

# NEUROVIA

Psychometric Career Discovery Platform

Website: <https://neurovia.in> | Email: [info@neurovia.in](mailto:info@neurovia.in) | Phone: +91 9152955050

## Privacy Policy

Effective Date: 16 March 2026 | Last Updated: 16 March 2026

Applicable Law: India's Digital Personal Data Protection Act, 2023 (DPDP Act)

Welcome to Neurovia. We operate the website <https://neurovia.in> and provide psychometric career assessment services primarily for school students in India (Classes 8–12). Protecting the personal data of our users — especially minors — is a responsibility we take very seriously.

This Privacy Policy explains what personal data we collect, why we collect it, how we use and protect it, and what rights you have as a user or parent/guardian of a minor user. Please read this policy carefully before using our platform or making a payment.

*If you are a parent or guardian: Since our services are directed at students who may be under 18 years of age, we require your consent before your child's data is collected or processed. By allowing your child to use Neurovia, you confirm that you have read this policy and provide your informed consent.*

### 1. Who We Are (Data Fiduciary)

Under India's Digital Personal Data Protection Act, 2023 (DPDP Act), Neurovia is the "Data Fiduciary" — the entity that determines the purpose and means of processing your personal data.

- Company Name: Neurovia
- Website: <https://neurovia.in>
- Email for privacy matters: [privacy@neurovia.in](mailto:privacy@neurovia.in)
- Phone: +91 9152955050
- Operating Hours: Monday – Sat, 9:00 AM – 6:00 PM IST

For any data-related requests, complaints, or questions, please contact us at [info@neurovia.in](mailto:info@neurovia.in).

### 2. Who This Policy Applies To

This policy applies to:

- Students of Class 8 to Class 12 from any Indian education board (CBSE, ICSE, SSC, State Boards) who take the Neurovia psychometric career assessment
- Parents and guardians who purchase the assessment on behalf of their child
- School administrators or teachers who use Neurovia's school reporting features
- Visitors to our website <https://neurovia.in>

*Minor Definition: Under the DPDP Act 2023, a "child" is defined as a person below 18 years of age. The majority of Neurovia users are minors. We process minor data only with verified parental or guardian consent.*

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### **3. What Personal Data We Collect**

#### **3.1 Data Collected from Students**

- Full name
- Class / grade (e.g., Class 10)
- Education board (CBSE, ICSE, SSC, State Board)
- Assessment responses (40 multiple-choice questions about interests and preferences)
- Career interest results generated by the assessment

#### **3.2 Data Collected from Parents / Purchasers**

- Name of parent or guardian
- Email address (for report delivery)
- Mobile phone number (for payment confirmation and report delivery via WhatsApp)
- Payment transaction reference (we do not store full card or UPI details — payments are processed by third-party payment gateways)

#### **3.3 Data Collected from Schools**

- School name and location
- Contact person's name and designation
- School email address
- Aggregate, anonymised student career interest data (not individual student records)

#### **3.4 Automatically Collected Data (Website)**

- IP address
- Browser type and version
- Device type (mobile/desktop)
- Pages visited and time spent
- Referring URL

This technical data is collected via cookies and analytics tools (see Section 9 – Cookies).

*We do NOT collect: Aadhaar numbers, school ID numbers, caste, religion, financial information beyond payment confirmation, or any biometric data.*

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### **4. Why We Collect This Data (Purpose of Processing)**

We collect and process personal data strictly for the following purposes:

- **Assessment Delivery:** To administer the psychometric career assessment and generate a personalised career interest result for the student
- **Report Generation:** To produce a personalised PDF career insight report and deliver it to the parent/guardian via email or WhatsApp

- **Payment Processing:** To process the assessment fee of Rs. 799 and confirm the transaction
- **School Reports:** To generate aggregated, anonymised career interest distribution reports for participating schools (no individual student is identified in school reports)
- **Customer Support:** To respond to queries, complaints, or requests from students, parents, or schools
- **Platform Improvement:** To analyse anonymised usage patterns and improve the quality of the assessment and reports
- **Legal Compliance:** To comply with applicable Indian laws including the DPDP Act 2023 and any orders from competent authorities

We do NOT use your data for advertising, profiling for commercial purposes, or selling to third parties.

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## 5. Parental Consent (Critical — Please Read)

Because Neurovia's primary users are minors (students under 18 years of age), we are legally required under the DPDP Act 2023 to obtain verifiable parental or guardian consent before collecting or processing a child's personal data.

### How We Obtain Consent

- The assessment is purchased by a parent or guardian (not directly by the student)
- The parent/guardian must tick a consent checkbox at the time of payment confirming they have read this Privacy Policy and consent to their child's data being processed
- By completing the purchase and allowing the child to take the assessment, the parent/guardian provides informed consent

### What You Are Consenting To

- Collection of the student's name, class, board, and assessment responses
- Generation and delivery of a personalised career report
- Storage of assessment data for up to 12 months (see Section 8)
- Anonymised use of assessment data for platform improvement

*You may withdraw consent at any time by emailing [privacy@neurovia.in](mailto:privacy@neurovia.in). Upon withdrawal, we will delete the student's personal data within 30 days, subject to any legal retention obligations.*

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## 6. How We Share Your Data

We do not sell your personal data. We share data only in the following limited circumstances:

### 6.1 Payment Gateway Partners

When you pay the assessment fee, your payment details are processed by a third-party payment gateway (such as Razorpay or PayU). These providers are governed by their own privacy policies and are PCI-DSS compliant. Neurovia does not store your full card number, CVV, or UPI PIN.

### 6.2 Report Delivery Services

Your email address and/or phone number may be used by email delivery or WhatsApp Business API services to send you the assessment report. These service providers are contractually bound to use your data only for this purpose.

### 6.3 Schools (Aggregate Data Only)

If your child's school has partnered with Neurovia, the school receives an aggregated career interest report showing trends across all participating students. This report does NOT identify individual students by name. It shows only class-level or school-level distributions (e.g., "40% of Class 10 students showed interest in Science careers").

### 6.4 Legal Requirements

We may disclose personal data if required to do so by law, court order, or a request from a competent government authority under applicable Indian law.

*We do not share personal data with marketers, advertisers, data brokers, or any third party for commercial purposes.*

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## 7. How We Protect Your Data

We implement appropriate technical and organisational measures to protect personal data against unauthorised access, loss, alteration, or disclosure:

- Secure HTTPS encryption on all pages of neurovia.in
- Assessment data and reports stored on secure servers with access controls
- Payment transactions handled by PCI-DSS compliant third-party gateways — card data never touches our servers
- Access to personal data restricted to authorised Neurovia personnel only
- Regular review of data handling practices

However, no internet transmission or electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your personal data, we cannot guarantee absolute security.

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## 8. How Long We Keep Your Data (Retention Policy)

We retain personal data only as long as necessary for the purpose it was collected:

- Assessment responses and student name/class/board: Retained for 12 months from the date of assessment, then deleted
- Generated PDF report: Available for download for 12 months, then deleted
- Payment transaction records: Retained for 7 years as required by Indian tax and financial laws
- School aggregate reports: Retained for 24 months, then deleted
- Website analytics data (anonymised): Retained for 12 months

After the applicable retention period, data is securely deleted or anonymised. You may also request early deletion by contacting us at [privacy@neurovia.in](mailto:privacy@neurovia.in) (see Section 10 for your rights).

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## 9. Cookies Policy

Our website uses cookies — small text files stored on your device — to improve your experience. We use the following types:

- **Essential Cookies:** Required for the website to function (e.g., session management during the quiz). Cannot be disabled.
- **Analytics Cookies:** Used to understand how visitors use our website (e.g., Google Analytics). These are anonymised and do not identify individuals.
- **Payment Cookies:** Set by our payment gateway during the checkout process.

You can control non-essential cookies through your browser settings. Note that disabling certain cookies may affect website functionality.

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## 10. Your Rights Under the DPDP Act 2023

As a data principal (or as a parent/guardian acting on behalf of a minor), you have the following rights under India's Digital Personal Data Protection Act, 2023:

### **Right to Access**

You may request a summary of the personal data we hold about you or your child, and the purposes for which it is being processed.

### **Right to Correction and Erasure**

You may request that we correct inaccurate personal data or erase personal data that is no longer necessary for the purpose it was collected, or where consent has been withdrawn.

### **Right to Grievance Redressal**

You have the right to a prompt and effective grievance redressal mechanism. If you have a complaint about how we handle your data, contact us at [privacy@neurovia.in](mailto:privacy@neurovia.in). We will respond within 30 days.

### **Right to Nominate**

You may nominate another individual to exercise your data rights on your behalf in the event of your death or incapacity.

### **Right to Withdraw Consent**

You may withdraw consent for data processing at any time. Withdrawal does not affect the lawfulness of processing carried out before the withdrawal. Upon receiving your withdrawal request, we will stop processing and delete the relevant data within 30 days.

*To exercise any of these rights, email us at [privacy@neurovia.in](mailto:privacy@neurovia.in) with the subject line: "Data Rights Request – [Your Name]". We will respond within 30 business days.*

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## 11. Children's Privacy — Special Protections

Neurovia is designed for students aged 13–18 (Class 8–12). We do not knowingly collect data directly from children without parental consent. We implement the following special protections:

- All purchases and consent must be completed by a parent or legal guardian, not the student
- We do not show advertisements to student users

- We do not use student data to build behavioural or advertising profiles
- Student assessment data is used only to generate their career report — never shared commercially
- School reports use aggregated, anonymised data only — no individual student is identified

If we discover that personal data has been collected from a minor without proper parental consent, we will delete it immediately. Please contact us at [privacy@neurovia.in](mailto:privacy@neurovia.in) if you believe this has occurred.

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## 12. Third-Party Links

Our website may contain links to third-party websites (e.g., career resource portals, educational boards). We are not responsible for the privacy practices of those websites. We encourage you to read the privacy policies of any third-party site you visit.

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## 13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, legal requirements, or service offerings. When we make significant changes, we will:

- Update the "Last Updated" date at the top of this page
- Notify registered users and schools via email where feasible
- Post a notice on our homepage for at least 30 days

Your continued use of Neurovia after the updated policy is posted constitutes your acceptance of the revised policy. We encourage you to review this page periodically.

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## 14. Grievance Officer

In accordance with the Digital Personal Data Protection Act, 2023, and the Information Technology Act, 2000, we have appointed a Grievance Officer to address any concerns or complaints regarding data privacy:

- Name: Grievance Officer, Neurovia
- Email: [privacy@neurovia.in](mailto:privacy@neurovia.in)
- Phone: +91 9152955050
- Response Time: Within 30 days of receiving your complaint

If you are not satisfied with our response, you may escalate your complaint to the Data Protection Board of India once constituted under the DPDP Act 2023.

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## 15. Contact Us

For any questions, concerns, or requests related to this Privacy Policy or your personal data, please contact us:

- Email: [info@neurovia.in](mailto:info@neurovia.in)
- Phone: +91 9152955050

- Website: <https://neurovia.in/contact/>
- Hours: Monday – Sat, 9:00 AM – 9:00 PM IST

*This Privacy Policy was drafted to comply with India's Digital Personal Data Protection Act, 2023 (DPDP Act). Neurovia is committed to updating this policy as the DPDP Act's rules and regulations are notified by the Government of India.*