

Privacy Policy: Gaur's Channel Partner App

Effective Date: April 17, 2026

Last Updated: April 17, 2026

Gaursons India Private Limited (“Gaursons,” “we,” “us,” or “our”) is committed to maintaining the highest standards of data security and privacy for our Channel Partners (CPs) and their customers. This Privacy Policy outlines our practices regarding the collection, processing, and protection of data through the **Gaur's Channel Partner App** (the “App”).

1. Advanced Security Architecture (Zero-Local-Storage)

The Gaur's Channel Partner App is engineered using the **Salesforce Mobile SDK**.

- **Direct Cloud Connection:** The app acts as a secure interface that connects directly to the Salesforce cloud environment for real-time data access and processing.
- **No Data at Rest:** The app is designed to minimize storage of **personal data, customer documents, and business-sensitive information** on the mobile device. Data is primarily accessed and processed in real time.
- **Volatile Memory:** Information is displayed in real time during an active session and is not intended to be persistently stored on the device after logout or app closure.

2. Information We Process

To facilitate real-time brokerage operations, we process the following through our cloud infrastructure:

- **Partner Credentials:** Secure login via Salesforce OAuth 2.0 to verify Channel Partner identity.
- **Inventory Data:** Real-time project inventory details, including Tower, Floor, and Unit status.
- **Customer Registration Data:** Information collected via QR code registration, including Name, Mobile Number, and Email ID.
- **Identity Verification:** Customer verification through Aadhaar upload or DigiLocker integration.
- **EOI & Opportunity Data:** Information required for Expression of Interest (EOI), applicant details, and booking workflows.

- **Payment Information:** Payment details entered for booking purposes, including payment mode and transaction-related information.

3. Purpose of Processing

We utilize the Salesforce cloud to:

- Manage the customer journey from registration to booking and unit blocking.
- Provide real-time inventory status (Available/Blocked) to avoid multiple allocations of the same unit.
- Generate project-specific QR codes for customer registration
- Facilitate EOI submission and booking workflows.
- Capture and manage payment details and approval processes
- Send automated notifications via Email, SMS, and WhatsApp regarding booking updates and status changes.

4. Data Protection & Masking

- **Server-Side Masking:** Sensitive customer information, such as mobile numbers and email IDs, is masked at the server level. Unmasking is strictly governed by user permissions and multifactor authentication.
- **Document Security:** Uploaded documents (such as Aadhaar or other identity proofs) are securely transmitted and stored in encrypted Salesforce storage.
- **Restricted Access:** To maintain data integrity, access to specific opportunity details is automatically restricted once the booking process progresses to a defined stage (e.g., after unit blocking).

5. Data Sharing and Legal Compliance

Information is shared only as necessary to fulfil contractual obligations:

- **Internal Sales/CRM:** To process, manage, and validate property bookings and related activities.
- **Regulatory Bodies:** To comply with applicable laws and regulations, including RERA (Real Estate Regulatory Authority) and tax requirements.
- **Identity Providers:** Authorized third-party services (UIDAI/DigiLocker) used solely for customer identity verification.

6. Your Rights (DPDP Act 2023)

In accordance with the Digital Personal Data Protection Act, users and customers have the right to:

- **Request Information:** Request access to the data processed about them.
- **Correction:** Update or correct inaccurate partner or customer information within the system.
- **Withdrawal:** Withdraw consent for communications, where applicable, at any time.

7. Contact Information

For privacy-related inquiries or to exercise your data rights, please contact our Data Protection Officer:

Data Protection Officer: Sudhir Kumar

Email: sudhir.kumar@gaursonsindia.com

Address: Gaur Biz Park, Plot No-1, Abhay Khand II, Indirapuram, Ghaziabad - 201014.

Telephone: 0120-434 -3333

User Acknowledgment: By using the Gaurs Channel Partner App, you acknowledge that you have read, understood, and agree to this cloud-based data processing model. You also confirm that you have obtained the necessary customer consent before initiating customer registration or Aadhaar-based verification through this platform.