

# MASJID360 DATA PROCESSING & SECURITY POLICY

One Platform. Many Muhallas. Stronger Ummah.

Version: 1.0

Effective Date: 7 July 2026

## 1. Introduction

This Data Processing & Security Policy describes how Masjid360, a product owned and operated by Produit Solutions (OPC) Private Limited, processes, protects, stores and manages personal data collected through the Masjid360 website, mobile application and related services. This Policy should be read together with the Privacy Policy, Cookie Policy and Terms & Conditions and is intended to support compliance with the Digital Personal Data Protection Act, 2023 and other applicable Indian laws.

## 2. Company Information

Produit Solutions (OPC) Private Limited

Corporate Identity Number (CIN): U72900KL2018OPC052452

Registered Office:

XIV/IIB, Panikkaveettil House

P O Edassery

Edassery

Thrissur, Kerala – 680569

India

Website: <https://www.masjid360.in>

General Enquiries: [info@masjid360.in](mailto:info@masjid360.in)

Customer Support: [support@masjid360.in](mailto:support@masjid360.in)

## 3. Purpose of Data Processing

Personal data is processed only for legitimate business and community purposes including:

- User registration, authentication and account management
- Managing Masjid and Muhalla memberships
- Processing donations and subscriptions through Razorpay
- Generating receipts and maintaining financial records
- Providing prayer timings, announcements, events and welfare services
- Customer support and grievance handling
- Fraud prevention and platform security

- Analytics and service improvement
- Compliance with legal and regulatory obligations

#### **4. Categories of Personal Data**

- Personal information (name, gender, date of birth, contact details and address)
- Masjid and Muhalla association details
- Family member information voluntarily provided
- Educational and professional information
- Optional profile photograph and identity verification details
- Payment references including Razorpay Order ID, Payment ID and transaction status
- Device information, IP address, diagnostics and application logs
- Location information where permission is granted

#### **5. Lawful Basis for Processing**

- User consent
- Performance of requested services
- Compliance with applicable laws
- Legitimate interests including security, fraud prevention and service improvement

#### **6. Information Security**

Masjid360 applies reasonable administrative, technical and organisational safeguards to protect personal information.

- HTTPS/SSL encrypted communications
- Password encryption and secure authentication
- Role-based access controls
- Secure hosting infrastructure and firewall protection
- Database security controls
- Routine backups and disaster recovery planning
- Security monitoring and audit logging
- Regular software updates and vulnerability management

#### **7. Third-Party Data Processing**

Where necessary, limited information may be shared with trusted service providers for authorised purposes only.

- Razorpay Software Private Limited (payment processing)
- Cloud hosting providers
- Email and SMS service providers
- Google Maps and Firebase services (where implemented)
- Analytics providers

All third-party processors are expected to maintain appropriate security and confidentiality standards.

## **8. Data Retention**

Personal data is retained only for as long as necessary to provide services, satisfy legal obligations, maintain financial records, prevent fraud, resolve disputes and enforce agreements. Information that is no longer required will be securely deleted or anonymised where appropriate.

## **9. Security Incident Response**

Masjid360 maintains procedures to identify, manage and respond to security incidents.

- Identify and assess security incidents
- Contain and mitigate risks
- Restore affected services
- Investigate root causes
- Notify affected users or authorities where required by applicable law
- Implement corrective and preventive measures

## **10. User Rights**

Users may request access, correction or deletion of their personal data, withdraw consent where legally applicable, and submit privacy-related grievances by contacting [support@masjid360.in](mailto:support@masjid360.in).

## **11. Policy Updates**

This Policy may be updated periodically to reflect changes in law, technology or business operations. The latest version will be published on the Masjid360 Platform.

## **12. Contact Us**

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