

MASJID360 COMMUNITY GUIDELINES

One Platform. Many Muhallas. Stronger Ummah.

Version: 1.0

Effective Date: 7 July 2026

1. Purpose

These Community Guidelines apply to every user of Masjid360, a platform owned and operated by Produit Solutions (OPC) Private Limited. They are intended to promote a respectful, safe and trustworthy community for Masjids, Muhallas, families and community members.

2. Community Values

Every user is expected to:

- Treat all users with dignity and respect.
- Communicate honestly and responsibly.
- Respect religious sentiments and community harmony.
- Use the Platform only for lawful purposes.
- Protect the privacy and personal information of others.

3. Prohibited Conduct

The following activities are strictly prohibited:

- Harassment, bullying, intimidation or personal attacks.
- Hate speech, abusive, defamatory, obscene or threatening content.
- Religious incitement, communal disharmony or violence.
- Creating fake identities or impersonating any individual, Masjid or organisation.
- Uploading false announcements, fake fundraising campaigns or misleading information.
- Soliciting donations through unverified or unauthorised Masjid accounts.
- Financial fraud, scams, phishing or misuse of payment facilities.
- Sharing another person's personal information without lawful authority.
- Uploading malware, attempting unauthorised access, hacking or disrupting the Platform.
- Using the Platform for political campaigning, unlawful commercial spam or illegal activities.

4. Financial Integrity

Masjid360 maintains a zero-tolerance approach to financial misuse.

- Do not request donations on behalf of a Masjid unless authorised by its official committee.
- Do not divert donations to personal bank accounts or unofficial payment methods.
- Do not create duplicate or misleading fundraising campaigns.

- Users should donate only to verified Masjids and authorised campaigns available on the Platform.

5. Reporting Misuse

Users should immediately report suspected fraud, harassment, impersonation, financial misconduct or security concerns to support@masjid360.in. Reports will be reviewed confidentially.

6. Investigation

Masjid360 may investigate complaints by reviewing relevant account information, transaction records, uploaded content and system logs, while handling personal data in accordance with applicable law and the Privacy Policy.

7. Enforcement and Penalties

Violations of these Guidelines may result in one or more of the following actions:

- Warning or formal notice.
- Removal of offending content.
- Temporary suspension of specific features.
- Temporary suspension of the user account.
- Permanent termination of the account.
- Removal of Masjid administrator privileges.
- Cancellation of fundraising campaigns.
- Freezing or withholding transactions where legally permitted pending investigation.
- Reporting to the relevant Masjid Committee or authorised administrators.
- Reporting to banks, payment gateways (including Razorpay), cybercrime authorities or law enforcement where fraud or criminal activity is suspected.
- Initiation of civil or criminal legal proceedings where permitted by law.

8. Zero-Tolerance Policy

Masjid360 adopts a zero-tolerance policy towards financial fraud, identity theft, cybercrime, blackmail, extortion, impersonation, misuse of charitable donations, threats, stalking, harassment, defamation and any attempt to exploit the Platform for personal gain or to harm individuals, Masjids or the community.

9. User Responsibility

- You are responsible for all activity carried out through your account.
- Keep your login credentials secure.
- Verify information before sharing or acting upon it.
- Respect applicable laws and these Guidelines.

10. Governing Law

These Community Guidelines are governed by the laws of the Republic of India. Serious violations may be referred to the appropriate authorities, including cybercrime and law enforcement agencies, where required or permitted by law.

11. Contact Us

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