



VMENTORZ – Privacy Policy

Last updated: [January 29, 2026]

1. Introduction & Purpose

Legal Backbone

VMENTORZ Private Limited (“**VMENTORZ**”, “**we**”, “**us**”, or “**our**”) is committed to protecting the privacy, confidentiality, and security of personal data entrusted to us. This Privacy Policy describes how we collect, use, process, store, disclose, and protect personal data when you access or use the VMENTORZ platform, including our website, mobile applications, assessments, AI-enabled tools, and related services (collectively, the “**Platform**”). This Privacy Policy is issued in compliance with applicable Indian laws, including the **Digital Personal Data Protection Act, 2023 (“DPDP Act”)**, and applies to all users, mentors, practitioners, guardians, and visitors interacting with the Platform.

By accessing or using the Platform, you acknowledge that you have read, understood, and agreed to the collection and processing of your personal data in accordance with this Privacy Policy.

What this means for you (User-Friendly Explanation)

Your privacy matters deeply to us—especially because VMENTORZ deals with mental wellbeing and sensitive personal information.

This policy explains:

- What data we collect
- Why we collect it
- How we use and protect it
- What rights you have

We are legally required to protect your data, and we take that responsibility seriously.

2. Definitions

Legal Backbone

For the purposes of this Privacy Policy, the following terms shall have the meanings set out below:

- “**Personal Data**” means any data about an individual who is identifiable by or in relation to such data, as defined under the DPDP Act.
- “**Sensitive Personal Data**” / “**Health Data**” includes information relating to an individual’s mental health, emotional wellbeing, assessments, counselling history, or any health-related inputs shared on the Platform.
- “**User**” means any individual who accesses or uses the Platform to seek wellbeing support, counselling, guidance, or related services.
- “**Mentor**” / “**Practitioner**” means any licensed or qualified professional providing services through the Platform.
- “**Guardian**” means a parent or legal guardian providing consent for a minor to access services on the Platform.
- “**Processing**” includes collection, recording, storage, use, disclosure, sharing, analysis, or deletion of personal data.
- “**Platform**” means the VMENTORZ website, mobile application, AI systems, assessments, and related digital services.

What this means for you

VMENTORZ Pvt. Ltd. | CIN: U62013PN2025PTC246337 | GSTIN: 27AALCV4170A1ZF

Email: info@vmentorz.com | Website: www.vmentorz.com

Registered Office: C604, Viva Hallmark, DSK Ranwara Road, Patil Nagar, Bavdhan, Pune - 411021



These definitions are here to avoid confusion later.

When we say things like “personal data” or “processing,” we are using them in a **legal sense**, not just casual language.

3. Scope of This Privacy Policy

Legal Backbone

This Privacy Policy applies to all personal data processed by VMENTORZ in connection with:

- Use of the VMENTORZ website and mobile application
- Mental health assessments, questionnaires, and self-evaluation tools
- AI-enabled assistants, recommendations, and insights
- Booking, communication, and sessions with mentors or practitioners
- Customer support, grievance handling, and platform communications
- Data shared by guardians for child or minor users

This Policy applies regardless of whether you are:

- A registered user
- A mentor or practitioner
- A guardian
- A visitor browsing the Platform

This Privacy Policy must be read together with:

- User Legal Disclaimers
- Mentor / Practitioner Terms of Engagement
- Cancellation & No-Show Policies
- Any other policies referenced on the Platform

In the event of a conflict, this Privacy Policy shall prevail with respect to personal data processing.

What this means for you

If you interact with VMENTORZ in **any way**—even just browsing—you are covered by this policy.

It also means:

- This policy works **together** with other legal documents
- For anything related to your data, **this document takes priority**

4. Information We Collect

Legal Backbone

VMENTORZ collects and processes personal data that is necessary, relevant, and proportionate to provide its services, ensure platform safety, comply with legal obligations, and improve user experience.

Depending on how you interact with the Platform, we may collect the following categories of information:

4.1 Information You Provide Directly

We may collect personal data that you voluntarily provide, including but not limited to:

- Name, age, gender, contact details
- Account registration information
- Profile information and preferences
- Communications with VMENTORZ or mentors through the Platform

This information is required to create and manage your account, communicate with you, and deliver services.



4.2 Mental Health & Wellbeing Information

Given the nature of the Platform, we may collect **sensitive personal data**, including:

- Mental health assessments, questionnaires, and self-reported responses
- Emotional wellbeing indicators and concerns shared by you
- Session-related inputs, summaries, or notes generated through Platform interactions

Such data is collected **only with your explicit consent** and is used strictly for providing support, improving service relevance, ensuring safety, and complying with applicable laws.

4.3 Information Related to Sessions & Communications

We may collect and process data related to your interactions on the Platform, including:

- Session bookings, cancellations, rescheduling, and attendance
- In-platform messages or communications between users and mentors
- Metadata related to sessions (date, duration, mode of interaction)

VMENTORZ does **not** encourage or require off-platform communication and does not control data exchanged outside authorised channels.

4.4 AI, Assessments & Automated Systems Inputs

Where you interact with AI-enabled tools or assessments, we may process:

- Responses and inputs provided during assessments
- Interaction data with AI assistants or recommendation systems
- Outputs generated to support guidance, matching, or insights

AI systems are designed to **support** platform functionality and do not replace professional judgment.

4.5 Mentor / Practitioner Information

For mentors and practitioners, we may collect:

- Professional qualifications, licenses, and credentials
- Profile details, experience, and areas of specialisation
- Session performance metrics, ratings, and reliability indicators

This information is collected to ensure platform quality, trust, and compliance.

4.6 Technical & Usage Information

We may automatically collect certain technical information, including:

- Device and browser information
- IP address, log data, and timestamps
- Usage patterns, navigation data, and platform interactions

This data helps us maintain security, prevent misuse, and improve platform performance.

4.7 Information Relating to Minors

Where services are provided to minors:

- Data may be collected with **verifiable consent from a parent or legal guardian**
- Additional safeguards are applied in accordance with applicable law



4.8 Policy Evolution & Regulatory Alignment

VMENTORZ reserves the right to **modify, refine, or expand the categories of data collected or processed** in this section, **strictly in accordance with applicable law**, regulatory guidance, and the Digital Personal Data Protection Act, 2023, including any rules, notifications, or interpretations issued thereunder.

Any material changes will be reflected in updates to this Privacy Policy and communicated as required by law.

5. How We Use Your Information

Legal Backbone

VMENTORZ uses personal data, including sensitive personal data where applicable, **only for purposes that are lawful, proportionate, and connected to the services offered through the Platform**. Processing is carried out in accordance with this Privacy Policy, applicable law, and user consent where required.

Personal data is not used in a manner that is incompatible with the purposes described below.

5.1 Core Service Delivery

We use your information to:

- Create, manage, and maintain your account
- Enable access to mental wellbeing, counselling, guidance, and related services
- Match users with appropriate mentors or practitioners
- Facilitate session bookings, rescheduling, cancellations, and communications
- Provide customer support and respond to queries or grievances

What this means for you:

We use your data primarily to make the Platform work as intended and to deliver the services you choose to access.

5.2 Mental Health Support & Safety

Given the nature of the Platform, we may use relevant information to:

- Understand user needs and wellbeing context
- Support continuity of care and appropriate referrals
- Monitor safety, quality, and ethical standards
- Address risk scenarios, including harm prevention or emergency situations, where permitted by law

What this means for you:

Your information helps us ensure the Platform remains safe, responsible, and supportive—especially in sensitive mental health situations.

5.3 AI Systems, CX Training & Professional Enablement

VMENTORZ may use information, including aggregated or anonymised data where feasible, to:

- Operate and improve AI-enabled tools, assistants, assessments, and recommendation systems
- Train and enhance internal customer experience (CX) systems
- Support quality improvement, supervision, and professional enablement of mentors and practitioners
- Improve accuracy, relevance, and reliability of platform features

AI systems are designed to **support platform functionality** and **do not replace professional judgment or human decision-making**.



What this means for you:

We may use patterns and insights from platform interactions to improve our systems and services, but AI does not independently diagnose, decide, or act without human oversight.

5.4 Internal Analytics, Research & Platform Improvement

We may process information for internal purposes such as:

- Usage analysis and performance monitoring
- Service quality evaluation and improvement
- Research, insights, and reporting (typically aggregated or anonymised)
- Development of new features or enhancements aligned with mental health and wellbeing services

Such processing is conducted **internally** and in accordance with this Privacy Policy.

What this means for you:

We analyse how the Platform is used so we can make it better, safer, and more effective—without exposing your personal data unnecessarily.

5.5 Group Companies, Affiliates & Healthcare Ecosystem

As VMENTORZ grows, we may use and share personal data **within the VMENTORZ group of companies**, or with **affiliated entities and healthcare partners**, solely for purposes consistent with this Privacy Policy, including:

- Delivery of related health or wellbeing services
- Platform integration and continuity of care
- Quality, safety, analytics, research, and compliance
- Operational efficiency and service enhancement

Any such sharing is subject to appropriate safeguards, confidentiality obligations, and applicable law.

What this means for you:

Your data may be used across related VMENTORZ services or trusted healthcare collaborations—but only for aligned, health-related purposes, not unrelated commercial exploitation.

5.6 Legal, Regulatory & Compliance Purposes

We may use and process information to:

- Comply with applicable laws, regulations, and legal obligations
- Respond to lawful requests from courts, regulators, or authorities
- Enforce platform terms, policies, and agreements
- Detect, prevent, or address fraud, misuse, or security issues

What this means for you:

Sometimes the law requires us to process or disclose information. We do so only when legally necessary.

5.7 Explicit Limitations on Use

Notwithstanding anything else in this Policy:

- Personal and sensitive personal data is **not used for purposes unrelated to mental health, wellbeing, healthcare, or platform operations**
- Data is not processed in a manner that is unlawful, deceptive, or materially inconsistent with this Privacy Policy
- External sharing, where permitted, is **purpose-bound** and subject to safeguards



What this means for you:

Your data is not treated as a free-for-all asset. Its use is bounded, intentional, and aligned with why you came to VMENTORZ.

5.8 Policy Evolution & Future Use

VMENTORZ may refine, expand, or evolve the uses of personal data described in this section **only in accordance with applicable law**, regulatory guidance, and the DPDP Act, 2023, including any rules or interpretations issued thereunder.

Where required, such changes will be reflected through updates to this Privacy Policy and additional disclosures or consent mechanisms.

What this means for you:

As laws and services evolve, our practices may too—but transparently and within legal boundaries.

6. Data Sharing & Disclosure

Legal Backbone

VMENTORZ may share or disclose personal data, including sensitive personal data where applicable, **only to the extent necessary and lawful**, and strictly for purposes consistent with this Privacy Policy, applicable law, and user consent where required.

We do not disclose personal data arbitrarily or without appropriate safeguards.

6.1 Sharing with Mentors / Practitioners (Entity-Based)

Personal data may be shared with mentors or practitioners onboarded on the Platform **only to the extent required** for providing services, including:

- Relevant profile information
- Session-related information
- Assessment summaries or contextual inputs necessary for care

Mentors and practitioners are bound by:

- Contractual confidentiality obligations
- Professional ethical standards
- Platform policies on data access and use

They are **not permitted** to use such data outside the Platform or for unauthorised purposes.

What this means for you:

Only the professional supporting you sees what is needed—and nothing more.

6.2 Sharing within VMENTORZ Group Companies & Affiliates (Entity-Based)

VMENTORZ may share personal data within its **group companies, subsidiaries, or affiliated entities**, or with healthcare-aligned partners, solely for purposes such as:

- Service delivery and continuity of care
- Platform operations and integration
- Quality improvement, analytics, research, and compliance
- Development of related health and wellbeing offerings

Such sharing is subject to appropriate safeguards, access controls, and confidentiality obligations.



What this means for you:

Your data may be used across related VMENTORZ services or trusted healthcare collaborations—but only for aligned, health-related purposes.

6.3 Sharing with Service Providers & Vendors (Entity-Based)

We may share limited personal data with trusted third-party service providers who assist us with:

- Technology infrastructure and hosting
- Payment processing
- Customer support tools
- Security, analytics, or compliance services

These service providers process data **only on our instructions** and are bound by contractual obligations to protect confidentiality and security.

What this means for you:

Some technical partners help run the Platform, but they cannot use your data for their own purposes.

6.4 Legal, Regulatory & Compliance Disclosures (Scenario-Based)

We may disclose personal data where required to:

- Comply with applicable laws, regulations, or legal processes
- Respond to lawful requests from courts, regulators, or government authorities
- Enforce Platform terms, policies, or agreements
- Protect the rights, safety, or security of users, practitioners, or the Platform

What this means for you:

If the law requires disclosure, we comply—but only to the extent necessary.

6.5 Safety, Emergency & Risk Situations (Scenario-Based)

In limited circumstances, personal data may be used or disclosed to:

- Prevent harm or address safety concerns
- Respond to emergencies involving risk to life or wellbeing
- Enable appropriate intervention, where permitted by law

Such disclosures are made in good faith and proportionate to the situation.

What this means for you:

In serious situations, data may be used to help keep people safe.

6.6 Business Transitions & Corporate Events (Scenario-Based)

In the event of a merger, acquisition, restructuring, or transfer of business assets, personal data may be shared or transferred as part of such transaction, subject to:

- Continued compliance with applicable law
- Ongoing protection of personal data
- Alignment with the purposes described in this Privacy Policy

What this means for you:

If the company structure changes, your data remains protected and governed by this policy.



6.7 Cross-Border Data Transfers

Where personal data is transferred outside India, such transfers will be made **only in accordance with applicable law**, regulatory requirements, and appropriate safeguards.

What this means for you:

Your data isn't moved casually across borders—it's governed by law and safeguards.

6.8 Explicit Limitations on Disclosure

Notwithstanding anything else in this Policy:

- Personal and sensitive personal data is **not disclosed for unrelated commercial exploitation**
- Data sharing is limited to what is necessary for the stated purposes
- Any third-party receiving data is required to maintain confidentiality and security

What this means for you:

Sharing is controlled, intentional, and not open-ended.

6.9 Policy Evolution & Regulatory Alignment

VMENTORZ reserves the right to revise data-sharing practices described in this section **in accordance with applicable law**, regulatory guidance, and the DPDP Act, 2023.

Any material changes will be reflected through updates to this Privacy Policy and communicated as required.

7. Data Retention & Deletion

Legal Backbone

VMENTORZ retains personal data, including sensitive personal data where applicable, **only for as long as is necessary** to fulfil the purposes for which it was collected, to comply with applicable laws, to resolve disputes, and to enforce platform policies and agreements.

Data retention periods may vary depending on:

- The nature of the data
- The purpose for which it is processed
- Legal, regulatory, or contractual obligations
- Legitimate operational and risk management requirements

Personal data is not retained indefinitely unless required or permitted by law.

7.1 Retention of User Information

User information may be retained for the duration of:

- The active user account; and
- Any additional period required for:
 - Legal or regulatory compliance
 - Grievance handling or dispute resolution
 - Safety, security, and audit purposes

Where appropriate, data may be anonymised or aggregated instead of being deleted.

What this means for you:

We keep your data only as long as there is a valid reason to do so—such as providing services or meeting legal obligations.



7.2 Retention of Mental Health & Wellbeing Data

Given the sensitive nature of mental health information, VMENTORZ applies **heightened safeguards** to such data. Mental health and wellbeing data may be retained where necessary for:

- Continuity of care and service history
- Safety, quality assurance, and compliance
- Addressing grievances, disputes, or risk situations
- Legal or regulatory requirements

Where feasible, such data may be anonymised, pseudonymised, or minimised to reduce identifiability.

What this means for you:

Your mental health data is handled with extra care and is not kept without a clear purpose.

7.3 Retention of Mentor / Practitioner Information

Mentor and practitioner data may be retained:

- For the duration of their engagement with the Platform
- For a reasonable period thereafter for:
 - Compliance, audits, and record-keeping
 - Quality assurance and reliability assessments
 - Legal or contractual purposes

7.4 Deletion, Anonymisation & Withdrawal of Consent

Where permitted under applicable law, users may request:

- Deletion of personal data
- Anonymisation of data
- Withdrawal of consent for specific processing activities

Such requests are subject to:

- Legal and regulatory retention requirements
- Ongoing disputes, investigations, or compliance needs
- Legitimate platform interests such as fraud prevention and safety

VMENTORZ may retain limited data where required to meet these obligations.

What this means for you:

You have rights over your data, but some information may need to be retained for legal or safety reasons.

7.5 Data Deletion Upon Account Closure

Upon account closure or termination:

- Personal data may be deleted, anonymised, or retained in accordance with this Policy
- Certain data may be preserved for lawful purposes, including audits, compliance, or dispute resolution

Account closure does not automatically require immediate deletion of all associated data.

7.6 Policy Evolution & Regulatory Alignment

VMENTORZ reserves the right to revise data retention and deletion practices **in accordance with applicable law**, regulatory guidance, and the Digital Personal Data Protection Act, 2023, including any rules, notifications, or interpretations issued thereunder.

Any material changes will be reflected through updates to this Privacy Policy.



What this means overall

We do not keep your data “just in case.”

We retain it responsibly, delete or anonymise it when appropriate, and always operate within legal boundaries.

8. Data Security Measures

Legal Backbone

VMENTORZ implements **reasonable technical, administrative, and organisational security measures** to protect personal data, including sensitive personal data, against unauthorised access, disclosure, alteration, loss, or destruction.

Security measures are designed taking into account:

- The nature and sensitivity of the data processed
- The volume and context of processing
- Potential risks to individuals
- Applicable legal and regulatory requirements

While we strive to protect personal data, **no system can be guaranteed to be completely secure**. Users acknowledge that data transmission over the internet involves inherent risks.

8.1 Technical Safeguards

VMENTORZ employs appropriate technical safeguards, which may include:

- Secure servers and controlled hosting environments
- Encryption of data in transit and, where appropriate, at rest
- Access controls, authentication mechanisms, and role-based permissions
- Monitoring and logging of system activity to detect unauthorised access or misuse

What this means for you:

We use modern security practices to keep your data protected during storage and transmission.

8.2 Administrative & Organisational Controls

To complement technical safeguards, VMENTORZ maintains internal controls such as:

- Restricted access to personal data on a need-to-know basis
- Confidentiality obligations for employees, contractors, mentors, and practitioners
- Internal policies governing data handling, access, and acceptable use
- Periodic review of access rights and permissions

What this means for you:

Only authorised people can access your data—and only when necessary.

8.3 Security of Mentors & Practitioners

Mentors and practitioners on the Platform are required to:

- Access personal data only through authorised Platform tools
- Maintain confidentiality of user information
- Refrain from storing, copying, recording, or sharing user data outside the Platform
- Comply with applicable data protection obligations and platform policies

Violations may result in suspension, termination, or other enforcement actions.

What this means for you:

Professionals working with you are bound by strict confidentiality and platform rules.



8.4 Third-Party Security

Where third-party service providers process personal data on behalf of VMENTORZ, we require them to:

- Implement appropriate security measures
- Process data only on documented instructions
- Maintain confidentiality and data protection standards

VMENTORZ takes reasonable steps to assess and engage service providers that meet security expectations.

What this means for you:

Even when trusted partners help us run the Platform, your data remains protected by safeguards.

8.5 Data Breach Management

In the event of a personal data breach:

- VMENTORZ will take reasonable steps to investigate, contain, and mitigate the impact
- Where required by applicable law, we will notify affected individuals and/or authorities
- Appropriate remedial measures will be implemented to prevent recurrence

What this means for you:

If something goes wrong, we act promptly and responsibly, in line with legal requirements.

8.6 User Responsibilities

Users are responsible for maintaining the confidentiality of their account credentials and for all activities conducted through their accounts.

VMENTORZ shall not be responsible for unauthorised access resulting from:

- User negligence
- Compromised login credentials
- Use of unsecured devices or networks

What this means for you:

Security is a shared responsibility—protect your login details and devices.

8.7 Policy Evolution & Security Enhancements

VMENTORZ may update or enhance its security measures from time to time to address emerging threats, technological developments, and regulatory requirements.

Any material changes impacting user data protection will be reflected in updates to this Privacy Policy.

What this means overall

We take data security seriously and apply multiple layers of protection.

At the same time, we are transparent that absolute security cannot be guaranteed—but **reasonable, responsible safeguards are always in place.**

9. User Rights & Grievance Redressal

Legal Backbone

In accordance with the Digital Personal Data Protection Act, 2023 ("DPDP Act"), individuals whose personal data is processed by VMENTORZ ("Data Principals") are entitled to certain rights, subject to applicable law, regulatory requirements, and legitimate platform interests.



VMENTORZ respects these rights and provides mechanisms to exercise them in a transparent and responsible manner.

9.1 Right to Access Information

You have the right to request confirmation of whether VMENTORZ processes your personal data and to access a summary of such data, subject to verification of identity and applicable legal limitations.

What this means for you:

You can ask us what personal data we hold about you and how it is being used.

9.2 Right to Correction & Updating

You may request correction or updating of personal data that is inaccurate, incomplete, or out of date.

VMENTORZ may require reasonable verification before making corrections.

What this means for you:

If your details are wrong or outdated, you can ask us to fix them.

9.3 Right to Withdraw Consent

Where processing of personal data is based on your consent, you may withdraw such consent at any time.

Withdrawal of consent:

- Does not affect processing already lawfully carried out; and
- May impact your ability to access certain services or features of the Platform.

What this means for you:

You can withdraw consent, but doing so may limit or stop certain services (for example, assessments or sessions).

9.4 Right to Erasure / Deletion

You may request deletion of your personal data where:

- The data is no longer necessary for the purpose for which it was collected; or
- Consent has been withdrawn and no other lawful basis for processing exists.

Deletion requests are subject to:

- Legal and regulatory retention requirements
- Ongoing disputes, grievances, investigations, or compliance obligations
- Legitimate interests such as fraud prevention, safety, and audit needs

VMENTORZ may retain limited data where required by law.

For the purposes of this Policy, erasure may include deletion or irreversible anonymisation of personal data, in accordance with applicable law.

What this means for you:

You can request deletion, but some data may need to be kept for legal or safety reasons.

9.5 Right to Grievance Redressal

If you have concerns regarding:

- Processing of your personal data
- Alleged misuse or unauthorised access
- Non-compliance with this Privacy Policy or applicable law

You may raise a grievance with VMENTORZ using the contact details provided below.

VMENTORZ will make reasonable efforts to:



- Acknowledge grievances promptly
- Investigate concerns
- Provide a response within timelines prescribed under applicable law

9.6 Grievance Officer

In compliance with the DPDP Act, VMENTORZ has appointed a **Grievance Officer** to address data protection–related concerns.

Grievance Officer Contact Details:

Name: [●]

Email: [●]

Address: [●]

9.7 Limitations & Platform Rights

Notwithstanding the rights described above:

- Requests may be declined or limited where permitted by applicable law
- VMENTORZ may refuse requests that are manifestly unfounded, excessive, or abusive
- Identity verification may be required before processing requests

What this means for you:

Your rights are respected, but they must be exercised responsibly and within legal boundaries.

9.8 Right to Approach Authorities

If you are not satisfied with the response to your grievance, you may have the right to approach the appropriate authority under the DPDP Act, in accordance with applicable procedures.

What this means for you:

If issues remain unresolved, you are not without recourse.

9.9 Policy Evolution & Rights Alignment

VMENTORZ reserves the right to update rights-handling processes and grievance mechanisms to align with evolving laws, regulatory guidance, and operational requirements, including those under the DPDP Act, 2023.

Any material changes will be reflected through updates to this Privacy Policy.

What this means overall

You have meaningful rights over your data, and we provide clear ways to exercise them. At the same time, VMENTORZ operates within legal, safety, and operational boundaries to protect all users and the Platform.

10. Children & Guardian Rights

Legal Backbone

VMENTORZ recognises that personal data relating to children requires **enhanced protection**. Processing of personal data of children is carried out **strictly in accordance with applicable law**, including the Digital Personal Data Protection Act, 2023 (“DPDP Act”), and subject to appropriate safeguards.

For the purposes of this Policy, a “**child**” means an individual who has not attained the age prescribed under applicable law.

10.1 Collection of Children’s Data



VMENTORZ may collect and process personal data of children **only where such services are expressly offered** and **only with verifiable consent of a parent or legal guardian**.

Such data may include:

- Basic identification and contact information
- Wellbeing or mental health–related information relevant to services
- Session and interaction information necessary for care delivery

10.2 Guardian Consent & Verification

Where a child accesses the Platform:

- Consent must be provided by a **parent or legal guardian**
- VMENTORZ may take reasonable steps to **verify the identity and authority** of the guardian
- Guardians may be required to manage or supervise the child’s account

VMENTORZ reserves the right to suspend or restrict access if valid consent cannot be verified.

10.3 Use & Safeguards for Children’s Data

Personal data of children is processed:

- Only for purposes related to service delivery, safety, and wellbeing
- With heightened confidentiality and access controls
- Without behavioural profiling, targeted advertising, or unrelated commercial exploitation

VMENTORZ does not knowingly engage in practices prohibited under applicable child data protection laws.

10.4 Sensitive Interactions & Supervision

VMENTORZ strongly encourages the involvement and awareness of a parent or legal guardian in all services provided to children and minors on the Platform.

In limited circumstances, and **solely based on professional judgment**, a mentor or practitioner may determine that a portion of a session with a minor is clinically appropriate to be conducted without the immediate presence of a parent or guardian. Such situations may arise where privacy is necessary to support the child’s wellbeing, safety, or ability to communicate openly.

Any such interaction:

- Is conducted in accordance with applicable law, professional ethical standards, and platform policies;
- Does not exclude guardians from overall awareness, consent, or responsibility;
- Is subject to enhanced safeguards, monitoring, and documentation by the Platform; and
- Does **not** create any guarantee of confidentiality from a parent or legal guardian, particularly in situations involving safety concerns, harm, abuse, or legal obligations.

VMENTORZ reserves the right to review, restrict, or discontinue such interactions where necessary to protect the child, comply with legal obligations, or maintain platform integrity.

10.5 Rights of Parents & Guardians

Parents or legal guardians may exercise the following rights on behalf of the child, subject to applicable law:

- Access to information relating to the child’s personal data
- Request correction or updating of inaccurate data
- Withdraw consent for processing
- Request erasure or deletion of the child’s personal data, where legally permissible

Such requests are subject to legal, safety, and compliance considerations described in this Policy.



10.6 Transition as the Child Attains Legal Age

Where applicable, VMENTORZ may revise consent and access arrangements once a child attains the age at which they are legally permitted to manage their own data or account.

10.7 Platform Discretion & Safety

VMENTORZ reserves the right to:

- Restrict, suspend, or terminate child-related access
- Take protective measures where safety, wellbeing, or legal compliance requires
- Refuse processing where appropriate safeguards cannot be ensured

Such actions are taken in the interest of the child and platform integrity.

10.8 Policy Evolution & Regulatory Alignment

VMENTORZ may update child data protection practices to align with evolving legal requirements, regulatory guidance, and best practices under the DPDP Act, 2023.

Any material changes will be reflected through updates to this Privacy Policy.

11. Cookies & Tracking Technologies

Legal Backbone

VMENTORZ uses cookies and similar tracking technologies to support Platform functionality, enhance user experience, maintain security, and analyse usage patterns. These technologies may be deployed on the VMENTORZ website, mobile application, and related digital services.

Cookies and tracking technologies are used in accordance with applicable law and this Privacy Policy.

11.1 What Are Cookies & Tracking Technologies

Cookies are small text files stored on your device when you access a website or application. Tracking technologies may also include pixels, local storage, SDKs, and similar tools used to collect usage or technical information.

What this means for you:

These technologies help the Platform remember preferences, work properly, and understand how it is used.

11.2 Types of Cookies We Use

VMENTORZ may use the following categories of cookies and tracking technologies:

- **Essential Cookies**
Required for core Platform functionality, security, authentication, and session management. These cookies cannot be disabled without affecting Platform performance.
- **Performance & Analytics Cookies**
Used to understand how users interact with the Platform, measure performance, and improve features. Data collected is generally aggregated and does not directly identify individuals.
- **Functionality Cookies**
Used to remember preferences and settings to enhance user experience.

VMENTORZ does **not** use cookies for behavioural advertising or unrelated profiling of users.

What this means for you:

Cookies are used to make the Platform usable and better—not to track you for unrelated advertising.



11.3 Third-Party Cookies & Tools

Some cookies or tracking technologies may be placed by trusted third-party service providers who assist VMENTORZ with:

- Analytics and performance monitoring
- Security and fraud prevention
- Platform infrastructure and functionality

Such providers process data only on VMENTORZ's instructions and are subject to confidentiality and data protection obligations.

What this means for you:

Some technical partners help us operate the Platform, but they cannot use your data independently.

11.4 Managing Cookies

Most browsers and devices allow you to manage or restrict cookies through their settings. Please note that disabling certain cookies may impact the availability or functionality of parts of the Platform.

What this means for you:

You can control cookies at the device or browser level, but doing so may affect how the Platform works.

11.5 Policy Evolution & Tracking Practices

VMENTORZ may update its use of cookies and tracking technologies to reflect changes in technology, legal requirements, or Platform features.

Any material changes will be reflected through updates to this Privacy Policy and, where required, additional disclosures or consent mechanisms.

What this means overall

Cookies and tracking technologies are used responsibly to support functionality, security, and improvement of the Platform—not for unrelated commercial tracking.

12. Changes to This Policy & Contact Information

Legal Backbone

VMENTORZ reserves the right to **modify, update, or revise** this Privacy Policy from time to time to reflect changes in legal requirements, regulatory guidance, Platform features, business practices, or data protection standards.

Any updates to this Privacy Policy shall become effective upon publication on the Platform, unless otherwise required by applicable law.

Continued access to or use of the Platform after such updates constitutes acceptance of the revised Privacy Policy, to the extent permitted by law.

What this means for you

As laws evolve and our services grow, we may update this Privacy Policy. We will always publish the latest version on the Platform so you know how your data is being handled.

12.1 Notification of Changes

Where required by applicable law, or where changes materially affect how personal data is processed, VMENTORZ may provide additional notice through:

- In-app notifications



- Website notices
- Email or other appropriate communication channels

12.2 Contact Information

If you have any questions, concerns, or requests relating to this Privacy Policy or the processing of your personal data, you may contact VMENTORZ using the details below:

VMENTORZ Private Limited

Registered Office: Pune, Maharashtra, India

Email: [●]

12.3 Grievance Officer

In compliance with the Digital Personal Data Protection Act, 2023, VMENTORZ has appointed a **Grievance Officer** to address data protection-related grievances.

Grievance Officer Details:

Name: [Abhijeet Prakash Kulkarni]

Email: [info@vmentorz.com]

Address: [C604, Viva Hallmark, DSK Ranwara Road, Patil Nagar, Bavdhan, Pune 41102]

VMENTORZ will endeavour to address grievances within timelines prescribed under applicable law.

Version History

Version	Effective Date	Summary of Changes	Approved by
1.0	January 29, 2026	Initial release of Privacy Policy	VMENTORZ Board / Management