

ABOUT US:

www.Bhagya1.in is official licensee of Astro-Vision Futuretech Pvt. Ltd (AVFT) , India's best astrology service providers with a 25 years of presence online and the main source of report generation. Details below are exclusively of Astro-Vision Futuretech Pvt. Ltd (AVFT) but for any queries/suggestions/complaints, customer to contact only support through email: bhagyaone@gmail.com and whatsapp number.

Co. Profile Background

Astro-Vision Futuretech Pvt. Ltd (AVFT) had its humble beginning in 1984 as a small partnership firm in Cochin. Today, we are one of the pioneers in the field of astrology software development in India. Astro-Vision is a name easily recognized and held in high esteem in the world of astrology software services.

We have been steadily adopting the latest technologies in IT and enhancing our range of products and services to bring it closer to the common man. Our products range from software that runs on the latest operating systems to the latest range of mobile phones. These products are used by thousands of astrologers, students of astrology, business centres and home users globally. Apart from astrology based applications, we also provide astrology services to mobile subscribers of major telecom operators and subscribers of many leading web portals in India.

At Astro-Vision, our highly skilled team has only one food for thought - Developing Quality Solutions. Over the past 25 years, Astro-Vision has grown in strength and size, through sheer dedication to quality, reliability & cost-effectiveness. We put a great emphasis on our values to empower people to be positive, hopeful and guide them to be righteous. We continue with these values, to grow on our success today and for tomorrow.

The Company

Astro-Vision is a No.1 astrology company in india and one of the most respected names globally, in the astrology domain. Our purpose is to create long-term value through innovative solutions. Astro-Vision's range of solutions includes; stand alone applications, online apps and astro content services.

Astro-Vision has strategic tie-ups with major IT enabled service networks like Suvidhaa, Reliance world, One- Stop-Shop and other networks under the Government of India's CSC scheme, including; Spanco and GNG. Many popular Indian websites, today, are powered by Astro-Vision's web based astrology solutions and astrology content.

Head Office

Astro-Vision Futuretech Pvt.Ltd.,

1st Floor,White Tower,

Kuthappadi Road,

Thammanam P O, Cochin - 682 032

Kerala, India.

PRIVACY POLICY:

1. What are the information we collect from you?

Astro-Vision Futuretech Pvt. Ltd. offers highly personalized content and services to all its customers. So, when you use or access any of our products/services, we may collect some information about you which is described below.

Membership Registration data

During a client's registration or sign-in to our apps or website, to be a user of any of our services, we may ask them to fill in their: name, username, email address, telephone number, payment address, date of birth, time of birth, place of birth, gender, login, PIN, password, account preferences, and time zone. Profile picture (if any) may be collected and displayed as part of the client's account profile. Clients may optionally provide us with this information through third-party sign-in services such as Facebook and Google. In such cases, we fetch and store whatever information is made available to us, by the client, through these sign-in services, including email addresses and publicly visible account information, such as name and photo. This information is secure with us and is used to generate personalized and accurate horoscope reports for our clients. Your e-mail ID and password are used to protect your personal profile in our database so that we can make our personalized email service available to everyone.

Use Of IP Address-

When you fill the details for availing our services, we track your IP address to find the users location, device type, and also to find if there any problems with our software/services and to help us remember you and your preferences when you revisit our website. An Internet protocol (I.P.) address is a set of numbers that is automatically assigned to your computer whenever you log on to your internet service provider or through your company's local area network (LAN) or wide area network (WAN). Web servers, the powerful computers that provide web pages for viewing, automatically identify your computer by the IP address assigned to it during your session online. We may collect I.P. addresses for some purposes (for example, to report anonymous user information to our advertisers and to audit the use of our site). We do not ordinarily link a user's I.P. address to a person's personal information, which means we will have a record of each user's session but the user remains anonymous to us. We will use I.P. addresses to identify users of our site when we feel it is necessary to enforce compliance with our site's terms of use or to protect our service, site, or other users.

Use of Cookies and Server Logs-

A cookie is a small text file that is stored on a user's computer for the record-keeping purposes. We occasionally use cookies on the Website. We use both session ID cookies and persistent cookies. We use session cookies to make it easier for you to navigate the Website. We set a persistent cookie to store your toolbar or app name and/or username so you don't have to enter it more than once. Persistent cookies also enable us to track and target the interests of our users to enhance the experience on the Website. If you reject cookies, you will still be able to use the Website, but your ability to use some areas of the Website may be limited. Some of our business partners may use cookies on the Website. Such cookies may be used to analyze the Website traffic in the Website and monitor operational

performance of the Website. We have no access to or control over these cookies. This Privacy Policy covers the use of cookies by Astro-Vision Futuretech Pvt. Ltd. only and does not cover the use of cookies by any other third party. Server logs capture certain non-Personally Identifying data, such as the time and date of a web visit, the browser and operating system being used, the IP address or domain name of the user's ISP, and the web URL a user linked from. This information is generally used to help us plan system enhancements when necessary and to provide content which is compatible with our visitors' web browsing systems. We do not use server logs in any way that may disclose your PII.

We and third-party vendors, including Google, use first-party cookies (such as the Google Analytics cookies) and third-party cookies (such as the DoubleClick cookie) together to report how our ad impressions, other uses of ad services, and interactions with these ad impressions and ad services are related to visits to our site. We use Remarketing with Google Analytics to advertise online. Third-party vendors, including Google, may show our ads on sites across the Internet. We and third-party vendors, including Google, use first-party cookies (such as the Google Analytics cookie) and third-party cookies (such as the DoubleClick cookie) together to inform, optimize, and serve ads based on someone's past visits to our website. You may put astrology as a service, include all these and offer the whole as a package for sale.

We constantly strive to improve our product and services. To be able to do that, we need data about your interactions with us. Therefore, we collect data about your device and your network identifiers along with your behavior on our website and in the app, i.e. what you visited, how long you stayed, what you clicked on, etc., and your general use of our services. We also track your interactions with the emails and notifications that we send you, such as if you open the email or if you click on any of the links that it contains. We also use third-party vendors, including Google, and use technologies including first-party cookies (such as the Google Analytics cookies) and third-party cookies to track all this information. We analyze all this data and use it to create or modify our features and processes.

Clear Gifs/Web Beacons-

The products and services we use to measure and optimize the traffic including visitor feedback and analytic tools may employ a technology called Clear Gifs (a.k.a. Web Beacons/Web Bugs). The technology is used to better manage content on the Website by informing us if the content is optimized to meet the needs of the Website visitors. Clear Gifs are tiny graphics with a unique identifier, similar in function to cookies, and are used to measure the online movements of Website users in different pages on the Website. In contrast to cookies, which are stored on a user's computer hard drive, Clear Gifs are embedded invisibly on Web pages and are about the size of the period at the end of this sentence. Astro-Vision Futuretech Pvt. Ltd. does not access PII of Website visitors via the Clear Gifs. The Clear Gifs are solely used for the purposes described in this paragraph.

Other Information:

Any other pieces of information collected are truly based on our communication with our clients and are used only for addressing their specific needs. We give our customers the personalized services and nothing that is irrelevant to their query. We make sure that the e-mail address given will be safe with us and will never disclose it to the third parties.

2. What do we do with the information collected?

Our purpose in collecting information about you is to provide you with products, services and information of your interests and preferences. We use the information for,

- * confirm your identity
- * administer your account on any of our websites
- * to enforce our terms, conditions and policies
- * provide personalized services and offers for you based upon your interests;
- * respond to inquiries if you have any queries regarding our services
- * enable you to search for information on our websites.
- * contact you regarding customer service and customer surveys;
- * track your behavior on our website, to enhance our services and better user experience.
- * inform you about the changes we made to our services/policies/website.
- * understand general customer trends and patterns to improve existing and ongoing marketing strategies for our products and services
- * inform you about our new products, services, promotions, offers etc

3. What are your terms for delivery of services?

- Soft Copies: Reports will be delivered in PDF format to the email address or WhatsApp number provided by the purchaser within a maximum of two (2) working days.

4. What are your terms for refunds and returns?

- Non-Refundable Reports: Reports that have been generated are not eligible for refunds. However, if errors are found to be the fault of AVFT, a corrected report will be sent upon receiving a complaint from the purchaser.
- Delayed Delivery: If reports are not delivered within the specified timeframe mentioned in the 'Delivery of Services' section, a full refund will be processed using the original payment method within two (7) working days following verification of the complaint.
- Refund Amount: The refund will cover 100% of the cost of the specific report not delivered. BHAGYA! And any of its associates Or AVFT is not responsible for any additional costs or damages incurred.

5. Do we keep your information safe? What are the Security and Payment Information?

Your privacy is much important to us. All the information collected are safe and secure. We do not disclose it to any third parties. Also, we do not collect any payment information. All the payment information are handled in a secured manner by third-party payment gateways. In that case, also, we do not permit our third-party sites to use your information to market their own products or services to you directly. However, please keep in mind that, no technology is completely safe and secure. So, we cannot fully eliminate the risks. But we have implemented the industry standard technical and procedural

measures to keep all your information safe. We have security measures in place to attempt to protect against the loss, misuse and alteration of your user data under our control.

6. How long do we maintain your personal data?

We will retain all the personal data only as long as necessary as we have an obligation to our client to provide the services offered. Also, we hold the information for the purposes of satisfying any legal, accounting, or reporting requirements. Any PII (personally identifiable information) that we collect is stored and processed on servers located in the U.S or India. For persons in European Union countries, as used herein, terms such as "personally identifiable information" refer to "personal data" as defined by EU Directive 95/46/EC. By using the Website or its services, you expressly agree that we may transfer your PII outside the European Union in connection with the purposes stated in this Privacy Policy. You understand that regardless of jurisdiction, use of PII will continue to be governed by the terms of this Privacy Policy.

7. To whom do we disclose information collected about you and do we share the information with third parties?

We may share your user data with other service providers, partners etc., in the event of a business transaction or for law enforcement purposes, as set out below:

*** Service Providers**

We share your information with third party service providers mainly for processing payments on our behalf; helping us to maintain our databases etc. But we do not allow our third-party sites to use your information to market their own products or services to you directly.

*** Required by Law**

If required by law or asks by any of the government entities we may disclose all the information collected as permitted by the law.

*** Enforce Legal Rights**

We may disclose information about you to the government or to the law under certain circumstances. We reserve the right to release that personal information collected through the website to government officials if necessary.

*** Our Advisors**

We may also share information collected about you with our auditors, legal advisors subjected to standard confidentiality obligations

8. What are the policies of linked websites?

Our website may contain links to other sites that are not covered under this Privacy Policy. Our vision in providing a link to other websites is entirely for better user experience and for your convenience. It does not signify that we are responsible or we guarantee any such other website or location or its contents. When you click such links and enter another website, they may or may not collect information from you. But, we have no control over and we are not responsible for the practices or the content of such

websites. Also, please keep in mind that the privacy policy of these websites are different from ours and our privacy policy is not applicable to them.

9. What are the terms regarding any future changes to this privacy policy?

We may update or change this Privacy Policy from time to time based on the feedback received from our clients or as a result of a change of policy of the organisation. If we make any substantial changes in the way we use your personal information we will notify you by posting a prominent announcement on our pages.

10. How can you contact us?

If you have any questions or concerns regarding this Privacy Policy, or about the practices of this site, or your dealings with this website, please contact us at: our Support address:

Email us : bhagyaaone@gmail.com

Whatsapp us: 76530-19315

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CIN: U72200KL2001PTC014651

Cancellation Policy

ASTRO-VISION astrological calculations are based on scientific equations and not on any specific published almanac. Although broadly based on Indian Predictive Astrology / Numerology, the reports generated should be considered as an independent work of Astro-Vision and the predictive texts shall be considered purely as an opinion based on the principles of Astrology. Astro-Vision shall not entertain any dispute on differences arising out of such comparisons. However, Astro-Vision shall reply to any customer complaints or feedback within a reasonable time period and clarify any point based on the prediction made by Astro-Vision.

While Astro-Vision shall try to ensure that each report is prepared meticulously and with utmost care, Astro-Vision does not rule out the possibility of any unexpected errors. In case of any such errors, Astro-Vision's liability is limited to the extent of replacing the report with a rectified one.

Terms and Conditions

Astro-Vision Futuretech Pvt. Ltd (AVFT) allows you to access its website www.clickastro.com and all the content in them on certain terms and conditions specified below. By accessing or subscribing to any part of these sites, you are explicitly agreeing to the terms and conditions below. These terms and conditions were updated as on November 1, 2008, and Astro-Vision Futuretech Pvt. Ltd reserves all rights to change, modify or alter these terms and conditions at any point of time with or without notifying existing users and subscribers. If you do not agree to any new terms and conditions you should not use www.clickastro.com. Paid users will be refunded the unexpired portions of their subscriptions on a pro rata basis if they send us an email within 72 hours of changes made in the terms and conditions.

The references in these terms and conditions to "AVFT" (or "we", "us" or "our") refer to the company Astro-Vision Futuretech Pvt. Ltd (AVFT) or any associate/subsidiary concern that may be operating the website www.clickastro.com and its associate sites.

From time to time www.clickastro.com may run competitions, prize schemes, promotions and surveys on all its websites. These may be subject to additional terms and conditions that will be specified at the time they are run.

1. Access to AVFT and related websites

All content - textual, still pictures, graphs, voice or video - made available on AVFT sites (including content available on our email newsletters and SMS services) (hereinafter referred to as the "content") belongs to AVFT or its content partners or licensors. AVFT or its partners/licensors own all intellectual property rights (including copyright and database rights) in the content. You may retrieve and view content on a computer screen, PDA or mobile telephone, print individual pages on paper (but not photocopy them) and store such pages in electronic form on disk or on your mobile telephone (but not on any server or other storage device connected to a network) for your personal, non-commercial use. You may also email articles to a maximum of five individuals using our 'email this' service.

You may not use the our sites for any unlawful purpose. Except as indicated above, you may not reproduce, publish, broadcast, transmit, modify, adapt, create derivative works of, store, archive or in any way commercially exploit any of the content. Without limitation, you may not do any of the following without prior written permission from AVFT (and neither may you allow a third party to do any of the same

- * redistribute or resell any of the content, including our headlines
- * create a database in electronic or structured manual form by systematically downloading and storing all or any of the content; or
- * deep link to, frame, spider, harvest or scrape the content or otherwise access the content for similar purposes; or
- * use any machine, electronic, web-based or similar device to read or extract the content by automated techniques.

2. Reprint and republication rights

Requests to republish or redistribute content should be addressed to AVFT's syndication service team at webmaster@indianastrologysoftware.com.

3. Links to AVFT websites

If you would like to link to any of the AVFT sites, please read and comply with the following guidelines and all applicable laws. A site or service that links to a AVFT site:

- * may display a AVFT logo
- * may not distort or alter the size or appearance of the logo;
- * may link to the homepage of a AVFT site or any other site AVFT has given prior written permission;
- * must not in any way imply that AVFT is endorsing it or its products or services;
- * must not misrepresent its relationship with AVFT or present false information about AVFT;
- * must not be a site or service that infringes any intellectual property or other right of any person or that otherwise does not comply with all relevant laws and regulations;
- * must not be a site or service that contains .