Privacy Policy

Effective Date: August 1, 2026
Last Updated: August 1, 2026

1. INTRODUCTION

Welcome to VAI SPACE ("Company", "we", "our", or "us").

VAI SPACE respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, process, store, disclose, and protect your information when you access our website, communicate with us, purchase our services, submit enquiries, or otherwise interact with VAI SPACE.

This Privacy Policy applies to all visitors, prospective clients, customers, business partners, vendors, contractors, and users of our website and services.
By accessing our website or using our services, you acknowledge that you have read and understood this Privacy Policy and consent to the collection and processing of your information in accordance with applicable laws.

2. SCOPE OF THIS POLICY

This Privacy Policy applies to:
Our official website;
Contact forms;
Lead generation;
Client onboarding;
Quotations and proposals;
Digital marketing services;
Website development services;
Branding services;
Mobile application design services;
Social media management;
SEO services;
Advertising management;
AI-assisted services;
Email communications;
Customer support;
Other services provided by VAI SPACE;
This Policy applies whether you interact with us through desktop computers, mobile devices, tablets, email, telephone, messaging applications, or other digital communication channels.

3. DEFINITIONS

For the purposes of this Privacy Policy:
"Personal Data" means any information relating to an identified or identifiable individual.
"Processing" includes collection, recording, organization, storage, use, sharing, disclosure, modification, deletion, or destruction of personal information.
"Website" refers to the official VAI SPACE website and associated digital platforms.
"Services" means all services offered by VAI SPACE, including creative, technology, branding, marketing, consulting, software, and digital solutions.
"User" means any individual accessing or interacting with our Website or Services.

4. INFORMATION WE COLLECT

Depending upon your interaction with us, we may collect the following categories of information.

4.1 Personal Information
You may voluntarily provide:
Full Name
Business Name
Email Address
Mobile Number
WhatsApp Number
Postal Address
City
State
Country
Company Website
Job Title
GST Information (where applicable)
Publication Details
Shipping Information (if applicable)

4.2 Business Information
Where you engage our professional services, we may collect:
Business Name
Business Registration Details
GST Number
Tax Information
Brand Guidelines
Logos
Marketing Assets
Product Information
Service Information
Business Objectives
Target Audience
Competitor Information
Project Requirements

4.3 Project Information
To provide our Services, we may collect:
Design Briefs
Website Requirements
Marketing Requirements/Specifications
Marketing Objectives
Campaign Budgets
SEO Requirements
Social Media Credentials
Hosting Information
Hosting Information
Technical Documentation
Content Files
Images
Videos
Brand Assets
Source Materials

4.4 Technical Information
When you access our Website, we may automatically collect:
IP Address
Browser Type
Browser Version
Operating System
Device Information
Screen Resolution
Language Preferences
Time Zone
Internet Service Provider
Referring URLs
Date and Time of Access
Referring URLs
Exit Pages
Session Duration
Clickstream Data

4.5 Usage Information
We may collect information regarding how you interact with our Website, including:
Pages Visited
Interaction Behaviour
Search Queries
Downloads
Form Submissions
Button Clicks
Scroll Depth
Session Duration
Interaction Patterns
Device Preferences

4.6 Cookies & Tracking Technologies
Our Website may use:
Essential Cookies
Functional Cookies
Analytics Cookies
Marketing Cookies
Preference Cookies
Security Cookies
Session Cookies
Persistent Cookies
Additional details regarding cookies are described in our Cookie Policy.

5. INFORMATION YOU PROVIDE VOLUNTARILY
You may voluntarily provide personal information when:
Submitting contact forms;
Requesting quotations;
Booking consultations;
Applying for employment opportunities;
Downloading resources;
Subscribing to newsletters;
Participating in surveys;
Communicating via email;
Contacting us through WhatsApp;
Responding to surveys;
Participating in promotional activities;
You are responsible for ensuring that all information submitted is accurate, complete, and up-to date.

6. INFORMATION COLLECTED AUTOMATICALLY
We may automatically collect information through your use of our Website, including:
Browser activity;
Device identifiers;
Cookies;
Server logs;
Crash reports;
Performance metrics;
Security events;
Network information;
Referral sources;
Approximate location (approximate);
Technical diagnostics.
This information is generally used to maintain Website performance, improve user experience, ensure security, and understand Website usage trends.

7. HOW WE COLLECT INFORMATION

We collect information through various methods, including:
Website contact forms;
Quotation request forms;
Client onboarding forms;
Email correspondence;
Telephone calls;
WhatsApp communications;
Online meetings;
Client portals;
Analytics and similar technologies;
Analytics platforms;
Third-party integrations used to provide our Services.

8. LEGAL BASIS & CONSENT
Where required under applicable law, we collect and process personal information based on one or more of the following grounds:
Your consent;
Performance of a contract;
Compliance with legal obligations;
Protection of legitimate business interests;
Fraud prevention and security threats.
You may withdraw your consent at any time, subject to legal or contractual limitations. Withdrawal of consent may affect our ability to provide certain Services.

9. HOW WE USE YOUR INFORMATION
VAI SPACE processes personal information solely for legitimate business purposes, including but not limited to:
Responding to enquiries;
Preparing quotations and proposals;
Creating project documentation;
Executing branding and design projects;
Website development;
Mobile application design;
Digital marketing campaigns;
Search Engine Optimization (SEO);
Performance marketing;
Social media management;
Customer support;
Technical support;
Billing and invoicing;
Contract administration;
Compliance with legal obligations;
Fraud prevention;
Website security;
Internal business analytics;
Quality assurance;
Research and development;
AI-assisted workflow optimization (where applicable);
We do not process personal data for unlawful or unauthorized purposes.

10. MARKETING COMMUNICATIONS
Where permitted by applicable law, VAI SPACE may send:
Newsletters;
Service announcements;
Product updates;
Promotional offers;
Event invitations;
Educational resources;
Industry insights.

You may unsubscribe from marketing communications at any time using the unsubscribe link or by contacting us directly.
Operational communications relating to existing projects, invoices, legal notices, or customer support may continue even if you opt out of promotional communications.

11. DATA SHARING & DISCLOSURE
VAI SPACE does not sell or rent personal information to third parties.
We share information only where reasonably necessary with:
Hosting providers;
Cloud service providers;
Domain registrars;
Payment processors;
Professional advisors (including legal and accounting professionals);
Analytics providers;
Advertising platforms;
Government authorities where legally required;
Technology vendors;
Contractors and service providers.
Any such disclosure shall be limited to the extent reasonably necessary to provide our Services or comply with applicable law.

12. THIRD-PARTY SERVICE PROVIDERS
To deliver our Services efficiently, VAI SPACE may engage trusted third-party providers, including but not limited to:
Hosting providers;
Domain registration services;
Cloud infrastructure providers;
Content Delivery Networks (CDNs);
Payment gateways;
Analytics platforms;
CRM systems;
Video conferencing platforms;
Project management tools;
Analytics providers;
Advertising management platforms;
AI-assisted productivity tools.
These providers operate under their own privacy policies and contractual obligations. VAI SPACE is not responsible for the independent privacy practices of such third parties.

13. ANALYTICS & WEBSITE PERFORMANCE
VAI SPACE may use analytics technologies to understand user behaviour and improve our Services.
These technologies may include:
Website analytics;
Performance monitoring tools;
Visitor statistics;
Session recording services;
Heatmaps;
Session recording tools (where implemented);
Conversion tracking tools.
Analytics information is generally aggregated and used to improve Website functionality, security, and user experience.

14. ADVERTISING TECHNOLOGIES
Where applicable, VAI SPACE may use advertising technologies for campaign measurement and audience analysis.
Such technologies may include:
Advertising pixels;
Conversion tracking;
Remarketing tools;
Audience measurement tools;
Campaign analytics.
These technologies help us evaluate the effectiveness of our marketing efforts and improve future campaigns.

15. INTERNATIONAL DATA TRANSFERS
Certain third-party service providers engaged by VAI SPACE may store or process information on servers located outside India.
Where cross-border processing occurs, we take commercially reasonable measures to ensure that personal information receives an appropriate level of protection consistent with applicable legal requirements.

16. DATA SECURITY
VAI SPACE implements reasonable technical, administrative, and organizational safeguards to protect personal information against:
Unauthorized access;
Unauthorized disclosure;
Loss;
Misuse;
Alteration;
Destruction;
Security measures may include:
SSL/TLS encryption;
Access controls;
Password protection;
Secure hosting environments;
Backup systems;
Routine software updates;
Authentication procedures;
Internal access restrictions.
While we strive to protect your information, no method of transmission over the internet or electronic storage is completely secure. Accordingly, VAI SPACE cannot guarantee absolute security.

17. DATA RETENTION

We retain personal information only for as long as reasonably necessary to:
Fulfil contractual obligations;
Provide Services;
Maintain business records;
Resolve disputes;
Enforce agreements;
Comply with applicable legal, tax, and regulatory requirements.
Retention periods may vary depending on the nature of the information and the applicable legal obligations.

18. CHILDREN'S PRIVACY
Our Website and Services are intended for business and professional use and are not directed toward children.
We do not knowingly collect personal information from individuals who are below the age at which consent is legally valid under applicable law.
If we become aware that such information has been collected without appropriate authorization, we will take reasonable steps to delete it.

19. AI-ASSISTED SERVICES
Certain Services provided by VAI SPACE may involve the use of artificial intelligence or machine learning technologies to improve efficiency, creativity, or productivity.
Where AI-assisted tools are used:
All outputs are reviewed by our team before final delivery where reasonably practicable.
AI-generated outputs may contain inaccuracies or resemble publicly available content.
Clients remain responsible for reviewing and approving final deliverables before use.
Personal information shall not intentionally be used to train third-party AI models unless expressly permitted by the applicable provider's terms and applicable law.

20. BUSINESS TRANSFERS
If VAI SPACE undergoes a merger, acquisition, restructuring, asset sale, or similar business transaction, personal information may be transferred as part of that transaction, subject to applicable legal requirements and appropriate safeguards.

21. YOUR PRIVACY RIGHTS
Subject to applicable law, including the Digital Personal Data Protection Act, 2023 (DPDP Act), you may have certain rights regarding your personal information.
These rights may include:
Requesting access to your personal information;
Requesting correction of inaccurate or incomplete information;
Requesting deletion or erasure of personal information where legally permissible;
Withdrawing consent where applicable;
Requesting information regarding how your information is processed;
Raising concerns regarding the handling of your personal information.
VAI SPACE will consider and respond to such requests within a reasonable period, subject to legal, contractual, and operational requirements.

22. WITHDRAWAL OF CONSENT
Where processing is based on your consent, you may withdraw that consent by contacting VAI SPACE.
Withdrawal of consent shall not affect the lawfulness of processing carried out before the withdrawal.
Please note that withdrawal of consent may limit or prevent VAI SPACE from providing certain Services or completing ongoing projects where such processing is necessary.

23. ACCESS, CORRECTION & ERASURE REQUESTS
You may request:
Confirmation of whether VAI SPACE processes your personal information;
Access to your personal information;
Correction of inaccurate or outdated information;
Deletion of information where retention is no longer necessary or where permitted by law.
VAI SPACE may require reasonable verification of identity before processing such requests.
Certain information may continue to be retained where required to:
Comply with legal obligations;
Resolve disputes;
Enforce agreements;
Maintain financial or tax records;
Protect the legal rights of VAI SPACE.

24. DATA BREACH RESPONSE
In the event VAI SPACE becomes aware of a data security incident affecting personal information, we will take commercially reasonable steps to:
Investigate the incident;
Contain and mitigate potential risks;
Notify affected parties where applicable;
Comply with applicable legal notification requirements;
Cooperate with competent authorities where required.
No system can guarantee complete protection against cyber threats, and users acknowledge the inherent risks associated with electronic communications and internet-based services.

25. THIRD-PARTY WEBSITES
Our Website may contain links to third-party websites, platforms, or services for your convenience.
Such websites operate independently and maintain their own privacy practices.
VAI SPACE does not control and is not responsible for:
Third-party privacy policies;
Third-party practices;
Security measures;
Content;
Availability of third-party services.
Users are encouraged to review the privacy policies of any external websites they visit.

26. COOKIES & CONSENT MANAGEMENT
Where applicable, VAI SPACE may provide users with the ability to manage cookie preferences through browser settings or a cookie consent mechanism.
Disabling certain cookies may affect the functionality, performance, or availability of specific features on the Website.
For further details, please refer to the separate Cookie Policy (if published).

27. RECORD RETENTION & ARCHIVAL
Business records, invoices, contracts, project documentation, communications, and other records may be retained for reasonable periods for:
Comply with statutory obligations;
Maintain accounting records;
Protect business continuity;
Protect legal rights;
Resolve disputes;
Conduct audits.
Archived records will be protected using commercially reasonable safeguards.

28. CHANGES TO THIS PRIVACY POLICY
VAI SPACE reserves the right to amend, modify, update, or replace this Privacy Policy at any time to reflect:
Changes in applicable law;
Changes to our Services;
Operational requirements;
Technological developments;
Security enhancements;
Business requirements.
The updated version will be published on the Website with a revised "Last Updated" date.
Continued use of the Website or Services after publication of the revised Privacy Policy constitutes acknowledgment of the updated Policy.

29. GOVERNING LAW
This Privacy Policy shall be governed by and construed in accordance with the laws of the Republic of India.
Where relevant, this Policy has been drafted with reference to applicable Indian legislation, including:

Digital Personal Data Protection Act, 2023;
Information Technology Act, 2000;
Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011 (to the extent applicable);
Other applicable Indian laws and regulations.

30. GRIEVANCE REDRESSAL
If you have any questions, concerns, or complaints regarding this Privacy Policy or the processing of your personal information, you may contact VAI SPACE using the details provided below.
VAI SPACE will make reasonable efforts to acknowledge and respond to genuine privacy-related enquiries within a reasonable period, depending on the nature and complexity of the request.
For publication, you may designate a Grievance Officer in accordance with applicable legal requirements and provide their contact details here.

31. CONTACT INFORMATION

For questions regarding this Privacy Policy or your personal information, please contact:

VAI SPACE
Visakhapatnam, Andhra Pradesh, India
Email: privacy@vaispace.com
Website: https://vaispace.com

32. ACKNOWLEDGEMENT

By accessing or using the Website, submitting enquiries, engaging VAI SPACE's Services, or otherwise interacting with VAI SPACE, you acknowledge that you have read, understood, and accepted this Privacy Policy.
Where consent is required by applicable law, your continued interaction with VAI SPACE shall constitute your consent to the collection, processing, storage, and use of your information as described in this Privacy Policy, subject to your rights under applicable law.