.

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## C. Astrology Information

If you use astrology-related services, we may collect:

- Date of Birth
- Time of Birth
- Place of Birth

This information is used solely for generating horoscope, kundli, panchang, compatibility matching, and other astrology services.

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## D. Temple & Travel Information

When using pilgrimage planning or temple services, we may collect:

- Current location (with your permission)
- Preferred destination
- Travel preferences

Location access is optional and only used to improve recommendations.

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## E. Communication Information

If you contact customer support or Saathi, we may collect:

- Chat messages
- Call metadata
- Support requests
- Feedback

Calls may be recorded for quality assurance where permitted by law.

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## **F. Device Information**

We automatically collect:

- Device model
- Operating System
- IP Address
- App Version
- Device identifiers
- Crash reports
- Diagnostic information

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## **G. Usage Information**

We collect analytics regarding:

- Pages viewed
- Features used
- Session duration
- Click activity
- Search history
- App performance

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## **2. How We Use Your Information**

We use your information to:

- Create and manage your account
- Verify your identity
- Provide astrology services
- Generate kundli and horoscope
- Connect you with astrologers
- Connect you with temples and service providers
- Process bookings
- Process payments
- Improve our Services

- Send notifications
  - Provide customer support
  - Prevent fraud
  - Detect abuse
  - Ensure platform security
  - Comply with legal obligations
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## 3. Payments

Payments are processed using secure third-party payment providers.

We do not store:

- Debit card numbers
- Credit card numbers
- CVV
- Banking PINs

Payment providers process payment information according to their own privacy policies.

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## 4. Location Information

With your permission, we may collect your location to:

- Recommend nearby temples
- Suggest pilgrimage destinations
- Improve search results
- Enhance travel planning

You can disable location permissions at any time in your device settings.

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## 5. Camera & Photo Access

If you choose to upload profile pictures or documents, we may request access to:

- Camera
- Photo Library

Access is only used for the selected purpose.

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## 6. Microphone Access

If voice communication features are available, we may request microphone access for:

- Voice calls
- Audio consultations
- Customer support

Microphone access is only active during the call.

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## 7. Notifications

We may send notifications regarding:

- Booking updates
- Astrologer callbacks
- Temple events
- Promotions
- Important announcements
- Security alerts

You can disable notifications through your device settings.

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## 8. Cookies & Similar Technologies

Our website may use cookies to:

- Keep you signed in
- Remember preferences
- Analyze traffic

- Improve user experience

You may disable cookies through your browser settings.

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## 9. Sharing Your Information

We do not sell your personal information.

We may share information with:

### **Service Providers**

Including:

- Cloud hosting providers
- Analytics providers
- Payment processors
- Customer support providers
- Notification services

### **Astrologers**

If you request an astrology consultation, limited information necessary to provide the consultation may be shared.

### **Temple Partners**

If you book temple-related services, relevant information may be shared with the temple or service provider.

### **Legal Authorities**

When required by law, court order, or government request.

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## 10. Data Security

We implement appropriate technical and organizational measures including:

- Encryption
- Secure servers
- Access controls
- Regular security reviews
- Authentication mechanisms

While we strive to protect your information, no online platform can guarantee absolute security.

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## 11. Data Retention

We retain personal information only as long as necessary to:

- Provide our Services
- Comply with legal obligations
- Resolve disputes
- Enforce agreements

When no longer required, data is securely deleted or anonymized.

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## 12. Children's Privacy

Our Services are not intended for children under the age of 13.

We do not knowingly collect personal information from children.

If we become aware that such information has been collected, we will delete it promptly.

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## 13. Your Rights

Depending on your jurisdiction, you may have the right to:

- Access your data
- Correct inaccurate information
- Delete your account
- Withdraw consent

- Restrict processing
- Receive a copy of your data
- Object to certain processing activities

To exercise these rights, contact us using the details below.

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## 14. Account Deletion

You may request deletion of your account by:

- Contacting our support team at [support@hariom.app](mailto:support@hariom.app)

Some information may be retained where required by applicable law.

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## 15. Third-Party Services

Our Services may integrate with third-party services including:

- Google Sign-In
- Apple Sign-In
- Firebase
- Payment Gateways
- Analytics Providers
- Mapping Services

These services operate under their own privacy policies.

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## 16. International Data Transfers

Your information may be processed on servers located outside your state or country.

We take appropriate safeguards to protect personal information during such transfers.

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## 17. Changes to this Privacy Policy

We may update this Privacy Policy periodically.

Changes become effective when posted on this page.

We encourage users to review this Privacy Policy regularly.

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## 18. Contact Us

If you have questions regarding this Privacy Policy, you may contact us:

**Hari Om Bol**

Email: [support@hariom.app](mailto:support@hariom.app)

Website: <https://hariombol.com>

Support: [support@hariom.app](mailto:support@hariom.app)

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## 19. Consent

By using Hari Om Bol, you acknowledge that you have read, understood, and agree to this Privacy Policy.

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## App Permissions Explained

Hari Om Bol may request the following permissions:

Permission	Purpose
Internet	Access online services
Notifications	Booking updates and reminders

Camera	Profile photo upload
Photos	Upload images
Microphone	Voice consultations
Location	Nearby temple recommendations
Phone (optional)	Connect with astrologers where applicable

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## **Apple App Store Compliance**

This policy addresses the typical disclosure requirements for:

- Data Collection
- Data Usage
- Third-Party Sharing
- Analytics
- Account Deletion
- User Rights
- Security Measures
- Contact Information