

PRIVACY POLICY FOR MOBILE APPLICATIONS

This privacy policy governs your use of the software applications ("Applications") for mobile devices that was hosted by the Directorate of Estates, Ministry of Housing and Urban Affairs in Google Play and iOS App Store. The Applications mainly provide e-Governance Services delivery and intends to provide better citizen services by the government. The contents published on these Applications were provided by the Directorate of Estates, Ministry of Housing and Urban Affairs. The information provided through these applications may not have any legal sanctity and are for general reference only, unless otherwise specified. However, every effort has been made to provide accurate and reliable information through these applications. Users are advised to verify the correctness of the facts published here from the concerned authorities. Neither National Informatics Centre nor Directorate of Estates, Ministry of Housing and Urban Affairs and its allied establishments will not be responsible for the accuracy and correctness of the contents available in these applications.

User Provided Information

The Applications may obtain the information you provide when you download and register the Application. Registration is mandatory. When you register and use the Application, you generally provide (a) your name, mobile no., email address, current city, date of birth and other registration information; (b) Uploading images or documents (c) PAN No. (d) Service details and; (e) information you enter into our system when using the Application, such as contact information and other details. The information you provided may be used for House Allotment, Guest House or Venue Booking.

Automatically Collected Information

In addition, the Application may collect certain information automatically, like the IP address of your mobile device, for Cyber Security Audit Log purpose only. The photo upload function in the app uses your PHONE CAMERA PERMISSION, for taking LIVE pictures and PHOTO GALLERY ACCESS PERMISSION, for uploading offline photos. The app uses your PHONE STATE (READ) for checking Network connection.

We may disclose User provided and Automatically Collected Information

As required by law, such as to comply with a subpoena, or similar legal process;

When we believe in good faith that disclosure is necessary to protect our rights, protect your safety or the safety of others, investigate fraud, or respond to a government request;

With our trusted services providers who work on our behalf, do not have an independent use of the information we disclose to them, and have agreed to adhere to the rules set forth in this privacy statement.

You can stop all collection of information by the Application easily by uninstalling the Application. You may use the standard uninstall processes as may be available as part of your mobile device or via the mobile application marketplace or network.

Data Retention Policy, Managing Your Information

We will retain Automatically Collected information like Device Id for a reasonable period of time depending on the nature of application and thereafter may store it in aggregate.

Misuse by Non Targeted Users

All mobile apps are meant for use by the targeted audience only. Misuse by non-targeted users should be prevented by owner of the mobile.

Security

We are concerned about safeguarding the confidentiality of your information. We provide physical, electronic, and procedural safeguards to protect information we process and maintain. For example, we limit access to this information to authorised Public and Nodal Officers who need to know that information in order to operate the Application. Please be aware that, although we endeavour to provide reasonable security for information we process and maintain, no security system can prevent all potential security breaches.

Changes

This Privacy Policy may be updated from time to time for any reason. We will notify you of any changes to our Privacy Policy by posting the new

Privacy Policy here. You are advised to consult this Privacy Policy regularly for any changes, as continued use is deemed approval of all changes.

Your Consent

By using the Application, you are consenting to our processing of your information as set forth in this Privacy Policy now and as amended by us.

Contact us

If you have any questions regarding privacy while using the Application, or have questions about our practices, please contact us via email at doe-mohua @gov.in.

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