

MASJID360 PRIVACY POLICY

Version: 1.0

Effective Date: 7 July 2026

1. Introduction

Welcome to Masjid360, a digital community platform developed and operated by Produit Solutions (OPC) Private Limited ("Company", "Masjid360", "we", "our", or "us").

We are committed to protecting your privacy and handling your personal data responsibly in accordance with the Digital Personal Data Protection Act, 2023 (India) and other applicable laws.

This Privacy Policy explains how we collect, use, store, disclose and protect your personal information when you access or use the Masjid360 mobile application, website and related services ("Platform").

By registering, accessing or using Masjid360, you acknowledge that you have read, understood and agreed to this Privacy Policy.

2. Company Information

Legal Entity

Produit Solutions (OPC) Private Limited

Corporate Identity Number (CIN)

U72900KL2018OPC052452

Registered Office

Produit Solutions (OPC) Private Limited

XIV/IIB, Panikkaveettil House

P O Edassery

Edassery

Thrissur, Kerala – 680569

India

Website: www.masjid360.in

General Enquiries: info@masjid360.in

Customer Support: support@masjid360.in

3. Applicability

This Privacy Policy applies to all users of Masjid360 including:

- Registered Users
- Masjid Administrators
- Muhalla Administrators
- Committee Members
- Volunteers
- Donors
- Community Members
- Visitors using our Platform

4. Information We Collect

We collect only the information necessary to provide our services.

A. Personal Information

Depending on your use of the Platform, we may collect:

- Full Name
- Gender
- Date of Birth
- Mobile Number
- Email Address
- Residential Address
- City
- District
- State
- PIN Code
- Occupation
- Educational Qualifications
- Family Member Details
- Profile Photograph (optional)
- Identity Verification Details (where voluntarily provided)
- Masjid/Muhalla Association

B. Account Information

When you create an account we collect:

- Username
- Password (encrypted)
- Login History
- Account Preferences

C. Payment Information

For subscriptions, donations and payments we may collect:

- Transaction ID
- Razorpay Payment ID
- Razorpay Order ID
- Payment Status
- Donation Amount
- Subscription Details
- Receipt Information

Payment Gateway

Masjid360 uses Razorpay Software Private Limited as its authorised payment gateway for processing online payments.

Important

Masjid360 does not collect, process or store your:

- Debit Card Number
- Credit Card Number
- CVV
- UPI PIN
- Internet Banking Password
- Wallet Credentials

All payment information is securely handled by Razorpay in accordance with applicable RBI regulations, PCI-DSS standards and Razorpay's own Privacy Policy and Terms of Service.

D. Device Information

We automatically collect technical information such as:

- Device Model
- Operating System
- App Version
- Device Identifier
- IP Address
- Browser Information
- Crash Reports
- Diagnostic Logs

E. Location Information

With your permission, Masjid360 may collect your approximate or precise location for services including:

- Finding nearby Masjids
- Prayer Time Accuracy
- Community Services
- Local Events
- Nearby Welfare Services

Location permissions may be disabled at any time through your device settings.

5. Purpose of Collection

We use/process your information based on:

- Create and manage your account
- Authenticate users
- Connect users with their Masjid and Muhalla
- Process donations and subscriptions
- Generate receipts
- Send announcements and notifications
- Display prayer timings
- Manage volunteer activities
- Provide educational, matrimonial, welfare and healthcare services
- Improve Platform functionality
- Detect fraud and abuse
- Resolve disputes
- Comply with legal obligations
- Provide customer support

6. Legal Basis for Processing

We use/process your information based on:

- Your Consent
- Performance of our services
- Compliance with applicable laws
- Legitimate business interests including fraud prevention, platform security and service improvement

7. Sharing of Information

Masjid360 does not sell, rent or trade your personal information.

A. Your Masjid or Muhalla

Certain profile information may be visible to authorised Masjid or Muhalla administrators for community management.

B. Service Providers

We may share limited information with trusted service providers including:

- Razorpay (Payment Processing)
- Cloud Hosting Providers
- SMS Gateway Providers
- Email Service Providers
- Push Notification Services
- Analytics Providers
- Technical Support Providers

These providers are contractually required to maintain confidentiality and protect your information.

C. Legal Compliance

Information may be disclosed if required by:

- Courts
- Government Authorities
- Law Enforcement Agencies
- Regulatory Authorities
- Applicable Indian Laws

D. Corporate Transactions

If Produit Solutions (OPC) Private Limited undergoes a merger, acquisition or business restructuring, user information may be transferred as part of the transaction subject to applicable laws.

8. Data Security

We implement reasonable technical and organisational safeguards including SSL Encryption, HTTPS Secure Communication, Password Encryption, Secure Servers, Firewall Protection, Role-Based Access Control, Database Security, Security Monitoring and Regular Backups. Although we use industry-standard security measures, no internet-based system can guarantee absolute security.

9. Data Retention

Your information is retained only for as long as necessary to provide services, meet legal obligations, maintain financial records, prevent fraud, resolve disputes and enforce agreements. When no longer required, information will be securely deleted or anonymised.

10. Your Rights

You may request access, correction, deletion, withdrawal of consent (where legally permitted), information regarding processing of your personal data and lodge grievances by contacting support@masjid360.in.

11. Children's Privacy

Masjid360 is intended for community use and complies with applicable law relating to children's personal data.

12. Cookies and Similar Technologies

Our website may use cookies to maintain user sessions, improve performance, enhance security, analyse traffic and personalise user experience.

13. Third-Party Services

Masjid360 may integrate with Razorpay, Google Maps, Firebase Cloud Messaging, Google Analytics (where applicable), Email Service Providers and SMS Gateway Providers. These services operate under their own privacy policies.

14. International Data Transfers

Where necessary, personal information may be processed or stored outside India through authorised cloud providers in accordance with applicable Indian laws.

15. Changes to this Privacy Policy

We may revise this Privacy Policy from time to time. Updated versions will be published on our Platform. Continued use constitutes acceptance of the updated Policy.

16. Grievance Officer

Grievance Officer
Produit Solutions (OPC) Private Limited
Email: support@masjid360.in

17. Governing Law and Jurisdiction

This Privacy Policy is governed by the laws of the Republic of India. Disputes shall be subject to the exclusive jurisdiction of the competent courts at Thrissur, Kerala.

18. Contact Us

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