ZIPZY® LEGAL POLICY SUITE

ZipZy® Privacy Policy

Publish Date: September 14, 2024

Last Updated: November 17, 2025

ZipZy™ is committed to the principles of fairness, purpose limitation, data minimisation, accuracy, storage limitation, integrity & confidentiality, and accountability as enshrined in the Digital Personal Data Protection Act, 2023.

This Privacy Policy outlines how ZipZy®, a division of Pranava Company Group (operating through zipzy.in, zpzy.in, and associated mobile applications, collectively referred to as "ZipZy™," "we," "our," or "us"), collects, uses, processes, stores, and shares personal data in compliance with the **Digital Personal Data Protection Act, 2023 (DPDP Act)**, the **Information Technology Act, 2000 (IT Act)**, and the **Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011 (SPDI Rules)** as amended up to November 2025. This policy applies to individuals who interact with our services across multiple platforms, including but not limited to URL Shortener, Custom Links, QR Codes, Landing Pages, Advanced Analytics, Branded Links, Link-in-Bio, Mobile Links, API Services, and any other applications or features offered under the ZipZy™ ecosystem (collectively, the "Services"), express interest in our offerings, or to whom we may market our Services. It details your rights regarding your data and provides information on how to contact us with any questions.

Data Storage in India: All personal data is primarily stored on our own secure servers located within India. Backups are maintained on AWS data centers located exclusively within India (Mumbai region). No personal data is stored outside India unless explicitly required for service delivery and only with adequate safeguards under DPDP Act Section 16.

This Privacy Policy does not extend to the practices of businesses that ZipZy™ or Pranava Company Group does not own or control, including third-party websites, services, or applications ("Third Party Services") that you may encounter through our Services. We recommend that you review the privacy policies of any Third Party Services you access or use. ZipZy™ assumes no responsibility for the content or privacy practices of these Third Party Services.

Focused on Your Privacy: Compliance with Indian Data Protection Laws

India: For residents of India, our Privacy Policy is crafted in compliance with the latest Indian data protection regulations, including the DPDP Act, DPDP Rules 2025, and the IT Act with its SPDI Rules. This policy outlines:

- How we collect, use, and protect your Personal Information and Sensitive Personal Data or Information (SPDI), such as names, email addresses, phone numbers, or other identifiable data across all our applications and services.
- The purposes for which we process your data and the conditions under which we may share it with third parties, with explicit consent or as required by law.
- Your rights regarding your Personal Information, including access, correction, deletion, restriction, portability, nomination, and the right to object or lodge a complaint with the Data Protection Board of India.
- How to exercise your data protection rights and our procedures for handling such requests, including through our designated Grievance Officer and Data Protection Officer.

© 2026 ZipZy. All Rights Reserved. https://zipzy.in
ZipZy® is a product and brand of **Pranava Company Group**.

- Details on how we ensure our practices comply with Indian data protection regulations, including data minimization, transparency, and accountability principles across multiple platforms.

Notice under DPDP Act Section 5 & Rule 4: Whenever we collect your personal data directly from you, we provide a Notice in English containing: (i) categories of personal data collected, (ii) purposes of processing, (iii) your rights, (iv) retention period, (v) details of Grievance Officer/DPO, (vi) whether data is shared/transferred outside India, and (vii) how to file a complaint with the Data Protection Board. The Notice is provided at the time of collection or as soon as practicable.

We operate primarily within India, and our privacy practices are tailored to meet Indian legal requirements across all our applications. Personal data is stored on our own servers in India with AWS India (Mumbai) as backup. Any transfer outside India is only to trusted service providers with adequate safeguards (SCCs + DTIA) under DPDP Act Section 16. For any inquiries, contact our Grievance Officer or DPO. We resolve issues within 30 days (or 7 days for simple requests) as mandated by the IT Act.

Trademark Notice

The word mark 'ZipZy®' is a registered trademark in India. Any unauthorized use, reproduction, imitation, or misuse of the ZipZy® name, logo, or branding without prior written permission is strictly prohibited.

All other product names, logos, and brands are property of their respective owners.

ZipZy®, a division of Pranava Company Group

For your reference, you can view our previous Privacy Policy here.

ACCESSIBILITY NOTICE: If you encounter any difficulties accessing this Privacy Policy, please reach out to us at **privacy@zipzy.in** for assistance.

Data Collection Overview

At ZipZy™, a division of Pranava Company Group, we prioritize transparency about the information we gather and how we use it across all our applications and platforms. This section details the types of data we collect from various interactions with our Services, as outlined in our Privacy Policy, to enhance your experience and ensure your data is managed securely and respectfully in compliance with the DPDP Act, DPDP Rules 2025, and SPDI Rules.

1. Definitions

Personal Information (PI): Any data that can identify an individual, such as name, email address, phone number, or IP address.

Sensitive Personal Data or Information (SPDI): Data including passwords, health data, or biometric data as defined under the SPDI Rules. We do not directly collect payment information; such data is handled and processed by our payment gateway, Razorpay, as described below.

Data Principal: The individual to whom the personal data relates, i.e., you, the user.

2. Account Creation

When you sign up for a ZipZy™ account to use any of our Services across web, mobile, or API platforms (including URL Shortener, Custom Links, QR Codes, Landing Pages, Advanced Analytics, Branded Links, Link-in-Bio, Mobile Links, API Services, and other applications), we collect essential PI, including your name, phone number, company details, job title, and email address. We do not directly collect payment

© 2026 ZipZy. All Rights Reserved. https://zipzy.in
ZipZy® is a product and brand of **Pranava Company Group**.

information; payment details are securely processed by our third-party payment gateway, Razorpay. If you use third-party logins (e.g., Google, Facebook), we collect data shared by these services based on your privacy settings. This data is used to manage your account, provide Services across platforms, and communicate critical updates. You may opt out of non-essential communications via your account settings, but we may still send service-related notifications. You have the option to not provide certain data, though this may limit access to some Services.

3. Creating ZipZy™ Products and Features

When you generate any ZipZy™ content or feature across our platforms, such as links, QR Codes, Landing Pages, Link-in-Bio, or other application-specific elements, we store the original and processed data, along with associated PI such as your IP address, geolocation data, and timestamps. If you share these on social media or integrate with other apps, we log the platform and your username to streamline integration and performance tracking. This data is collected for lawful purposes, such as service delivery and analytics, and is minimized to what is necessary across all applications.

4. Interaction Data

We automatically collect data on how you interact with ZipZy™ Services across devices and platforms, including IP address, location, referring sites, device specifics (e.g., browser type, operating system, app version), and usage patterns. This data enhances our Services, detects issues, and improves user experiences across all applications. Data collection is limited to what is reasonably necessary for these purposes.

5. Cross-Device and Cross-App Tracking

To provide a seamless experience across devices and our multiple applications, we track interactions to understand user behavior and prevent fraud. This includes linking your activities using PI like IP addresses or account details, ensuring a secure and tailored experience across the ZipZy™ ecosystem.

6. Payment Information

We do not collect or store any payment details, such as credit card numbers or banking information. All payment transactions are securely processed by Razorpay, a third-party payment gateway. Razorpay handles the entire payment process, and we only receive limited information, such as transaction IDs and payment status, necessary to complete and verify your transaction across any of our platforms. We do not have access to or store any of your payment information, and any data provided to us is used solely for transaction verification and completion of services.

7. Data Usage Purposes

We use your data for the following lawful purposes across all platforms:

- **Service Delivery:** To provide and maintain Services across web, mobile, and API applications.
- **Direct Marketing:** To send promotional materials, with your explicit consent, which you can withdraw at any time.
- **Research and Development:** To improve our Services and develop new features for multiple applications.
- **Network Security:** To detect and prevent security threats or fraud across platforms.
- **Legal Compliance:** To comply with legal obligations, such as tax or regulatory requirements.

Processing Without Fresh Consent (Legitimate Uses – DPDP Act Section 7)

© 2026 ZipZy. All Rights Reserved. https://zipzy.in
ZipZy® is a product and brand of **Pranava Company Group**.

We may process your personal data without additional consent for:

- Employment purposes (if applicable)
- Legal compliance & court orders
- Response to medical emergencies
- State functions & disaster management
- Voluntary sharing by you in public domain

We notify you of these purposes at the point of data collection or through direct communication. Any change in purpose will be communicated, and your consent will be sought if required. We retain PI and SPDI only as long as necessary for these purposes, legal compliance, or business analysis, and erase it upon consent withdrawal or when the purpose is no longer served, whichever is earlier, unless retention is required by law. We also cause our Data Processors to erase such data. Typically, data is deleted after three years of inactivity or upon your request.

8. Sharing Your Data

We share your data only under the following conditions, with your consent or as permitted by law, across all applications:

Internal Sharing: Within ZipZy™ and Pranava Company Group for service optimization and integrated offerings across platforms.

Public Information: Data from ZipZy™ features may be public and could reveal PI if included by you.

Organizational Sharing: For accounts linked to organizations, we may share account-related data with those entities for enterprise solutions across apps.

Support Services: We handle PI like name, email, and account details to provide customer support across platforms.

Email Validation: We use third-party services to verify email addresses, deleting invalid data post-validation.

Marketing and Communication: We use email marketing tools to send updates, with your consent, and maintain interaction records without sharing data for marketing without permission.

Third-Party Sharing: We share data with trusted service providers for analytics, cloud storage, or service enhancement across applications, ensuring they comply with our data protection standards. Personal data may be transferred outside India to such providers in compliance with DPDP Act Section 16, with adequate safeguards like contractual clauses, unless restricted by government notification.

Service Improvement: Third-party vendors analyze user behavior to optimize our Services across multiple platforms, bound by data protection agreements.

Single Sign-On: We use Single Sign-On services to simplify access across apps, collecting only necessary data.

Legal and Compliance: We may share data for tax, legal, or trust and safety purposes as required by law.

Consent-Based Sharing: We share data as directed by you or when interacting with Third Party Services, with your explicit consent.

We process personal data based on service requirements, legitimate interests, or consent, ensuring compliance with the DPDP Act and SPDI Rules. Data retention is aligned with service needs, legal

© 2026 ZipZy. All Rights Reserved. https://zipzy.in
ZipZy® is a product and brand of **Pranava Company Group**.

compliance, and business analysis across all platforms, with PI deleted upon request or after three years of inactivity, whichever is sooner, unless legally required to retain it.

Data Retention Schedule

Category	Retention Period
Account data (active users)	Duration of account + 3 years
Inactive accounts	Deleted after 3 years of inactivity
Analytics & logs	Maximum 1 year
Consent records	Processing period + 7 years

Consent Management

Verifiable Consent (DPDP Rule 5)

We obtain your consent in a clear, specific, informed, unconditional and unambiguous manner with a active action (e.g., by clicking "Sign Up", "Submit", "Log In", or completing any other action that indicates your agreement to the terms). We maintain verifiable records of every consent (date, time, IP, version of notice) for the entire period of processing + 7 years thereafter as required under Rule 5(3) of the DPDP Rules, 2025. You may withdraw consent at any time with effect from the date of withdrawal via account settings or by contacting us. Withdrawal does not affect prior lawful processing.

Consent Withdrawal

You can withdraw consent anytime through your account dashboard, email, or by contacting our Grievance Officer. Upon withdrawal, we cease processing within 72 hours unless required by law.

International Transfer of Personal Data

All primary data storage is within India on our own servers. Backups are on AWS Mumbai (India) region. We may transfer personal data to countries outside India **only when**:

- The Indian Government has notified the country/territory/sector as providing adequate level of protection, OR
- We have implemented adequate safeguards (Standard Contractual Clauses + Data Transfer Impact Assessment), OR
- You have given **explicit consent** after being informed of possible risks.

Current recipients (if any): Google Cloud (USA), AWS (Singapore), analytics providers – all bound by intra-group agreements and SCCs approved by the Government of India. No personal data is transferred outside India without compliance with DPDP Act Section 16.

© 2026 ZipZy. All Rights Reserved. https://zipzy.in
ZipZy® is a product and brand of **Pranava Company Group**.

If your data is transferred outside India, we ensure that it is protected in compliance with the applicable laws and data protection regulations.

Cookies and Tracking Technologies

ZipZy™ uses cookies and other tracking technologies to enhance your experience, provide personalized content, and analyze how our Services are used on our websites and mobile applications. Our cookie consent banner obtains your **specific, informed consent** for non-essential cookies that process personal data, as required by DPDP Act Section 6.

What Are Cookies?

Cookies: Small text files placed on your device by websites or apps you visit.

Tracking Technologies: Includes web beacons, pixels, device identifiers, and similar technologies to track interactions across web and mobile.

Why We Use Cookies

To Improve Our Services: Analyze performance and user behavior across applications.

To Personalize Content: Remember preferences and provide tailored recommendations.

To Advertise Effectively: Deliver relevant ads and measure performance, with your consent.

Managing Cookies

You can manage preferences through browser/device settings or our consent banner. Disabling may affect features. Visit our Cookies Policy for details.

Data Sharing and Disclosure

ZipZy™ respects your privacy and shares or discloses your personal data only in the following circumstances, ensuring compliance with the DPDP Act and SPDI Rules across all platforms:

With Your Consent

Explicit Consent: We share your PI or SPDI only with your explicit consent, obtained through clear opt-in mechanisms. You may withdraw consent at any time.

With Service Providers

Third-Party Service Providers: We share data with trusted vendors for analytics, cloud storage, customer support, or service enhancement across platforms. These providers are contractually bound to use your data only for specified purposes and comply with Indian data protection laws. We do not collect or store payment information; payment details are processed solely by Razorpay.

For Business Transactions

Business Transfers: In the event of a merger, acquisition, or asset sale, your data may be transferred. We will ensure the new entity adheres to this Privacy Policy.

For Legal Compliance

Legal Obligations: We may disclose data if required by law, ensuring adherence to principles of legality, necessity, and proportionality.

© 2026 ZipZy. All Rights Reserved. https://zipzy.in
ZipZy® is a product and brand of **Pranava Company Group**.

To Protect Our Rights

Enforcement and Protection: We may disclose data to enforce our Terms of Service, protect our rights, property, or safety, or prevent illegal activities.

With Affiliates

ZipZy™ and Pranava Company Group: We may share data with affiliates to support business operations and provide a seamless experience across applications.

Aggregated Data

Non-Personal Data: We may share aggregated, anonymized data that does not identify you for analytical, research, or business development purposes.

Third-Party Services

External Links: Our Services may link to Third Party Services. We are not responsible for their privacy practices.

Data Security

ZipZy™ prioritizes safeguarding your Personal Information (PI) and Sensitive Personal Data or Information (SPDI) with robust security measures across all platforms to prevent unauthorized access, loss, or misuse, in compliance with Section 43A of the IT Act, SPDI Rules, and DPDP Act Section 8(5).

Technical Measures

Encryption: We use SSL/TLS for transmission security and AES-256 encryption for data storage.

Cloud Security & DDoS Protection: We leverage Cloudflare's advanced DDoS protection, Web Application Firewall (WAF), and other security services to protect our platform from cyber threats.

Proxy & Load Balancing: Our infrastructure is secured with Nginx as a reverse proxy, which provides additional security layers such as rate limiting and SSL termination.

Secure Storage: Your data is securely stored on our own servers in India, with regular backups in the AWS Mumbai region, ensuring compliance with local data residency requirements.

Access Controls

Restricted Access: Access to sensitive data is strictly role-based and only authorized personnel can access it, based on job responsibilities.

Authentication: Multi-factor authentication (MFA) is enforced for all employees and users to ensure secure access to the platform.

Incident Response

Data Breach Notification: In the event of a personal data breach, we will notify the Data Protection Board of India and affected Data Principals without undue delay, and where feasible, within 72 hours after becoming aware of it (DPDP Rule 11). The notification will include the nature of the breach, categories of affected data, likely consequences, and measures taken.

Significant Data Fiduciary Obligations

© 2026 ZipZy. All Rights Reserved. https://zipzy.in
ZipZy® is a product and brand of **Pranava Company Group**.

If notified as a Significant Data Fiduciary, we will appoint a Data Protection Officer (DPO), conduct Data Protection Impact Assessments (DPIAs), and undergo periodic audits to ensure compliance with the DPDP Act.

User Responsibilities

To help us keep your data safe, please use strong passwords, enable Multi-Factor Authentication (MFA) on your account, and report any suspicious activity immediately to support@zipzy.in.

Your Rights and Choices

ZipZy™ is committed to respecting your rights under the DPDP Act and SPDI Rules across all platforms. As a Data Principal, you have the following rights regarding your PI and SPDI:

Access and Correction

Right to Access: Request a copy of your data.

Right to Correction: Update inaccurate or incomplete data.

Deletion and Restriction

Right to be Forgotten: You can request erasure of your personal data that is no longer necessary, consent is withdrawn, or processing is unlawful. We will erase or anonymise the data **within 30 days** unless retention is required by law.

Right to Restriction: Request restriction in certain cases.

Data Portability

Right to Data Portability: Receive your data in a structured, machine-readable format.

Objection to Processing

Right to Object: Object to processing for legitimate interests or direct marketing.

Right to Nominate

Right to Nominate: Nominate another individual to exercise your rights in case of death or incapacity.

Exercising Your Rights

Submit requests to privacy@zipzy.in. We will verify identity and respond **within 30 days** (or 7 days for simple requests). **We acknowledge grievances within 24 hours.**

Children's Privacy

Our Services are not directed at individuals under 18 years of age. We do not knowingly collect personal data from children. If we learn that we have collected data of a person below 18 without verifiable parental consent, we will delete it immediately as required under DPDP Act. Contact privacy@zipzy.in if you believe we have such data.

If you believe that we have collected personal data from someone under 18 years of age without verifiable parental consent, please contact us at privacy@zipzy.in so that we can take appropriate action.

Additionally, if you log in using social accounts such as Google, Zoho, Facebook, or any other third-party login services, we only collect basic profile information (such as name, email address, and profile

© 2026 ZipZy. All Rights Reserved. https://zipzy.in
ZipZy® is a product and brand of **Pranava Company Group**.

picture) as per their respective privacy policies. We do not collect any additional data beyond what these services provide.

These third-party services (such as Google, Zoho, and Facebook) have their own privacy policies that govern the collection, use, and sharing of data. By logging in through these services, you agree to their terms and policies. However, we do not knowingly allow users under the age of 18 to access our services through these login methods. We recommend that parents or guardians monitor their children's online activities and ensure that their children do not use third-party services inappropriately.

If we find that a user is under the age of 18, we may suspend their account and delete any data collected, in accordance with the DPDP Act and other applicable laws.

Grievance Officer & Data Protection Officer

In accordance with the IT Act and SPDI Rules, ZipZy™ has appointed a Grievance Officer and Data Protection Officer to address your concerns.

Grievance Officer:
Email: grievance@zipzy.in

Data Protection Officer (DPO):
Name: Prince Tyagi
Email: dpo@zipzy.in

Address: ZipZy™, a division of Pranava Company Group, 62, Mandola, Loni, Ghaziabad, Uttar Pradesh 201102, Bharat (India)

If dissatisfied, you may lodge a complaint with the **Data Protection Board of India** after exhausting our internal process.

Changes to This Privacy Policy

We may update this Privacy Policy to reflect changes in our practices, Services, or legal requirements. Significant changes will be communicated via email, in-app notifications, or updates on our websites, with the effective date clearly indicated. Continued use of our Services after changes signifies acceptance of the updated terms. Previous versions are available upon request.
Contact privacy@zipzy.in.

Contact Us

For questions, concerns, or requests, contact our Grievance Officer or DPO:

Email: grievance@zipzy.in | dpo@zipzy.in

Address: ZipZy™, a division of Pranava Company Group, 62, Mandola, Loni, Ghaziabad, Uttar Pradesh 201102, Bharat (India)
We are committed to addressing your inquiries and resolving issues within 30 days (or 7 days for simple requests), as required by the IT Act.

© 2026 ZipZy. All Rights Reserved. https://zipzy.in
ZipZy® is a product and brand of **Pranava Company Group**.

ZipZy™ Terms of Service

Publish Date: September 2, 2024

Last Updated: October 3, 2025

Trademark Notice

"ZipZy™" is a trademark in India, protected under Indian trademark law. Unauthorized use of the name "ZipZy™" is strictly prohibited and may result in legal action.

All other product names, logos, and brands are property of their respective owners.

For your reference, you can view our previous Terms Of Service Policy here.

1. Introduction

Welcome to ZipZy™, a division of Pranava Company Group ("we," "us," or "our"). By accessing or using our websites zipzy.in or zpzy.in, application, or services, including but not limited to URL Shortener, Custom Links, QR Codes, Landing Pages, Advanced Analytics, Branded Links, Link-in-Bio, and Mobile Links (collectively, the "Services"), you agree to comply with and be bound by these Terms of Service (the "Terms"). Please read these Terms carefully before using our Services. If you do not agree to these Terms, you must not use our Services.

2. Changes to Terms

We reserve the right to update or modify these Terms at any time at our sole discretion. Any changes will be effective immediately upon posting the revised Terms on our websites. We may notify you of significant changes via email or through the Services. Your continued use of the Services after any changes constitutes acceptance of the new Terms.

3. Eligibility

You must be at least 18 years old to use our Services. By using the Services, you represent and warrant that you meet this age requirement and have the legal capacity to enter into these Terms. If you are using the Services on behalf of an organization, you represent that you have the authority to bind that organization to these Terms.

4. Account Registration

To access certain features of the Services, such as creating custom links, QR codes, landing pages, or accessing analytics, you must register for an account. You agree to:

- Provide accurate, current, and complete information during the registration process.
- Update your information to keep it accurate, current, and complete.
- Maintain the security of your account credentials and not share them with others.
- Notify us immediately of any unauthorized use of your account at support@zipzy.in.

We reserve the right to suspend or terminate your account if any information provided is inaccurate or incomplete.

5. User Responsibilities

© 2026 ZipZy. All Rights Reserved. https://zipzy.in
ZipZy® is a product and brand of **Pranava Company Group**.

You agree to use the Services in accordance with all applicable local, state, national, and international laws and regulations, including the Digital Personal Data Protection Act, 2023 (DPDP Act). You must not engage in any of the following prohibited activities:

- Using the Services for illegal purposes or to promote illegal activities.
- Engaging in fraudulent, deceptive, or misleading activities, including phishing or impersonation.
- Transmitting viruses, malware, or any other harmful code.
- Interfering with or disrupting the Services, including servers or networks connected to the Services.
- Attempting to gain unauthorized access to any part of the Services or other users' accounts.
- Using the Services to distribute unsolicited communications (spam).
- Creating or sharing content that is defamatory, obscene, or infringes on the rights of others.
- Using shortened URLs, QR codes, or landing pages to mislead users or direct them to harmful or inappropriate content.

You are responsible for ensuring that any URLs, QR codes, landing pages, or other content created through the Services comply with these Terms and applicable laws.

6. Service-Specific Terms

The following terms apply to the specific Services provided by ZipZy™, a division of Pranava Company Group:

6.1 URL Shortener

You may use our URL Shortener to create shortened links for sharing. You agree:

- Not to create shortened URLs that link to illegal, harmful, or deceptive content.
- That we may monitor and analyze the performance and usage of shortened URLs for security and analytics purposes, in compliance with our Privacy Policy.
- That shortened URLs may expire or be deactivated if they violate these Terms or are inactive for an extended period, as determined by us.

6.2 Custom Links

Our Custom Links feature allows you to create personalized URLs. You agree:

- To use custom URLs that are not offensive, misleading, or infringing on third-party trademarks or rights.
- That we reserve the right to reject or disable custom URLs that violate these Terms or our policies.
- To ensure that custom links comply with our branding guidelines, if applicable.

6.3 QR Codes

You may generate QR codes for various purposes, such as linking to URLs or sharing contact information. You agree:

- Not to use QR codes to direct users to malicious, illegal, or inappropriate content.

© 2026 ZipZy. All Rights Reserved. https://zipzy.in
ZipZy® is a product and brand of **Pranava Company Group**.

- That we may track QR code scans to provide analytics and ensure compliance with these Terms, in accordance with our Privacy Policy.
- To ensure that any data embedded in QR codes complies with applicable privacy laws, including the DPDP Act, and does not infringe on third-party rights.

6.4 Landing Pages

Our Landing Pages feature allows you to create mobile-optimized pages. You agree:

- To ensure that landing page content is accurate, lawful, and does not violate third-party rights.
- Not to use landing pages for deceptive practices, such as false advertising or phishing.
- That we may review and remove landing pages that violate these Terms or our Acceptable Use Policy.

6.5 Advanced Analytics

Our Advanced Analytics service provides insights into the performance of your links and QR codes. You agree:

- To use analytics data solely for lawful purposes and in accordance with our Privacy Policy.
- Not to share analytics data with third parties without our prior written consent, except as permitted by law.
- That analytics data is provided "as-is" and may not be comprehensive or error-free.

6.6 Branded Links

Branded Links allow you to personalize links with your brand's custom URL. You agree:

- To use branded links that accurately represent your brand and do not infringe on third-party trademarks.
- That we may require verification of your brand ownership before approving branded links.
- To comply with any additional branding guidelines we provide.

6.7 Link-in-Bio

The Link-in-Bio feature enables you to optimize and monitor social media links. You agree:

- Not to use Link-in-Bio pages to promote harmful, illegal, or misleading content.
- To ensure that all links and content on Link-in-Bio pages comply with the terms of the respective social media platforms.
- That we may monitor Link-in-Bio usage to ensure compliance with these Terms.

6.8 Mobile Links

Mobile Links are designed for seamless SMS integration. You agree:

- To comply with all applicable laws and regulations regarding SMS communications, including obtaining recipient consent as required by the DPDP Act and telecommunications laws.
- Not to use Mobile Links for sending spam or unsolicited messages.
- That we may suspend Mobile Links that violate these Terms or applicable telecommunications laws.

© 2026 ZipZy. All Rights Reserved. https://zipzy.in
ZipZy® is a product and brand of **Pranava Company Group**.

7. Intellectual Property

All content, trademarks, logos, and other intellectual property on the Services, including but not limited to software, designs, text, and templates for landing pages or QR codes, are owned by ZipZy™, a division of Pranava Company Group, or our licensors and are protected by copyright, trademark, and other intellectual property laws. You may not use, reproduce, distribute, or create derivative works from any content without our express written permission, except as permitted for personal, non-commercial use in connection with the Services.

8. User Content

By submitting content to our Services, including URLs, QR codes, landing page content, custom link text, or other materials ("User Content"), you grant ZipZy™, a division of Pranava Company Group, a worldwide, royalty-free, perpetual, irrevocable, and non-exclusive license to use, reproduce, modify, adapt, publish, translate, distribute, and display such User Content in connection with the Services, including for URL shortening, QR code generation, landing page hosting, and analytics. You represent and warrant that:

- You own or have the necessary rights to submit the User Content.
- The User Content does not infringe on the intellectual property, privacy, or other rights of any third party.
- The User Content complies with these Terms, our Acceptable Use Policy, and applicable laws, including the DPDP Act.

We reserve the right to remove or modify any User Content that violates these Terms or for any other reason at our sole discretion.

9. Third-Party Links and Services

Our Services may contain or generate links to third-party websites, applications, or services, including those linked via shortened URLs, QR codes, or landing pages, that are not owned or controlled by ZipZy™ or Pranava Company Group. We are not responsible for the content, privacy practices, or any other aspect of these third-party services. You access such third-party links or services at your own risk, and we encourage you to review their terms and policies.

10. Payment Terms

Some features of the Services, such as Advanced Analytics, Branded Links, or premium Landing Pages, may require payment. By subscribing to a paid plan, you agree to:

- Provide accurate billing and payment information.
- Pay all applicable fees as described on our websites.
- Authorize us to charge your chosen payment method for recurring fees, if applicable.

All fees are non-refundable unless otherwise stated. We may change our pricing at any time, and such changes will apply to your next billing cycle. If payment is not received, we may suspend or terminate your access to paid features.

11. Data Protection and Privacy

We collect and process personal data, including data from URL clicks, QR code scans, and landing page interactions, in accordance with our Privacy Policy. By using the Services, you consent to such processing and warrant that all data provided by you is accurate. You are responsible for obtaining any

© 2026 ZipZy. All Rights Reserved. https://zipzy.in
ZipZy® is a product and brand of **Pranava Company Group**.

necessary consents for the data you submit or process through the Services, including for analytics, QR code scanning data, or SMS communications via Mobile Links, in compliance with the DPDP Act.

12. Service Availability

We strive to provide reliable Services but do not guarantee that the Services, including URL shortening, QR code functionality, or landing page hosting, will be uninterrupted, error-free, or available at all times. We may perform maintenance, upgrades, or other activities that temporarily affect access to the Services. We are not liable for any damages resulting from such interruptions or unavailability.

13. Disclaimers

Our Services are provided on an "as-is" and "as-available" basis. To the fullest extent permitted by law, ZipZy™, a division of Pranava Company Group, disclaims all warranties, express or implied, including but not limited to warranties of merchantability, fitness for a particular purpose, accuracy, reliability, or availability of the Services. We do not warrant that the Services will meet your requirements or that any URLs, QR codes, landing pages, or analytics data will be accessible, functional, or accurate at all times.

14. Limitation of Liability

To the fullest extent permitted by law, ZipZy™, a division of Pranava Company Group, our affiliates, officers, directors, employees, or agents shall not be liable for any indirect, incidental, special, consequential, or punitive damages, including loss of profits, data, or goodwill, arising out of or related to your use of or inability to use the Services, including any issues with shortened URLs, QR codes, landing pages, or analytics. Our total liability for any claim arising out of these Terms or the Services shall be limited to the amount paid by you to us, if any, for the Services giving rise to the claim in the preceding 12 months.

15. Indemnification

You agree to indemnify, defend, and hold harmless ZipZy™, a division of Pranava Company Group, our affiliates, officers, directors, employees, and agents from any claims, liabilities, losses, damages, costs, or expenses (including reasonable attorneys' fees) arising out of or related to:

- Your use of the Services, including URL Shortener, Custom Links, QR Codes, Landing Pages, Advanced Analytics, Branded Links, Link-in-Bio, or Mobile Links.
- Your violation of these Terms or our Acceptable Use Policy.
- Your User Content or its use through the Services.
- Your infringement of any intellectual property, privacy, or other rights of any third party.

16. Termination

We may suspend or terminate your access to the Services, including your account and any associated URLs, QR codes, or landing pages, at our sole discretion, with or without notice, for any reason, including if you breach these Terms or engage in prohibited activities. You may terminate your account at any time by contacting us at support@zipzy.in. Upon termination:

- Your right to use the Services will cease immediately.
- We may delete your User Content, account data, shortened URLs, QR codes, landing pages, or analytics data, subject to applicable law and our Privacy Policy.
- All provisions of these Terms that by their nature should survive termination shall survive, including ownership provisions, warranty disclaimers, indemnity, and limitations of liability.

© 2026 ZipZy. All Rights Reserved. https://zipzy.in
ZipZy® is a product and brand of **Pranava Company Group**.

17. Governing Law and Dispute Resolution

These Terms shall be governed by and construed in accordance with the laws of Ghaziabad, Uttar Pradesh, Bharat (India), without regard to its conflict of law principles. Any disputes arising under or in connection with these Terms shall be resolved exclusively in the courts located in Ghaziabad, Uttar Pradesh, Bharat (India). You agree to submit to the personal jurisdiction of such courts for the purpose of litigating any such disputes.

18. Force Majeure

ZipZy™, a division of Pranava Company Group, shall not be liable for any failure to perform our obligations under these Terms due to events beyond our reasonable control, including but not limited to natural disasters, war, terrorism, strikes, government actions, or internet failures.

19. Contact Us

If you have any questions, concerns, or complaints about these Terms or the Services, please contact us at:

Email: support@zipzy.in

Address: ZipZy™, a division of Pranava Company Group, 62, Mandola, Loni, Ghaziabad, Uttar Pradesh 201102, Bharat (India)

20. Miscellaneous

- **Severability:** If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions will remain in full force and effect.
- **Entire Agreement:** These Terms, together with our Privacy Policy, Acceptable Use Policy, and any other policies referenced herein, constitute the entire agreement between you and ZipZy™, a division of Pranava Company Group, regarding the use of the Services and supersede all prior agreements and understandings.
- **No Waiver:** Our failure to enforce any right or provision of these Terms will not constitute a waiver of such right or provision.
- **Assignment:** You may not assign or transfer your rights or obligations under these Terms without our prior written consent. We may assign our rights and obligations under these Terms at our discretion.

Notices: Any notices or communications under these Terms will be sent to the email address associated with your account or posted on our websites.

© 2026 ZipZy. All Rights Reserved. https://zipzy.in
ZipZy® is a product and brand of **Pranava Company Group**.

ZipZy™ Acceptable Use Policy

Publish Date: September 3, 2024

Last Updated: October 3, 2025

Trademark Notice

"ZipZy™"" is a trademark in India, protected under Indian trademark law. Unauthorized use of the name "ZipZy™"" is strictly prohibited and may result in legal action.

All other product names, logos, and brands are property of their respective owners.

1. Introduction

Welcome to ZipZy™, a division of Pranava Company Group ("we," "us," or "our"). This Acceptable Use Policy ("AUP") governs your use of our websites (zipzy.in and zpzy.in) and our services, including but not limited to URL Shortener, Custom Links, QR Codes, Landing Pages, Advanced Analytics, Branded Links, Link-in-Bio, Mobile Links, and API Services (collectively, the "Services"). Our mission is to enhance digital connections and empower users, businesses, and organizations through our innovative platform. To maintain a safe, secure, and lawful environment, we require all users to adhere to this AUP, which forms part of our Terms of Service, Privacy Policy, and Disclaimer (collectively, the "ZipZy™ Terms").

By using our Services, you agree to comply with this AUP and all applicable local, state, national, and international laws, including but not limited to the Information Technology Act, 2000, the Digital Personal Data Protection Act, 2023 (DPDP Act), and other relevant regulations in India. ZipZy™, a division of Pranava Company Group, is not responsible for any user-generated content or misuse of the Services, and you assume full responsibility for ensuring your use complies with this AUP and applicable laws.

2. Responsible Use of ZipZy™ Services

We value freedom of expression but prioritize the safety and integrity of our community. You must use our Services responsibly and ethically, ensuring that your actions do not harm others or violate legal or ethical standards. Below are specific guidelines for using our Services, including service-specific rules to prevent misuse.

2.1 Prohibited Content

You must not create, share, or distribute content through our Services that includes, but is not limited to:

- **Hate Speech and Discrimination:** Content that promotes hatred, violence, or discrimination against individuals or groups based on race, ethnicity, nationality, gender, gender identity, sexual orientation, religion, caste, disability, age, or other protected attributes under Indian law.
- **Exploitative Content:** Content that exploits, endangers, or harms minors, including child sexual abuse material or content promoting child endangerment.
- **Misinformation:** False or misleading information that could cause harm, particularly related to health, safety, elections, or civic matters, such as unverified medical claims or election fraud misinformation.
- **Violent or Graphic Content:** Content that promotes, glorifies, or depicts violence, self-harm, or graphic imagery, including threats of violence or gore.
- **Non-Consensual Explicit Content:** Sexually explicit material shared without the consent of all individuals depicted or involved.

© 2026 ZipZy. All Rights Reserved. https://zipzy.in
ZipZy® is a product and brand of **Pranava Company Group**.

- **Terrorism and Extremism:** Content that supports, promotes, or incites terrorism, extremism, or related activities.
- **Illegal Content:** Content that violates any applicable law, including but not limited to content promoting illegal drugs, weapons, or other prohibited items or activities under Indian law.
- **Defamatory Content:** Content that defames, slanders, or libels individuals or entities.
- **Infringing Content:** Content that infringes on intellectual property rights, including copyrights, trademarks, or patents, without authorization.

2.2 Prohibited Behaviors

You must not engage in the following behaviors when using our Services:

- **Malware and Fraud:** Distributing malware, viruses, or engaging in phishing, hacking, or other deceptive practices to gain unauthorized access to systems, data, or accounts.
- **Spam and Unsolicited Communications:** Sending bulk unsolicited messages, including spam, via Mobile Links or other Services, without recipient consent, in violation of the Telecom Commercial Communications Customer Preference Regulations, 2018.
- **Evasion Techniques:** Attempting to bypass ZipZy™'s security measures, rate limits, or monitoring systems, including through the use of bots or automated scripts.
- **Privacy Violations:** Sharing personal information of others without consent (doxxing) or violating privacy rights under the DPDP Act or IT Act.
- **Harassment and Bullying:** Engaging in harassment, bullying, or targeted attacks, including sending threatening or abusive messages.
- **Impersonation:** Misrepresenting yourself, impersonating others, or falsely claiming affiliations with individuals, organizations, or ZipZy™.
- **Intellectual Property Infringement:** Using the Services to infringe on intellectual property rights, such as uploading copyrighted material or using trademarks without permission.
- **Facilitating Illegal Activities:** Using the Services to facilitate or promote illegal activities, such as money laundering, fraud, or unauthorized gambling.
- **Overloading Systems:** Engaging in activities that overload, disrupt, or harm the functionality of our Services, servers, or networks, including denial-of-service attacks.

2.3 Service-Specific Guidelines

The following rules apply to specific ZipZy™ Services to prevent misuse:

URL Shortener and Custom Links:

- Do not create shortened or custom URLs that link to prohibited content or facilitate illegal activities.
- Ensure custom URLs do not mimic third-party trademarks or mislead users about the destination content.
- ZipZy™ may disable URLs that violate this AUP or remain inactive for an extended period.

QR Codes:

- Do not generate QR codes that direct to malicious, illegal, or prohibited content.

© 2026 ZipZy. All Rights Reserved. https://zipzy.in
ZipZy® is a product and brand of **Pranava Company Group**.

- Ensure embedded data complies with privacy laws and does not infringe on third-party rights.

Landing Pages and Link-in-Bio:

- Ensure content on landing pages or Link-in-Bio pages is lawful, accurate, and non-deceptive.
- Do not use these features for phishing, false advertising, or promoting prohibited content.
- Comply with the terms of service of any social media platforms linked via Link-in-Bio pages.

Mobile Links:

- Obtain explicit recipient consent for SMS communications, as required by the Telecom Regulatory Authority of India (TRAI).
- Do not send spam, unsolicited messages, or messages containing prohibited content.

Advanced Analytics and API Services:

- Use analytics data and API services only for lawful purposes and in accordance with our Privacy Policy.
- Do not attempt to reverse-engineer, misuse, or overload API services.

Branded Links:

- Use branded links that accurately represent your brand and do not infringe on third-party trademarks.
- Provide verification of brand ownership if requested by ZipZy™.

3. User Responsibility and No Liability for ZipZy™

You are solely responsible for all content you create, share, or distribute through our Services, including URLs, QR codes, landing pages, and other user-generated content. ZipZy™, a division of Pranava Company Group, does not monitor or control the content linked to or embedded in our Services and is not responsible for any illegal, harmful, or inappropriate content or actions resulting from your use of the Services. You agree to indemnify ZipZy™, its affiliates, officers, directors, employees, and agents from any claims, liabilities, losses, or damages arising from your violation of this AUP or applicable laws.

To the fullest extent permitted by law, ZipZy™, a division of Pranava Company Group, disclaims liability for any direct, indirect, incidental, special, consequential, or punitive damages arising from your use of or inability to use the Services, including any misuse by you or third parties. You assume full responsibility for ensuring compliance with all applicable laws, including but not limited to the Indian Penal Code, 1860, IT Act, DPDP Act, and TRAI regulations.

4. Reporting and Enforcement

If you encounter content or behavior that violates this AUP, please report it to our Grievance Officer at grievance@zipzy.in. We take all reports seriously and will investigate within 30 days, as required by the IT Act. Upon determining a violation, we may take actions including, but not limited to:

- Removing or disabling access to violating content, such as URLs, QR codes, or landing pages.
- Suspending or terminating user accounts.
- Reporting illegal activities to relevant authorities, as required by law.

© 2026 ZipZy. All Rights Reserved. https://zipzy.in
ZipZy® is a product and brand of **Pranava Company Group**.

If you believe your content or account was mistakenly flagged, you may appeal by contacting our Grievance Officer at grievance@zipzy.in. We will review your case promptly and provide a response within 30 days. Decisions on enforcement actions are at ZipZy™'s sole discretion.

5. Grievance Redressal

In accordance with the IT Act, ZipZy™, a division of Pranava Company Group, has appointed a Grievance Officer to address complaints related to this AUP or the Services. Contact our Grievance Officer for any concerns:

Email: grievance@zipzy.in

Address: ZipZy™, a division of Pranava Company Group, 62, Mandola, Loni, Ghaziabad, Uttar Pradesh 201102, Bharat (India)

We will address your concerns within 30 days, as mandated by the IT Act. If unresolved, you may escalate complaints to the Data Protection Board of India once established under the DPDP Act.

6. Policy Compliance and Modifications

Compliance with this AUP is mandatory for all users of our Services. Failure to comply may result in immediate suspension or termination of your access, without liability to ZipZy™, a division of Pranava Company Group. We reserve the right to modify this AUP at any time, with changes effective upon posting on our websites. Significant changes will be communicated via email or in-app notifications. Your continued use of the Services after changes constitutes acceptance of the updated AUP.

Thank you for helping us maintain a safe, secure, and lawful environment at ZipZy™, a division of Pranava Company Group. Together, we can foster a positive community experience.

7. Contact Us

For questions, concerns, or reports regarding this AUP or our Services, contact our Grievance Officer:

Email: grievance@zipzy.in

Address: ZipZy™, a division of Pranava Company Group, 62, Mandola, Loni, Ghaziabad, Uttar Pradesh 201102, Bharat (India)

© 2026 ZipZy. All Rights Reserved. https://zipzy.in
ZipZy® is a product and brand of **Pranava Company Group**.

Disclaimer - ZipZy™

Publish Date: September 3, 2024

Last Updated: October 3, 2025

Trademark Notice

"ZipZy™" is a trademark in India, protected under Indian trademark law. Unauthorized use of the name "ZipZy™" is strictly prohibited and may result in legal action.

All other product names, logos, and brands are property of their respective owners.

1. General Disclaimer

The information and services provided on the ZipZy™ websites (zipzy.in and zpzy.in), a division of Pranava Company Group, including but not limited to URL Shortener, Custom Links, QR Codes, Landing Pages, Advanced Analytics, Branded Links, Link-in-Bio, Mobile Links, and API Services (collectively, the "Services"), are for general informational and functional purposes only. While we strive to ensure that the information and Services are accurate, reliable, and up-to-date, ZipZy™, a division of Pranava Company Group, makes no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability, or availability of the websites, Services, or related content, including information, products, or graphics, for any purpose. Any reliance on such information or Services is at your own risk.

2. Accuracy of Information

ZipZy™, a division of Pranava Company Group, does not warrant that the information on our websites or provided through our Services, including analytics data or content generated via the Services, is accurate, complete, or current. The content is subject to change without notice, and we assume no responsibility for errors, omissions, or inaccuracies in the information or Services provided. It is your responsibility to verify any information, including the functionality of shortened URLs, QR codes, or landing pages, before relying on it.

3. External Links

Our websites and Services, including shortened URLs, QR codes, and landing pages, may contain or generate links to external websites or services that are not owned, operated, or maintained by ZipZy™ or Pranava Company Group. We do not guarantee the accuracy, relevance, timeliness, security, or completeness of any information or content on these external websites or services. The inclusion of such links does not imply endorsement, recommendation, or affiliation with the views, products, or services expressed therein. You access external links at your own risk, and we encourage you to review the terms and policies of those third-party services.

4. Service-Specific Disclaimers

4.1 URL Shortener: ZipZy™, a division of Pranava Company Group, provides URL shortening services to simplify and track links. We do not guarantee the uninterrupted availability, security, or functionality of shortened URLs. Users are responsible for testing and verifying the performance of shortened links before use. ZipZy™ does not have knowledge of or control over the content of the original URLs and is not liable for any fraudulent, harmful, or illegal content or misuse associated with shortened links.

4.2 Custom Links: Our Custom Links feature allows users to create personalized URLs. We do not warrant that custom links will always be available, functional, or free from conflicts with third-party trademarks. Users are responsible for ensuring that custom links comply with applicable laws and do not

© 2026 ZipZy. All Rights Reserved. https://zipzy.in
ZipZy® is a product and brand of **Pranava Company Group**.

infringe on third-party rights. ZipZy™, a division of Pranava Company Group, is not liable for any disputes or damages arising from the use of custom links.

4.3 QR Code Generation: We provide tools to generate QR codes for various purposes, such as linking to URLs or sharing contact information. We do not guarantee that QR codes will function across all devices, scanners, or applications, or that they will remain active indefinitely. Users must test QR codes to ensure they perform as intended. ZipZy™, a division of Pranava Company Group, does not have knowledge of or control over the content linked via QR codes and is not responsible for any fraudulent, harmful, or illegal content or misuse associated with them.

4.4 Landing Pages: ZipZy™, a division of Pranava Company Group, offers tools to create mobile-optimized landing pages. We make no warranties regarding the design, effectiveness, or performance of these pages, including their compatibility with all devices or browsers. Users are responsible for ensuring the accuracy, legality, and compliance of landing page content with applicable laws. ZipZy™ is not liable for any damages or losses resulting from the use or reliance on landing pages.

4.5 Advanced Analytics: Our Advanced Analytics service provides insights into the performance of links and QR codes. We do not guarantee the accuracy, completeness, or timeliness of analytics data. Analytics are provided "as-is," and users are responsible for verifying data before making decisions based on it. ZipZy™, a division of Pranava Company Group, is not liable for any losses or damages arising from reliance on analytics data.

4.6 Branded Links: Branded Links allow users to personalize links with custom URLs. We do not warrant that branded links will be free from conflicts with third-party trademarks or that they will remain available indefinitely. Users are responsible for ensuring that branded links comply with applicable laws and branding guidelines. ZipZy™, a division of Pranava Company Group, is not liable for any disputes or damages arising from the use of branded links.

4.7 Link-in-Bio: The Link-in-Bio feature enables users to create pages for social media link management. We do not guarantee the performance, availability, or compatibility of Link-in-Bio pages across all platforms or devices. Users are responsible for ensuring that Link-in-Bio content complies with the terms of relevant social media platforms and applicable laws. ZipZy™, a division of Pranava Company Group, is not liable for any damages or losses resulting from the use of Link-in-Bio pages.

4.8 Mobile Links: Mobile Links are designed for SMS integration. We do not guarantee the delivery, functionality, or compatibility of Mobile Links with all mobile devices or carriers. Users are responsible for complying with all applicable laws and regulations regarding SMS communications, including obtaining recipient consent. ZipZy™, a division of Pranava Company Group, is not liable for any damages or legal consequences arising from the use of Mobile Links.

4.9 API Services: Our API services are provided to enable integration with the Services. We do not guarantee the uninterrupted availability, performance, or compatibility of the API with all systems. The API may be subject to rate limits, changes, or temporary unavailability due to maintenance or technical issues. Users are responsible for ensuring their use of the API complies with our Acceptable Use Policy and applicable laws. ZipZy™, a division of Pranava Company Group, is not liable for any damages or losses resulting from the use or unavailability of the API.

5. Data Protection

ZipZy™, a division of Pranava Company Group, is committed to protecting your privacy and personal data in accordance with our Privacy Policy. However, we cannot guarantee the absolute security of any data transmitted to, from, or through our websites or Services, including data collected via analytics, QR code scans, or SMS interactions. Users are responsible for using secure methods for data transmission and

© 2026 ZipZy. All Rights Reserved. https://zipzy.in
ZipZy® is a product and brand of **Pranava Company Group**.

ensuring the security of their own data. ZipZy™ is not liable for any data breaches or losses resulting from unauthorized access to data transmitted through our Services.

6. User Responsibilities

Users are solely responsible for ensuring that their use of our Services, including but not limited to shortened URLs, custom links, QR codes, landing pages, branded links, Link-in-Bio pages, Mobile Links, analytics, and API services, complies with all applicable local, state, national, and international laws and regulations, including the DPDP Act, as well as our Acceptable Use Policy. This includes ensuring the legality and appropriateness of all content created or shared through the Services. ZipZy™, a division of Pranava Company Group, will not be liable for any misuse of our Services, including any legal, financial, or reputational consequences arising from such misuse.

7. Limitation of Liability

To the fullest extent permitted by law, ZipZy™, a division of Pranava Company Group, its affiliates, officers, directors, employees, agents, or licensors shall not be liable for any direct, indirect, incidental, special, consequential, or punitive damages, including but not limited to loss of profits, data, revenue, goodwill, or business opportunities, arising out of or in connection with the use of or inability to use our websites or Services, including any issues with shortened URLs, custom links, QR codes, landing pages, analytics, branded links, Link-in-Bio pages, Mobile Links, or API services. This limitation applies whether the alleged liability is based on contract, tort, negligence, strict liability, or any other basis, even if we have been advised of the possibility of such damages.

8. Changes to the Disclaimer

We may update this Disclaimer from time to time to reflect changes in our Services, legal requirements, or other factors. Any changes will be posted on this page with an updated effective date, and your continued use of our websites or Services after such changes signifies your acceptance of the revised Disclaimer. We encourage you to review this Disclaimer periodically for any updates.

9. Contact Us

If you have any questions, concerns, or complaints about this Disclaimer or our Services, please contact us at:

Email: info@zipzy.in

Address: ZipZy™, a division of Pranava Company Group, 62, Mandola, Loni, Ghaziabad, Uttar Pradesh 201102, Bharat (India)

© 2026 ZipZy. All Rights Reserved. https://zipzy.in
ZipZy® is a product and brand of **Pranava Company Group**.

Cancellation and Refund Policy - ZipZy™

Publish Date: October 3, 2025

Last Updated: November 13, 2025

Trademark Notice

"ZipZy™" is a trademark in India, protected under Indian trademark law. Unauthorized use of the name "ZipZy™" is strictly prohibited and may result in legal action.

All other product names, logos, and brands are property of their respective owners.

1. Introduction

Welcome to ZipZy™, a division of Pranava Company Group ("we," "us," or "our"). This Cancellation and Refund Policy governs payments made for our services, including but not limited to URL Shortener, Custom Links, QR Codes, Landing Pages, Advanced Analytics, Branded Links, Link-in-Bio, Mobile Links, and API Services (collectively, the "Services"), accessible through our websites (zipzy.in and zpzy.in). This policy outlines our stance on cancellations and refunds for payments or fees associated with the Services, forming part of our Terms of Service, Privacy Policy, Acceptable Use Policy, and Disclaimer (collectively, the "ZipZy™ Terms"). By using our Services, you agree to comply with this Cancellation and Refund Policy and all applicable laws, including the Information Technology Act, 2000, the Digital Personal Data Protection Act, 2023 (DPDP Act), and the Consumer Protection Act, 2019, where applicable.

We aim to provide transparent and high-quality Services, and this policy ensures clarity regarding subscription cancellations and our non-refundable payment structure. All payments are processed securely through our third-party payment gateway, Razorpay, and we do not collect or store payment information directly.

2. Non-Refundable Payments

All payments or fees made to ZipZy™, a division of Pranava Company Group, for the Services, including but not limited to subscriptions, premium features (e.g., Advanced Analytics, Branded Links, premium Landing Pages), one-time purchases, or API service fees, are non-refundable. This policy applies regardless of the reason, including but not limited to:

- Dissatisfaction with the Services or their features.
- Cancellation of a subscription or account.
- Termination of your account by you or us for any reason.
- Failure to use the Services during the paid period.
- Technical issues, unless caused by our gross negligence.
- Change in personal or business circumstances.

We strive to ensure that our Services meet your expectations. All fees and features are clearly outlined on our websites at the time of purchase, and by completing a payment, you acknowledge and agree that such payments are non-refundable, except where explicitly required by applicable Indian law (e.g., under the Consumer Protection Act, 2019, for defective services). We encourage you to review the features, pricing, and terms of any paid Service before making a purchase to ensure they meet your needs.

3. Subscription and Billing Terms

© 2026 ZipZy. All Rights Reserved. https://zipzy.in
ZipZy® is a product and brand of **Pranava Company Group**.

ZipZy™ offers certain Services on a subscription basis (e.g., monthly or annual plans for premium features like Advanced Analytics or Branded Links). The following terms apply to subscriptions:

- **Billing Cycles:** Subscriptions are billed on a recurring basis (e.g., monthly or annually) as selected at the time of purchase. You authorize our payment gateway, Razorpay, to charge your chosen payment method for the applicable fees at the start of each billing cycle.
- **Pricing Changes:** We reserve the right to modify subscription fees at any time. Any changes will be communicated to you at least 30 days before the start of the next billing cycle via email or in-app notifications. Continued use of the Services after a price change constitutes acceptance of the new fees.
- **Payment Processing:** We do not collect or store payment information directly. All payment details are processed securely by our third-party payment gateway, Razorpay, which provides us with limited transaction data (e.g., transaction ID, payment status) to verify transactions.
- **Failed Payments:** If a payment fails (e.g., due to an invalid payment method or insufficient funds), we may attempt to reprocess the payment. If the payment remains unsuccessful, we reserve the right to suspend or terminate your access to paid features until payment is received.

4. Subscription Cancellations

You may cancel your subscription to any recurring paid Service at any time through the following methods:

- **Account Settings:** Log into your ZipZy™ account and navigate to the subscription or billing section to cancel your subscription directly.
- **Contact Support:** Email our Support Team at support@zipzy.in with your account details and a request to cancel your subscription.

Effect of Cancellation: Cancellation will take effect at the end of the current billing cycle, and you will not be charged for subsequent cycles. You will retain access to the paid features until the end of the billing cycle for which you have paid. No refunds or prorated refunds will be provided for the unused portion of the current billing cycle, as all payments are non-refundable unless required by law.

Account Termination: If you choose to terminate your entire ZipZy™ account, you must follow the cancellation process outlined above for any active subscriptions. Upon account termination, access to all paid features will cease immediately, and no refunds will be issued for any remaining subscription period.

5. Exceptions to Non-Refundable Policy

ZipZy™, a division of Pranava Company Group, does not offer refunds under any circumstances, except where explicitly required by applicable Indian law, such as under the Consumer Protection Act, 2019, for services that are defective or not as described. In such cases, the following process applies:

- **Eligibility:** Refunds will only be considered if you can demonstrate that the Service was defective, not provided as advertised, or otherwise violates mandatory legal protections under Indian law.
- **Request Process:** Submit a refund request to our Support Team at support@zipzy.in within 30 days of the transaction, including detailed evidence of the issue (e.g., screenshots, description of the defect) and the legal basis for your claim.

© 2026 ZipZy. All Rights Reserved. https://zipzy.in
ZipZy® is a product and brand of **Pranava Company Group**.

- **Review Process:** We will review your request within 30 days, as required by the IT Act, and verify eligibility based on applicable law. If approved, any refund will be processed through Razorpay to the original payment method, subject to their terms.

Refund Processing Timeline: If a refund request is approved in accordance with applicable Indian law, the refund will be initiated within 7–14 business days from the date of approval. The actual time taken for the amount to reflect in your account may vary based on your bank's processing timelines and Razorpay's settlement cycle. ZipZy™, a division of Pranava Company Group, is not responsible for delays caused by banks, payment processors, or other financial institutions.

No Accelerated Refunds: Refunds cannot be expedited under any circumstances, and no alternative refund methods will be provided. All refunds will be processed strictly to the original payment method used for the transaction, as mandated by Razorpay's compliance requirements and Indian financial regulations.

Refunds are not available for reasons such as change of mind, failure to use the Service, or dissatisfaction with features that were accurately described at the time of purchase.

6. Billing Disputes

If you believe there has been an error in billing, such as a duplicate charge, incorrect amount, or unauthorized transaction, please contact our Support Team at support@zipzy.in within 30 days of the transaction. Your request should include:

- Your account details (e.g., email address associated with the account).
- Transaction details (e.g., date, amount, transaction ID provided by Razorpay).
- A description of the billing issue with supporting evidence (e.g., bank statement, payment confirmation).

We will investigate and resolve genuine billing errors promptly in coordination with Razorpay. If a billing error is confirmed, we will correct it by adjusting your account or coordinating with Razorpay, but this does not constitute a refund unless required by law. You agree not to initiate chargebacks or disputes with your payment provider or Razorpay without first contacting us to resolve the issue, as unauthorized chargebacks may result in account suspension.

7. User Responsibilities

By subscribing to or purchasing any paid Service, you agree to:

- Provide accurate billing information to Razorpay during the payment process.
- Ensure your payment method is valid and has sufficient funds to cover the fees.
- Review the features, pricing, and terms of the Service before purchase to confirm it meets your needs.
- Comply with our Terms of Service and Acceptable Use Policy to maintain access to paid Services.
- Contact our Support Team promptly for any billing or cancellation issues.

Failure to comply with these responsibilities may result in suspension or termination of your access to paid Services without refund.

8. Data Protection and Privacy

© 2026 ZipZy. All Rights Reserved. https://zipzy.in
ZipZy® is a product and brand of **Pranava Company Group**.

Any personal data provided in connection with payment processing, cancellations, or refund requests is handled in accordance with our Privacy Policy and the DPDP Act. ZipZy™, a division of Pranava Company Group, does not collect or store payment information directly. All payment details are processed securely by our third-party payment gateway, Razorpay, which provides us with limited transaction data (e.g., transaction ID, payment status) to verify transactions. We ensure that any data shared with Razorpay or other trusted service providers complies with Indian data protection laws and is protected by appropriate safeguards.

9. Changes to the Cancellation and Refund Policy

We may update this Cancellation and Refund Policy from time to time to reflect changes in our Services, legal requirements, or other factors. Any changes will be posted on this page with an updated effective date, and significant changes will be communicated via email or in-app notifications. Your continued use of our Services after such changes signifies your acceptance of the revised policy. We encourage you to review this policy periodically for updates.

10. Contact Us

For questions, concerns, or requests regarding this Cancellation and Refund Policy or our Services, please contact our Support Team:

Email: support@zipzy.in

Address: ZipZy™, a division of Pranava Company Group, 62, Mandola, Loni, Ghaziabad, Uttar Pradesh 201102, Bharat (India)

We are committed to addressing your inquiries within 30 days, as required by the IT Act. For grievances related to data protection, you may also contact our Grievance Officer at grievance@zipzy.in.

If you are dissatisfied with our response, you may escalate complaints to the Data Protection Board of India (once established under the DPDP Act) or seek redressal under the Consumer Protection Act, 2019, after exhausting our internal grievance process.

© 2026 ZipZy. All Rights Reserved. https://zipzy.in
ZipZy® is a product and brand of **Pranava Company Group**.

Shipping and Delivery Policy - ZipZy™

Publish Date: October 3, 2025

Last Updated: October 3, 2025

Trademark Notice

"ZipZy™" is a trademark in India, protected under Indian trademark law. Unauthorized use of the name "ZipZy™" is strictly prohibited and may result in legal action.

All other product names, logos, and brands are property of their respective owners.

1. Introduction

Welcome to ZipZy™, a division of Pranava Company Group ("we," "us," or "our"). This Shipping and Delivery Policy applies to our services, including but not limited to URL Shortener, Custom Links, QR Codes, Landing Pages, Advanced Analytics, Branded Links, Link-in-Bio, Mobile Links, and API Services (collectively, the "Services"), accessible through our websites (zipzy.in and zpzy.in). As a Software as a Service (SaaS) provider, ZipZy™ does not engage in the shipping of physical items. This policy outlines the digital delivery process for our Services, ensuring clarity on how users can access them. It forms part of our Terms of Service, Privacy Policy, Acceptable Use Policy, Disclaimer, and Cancellation and Refund Policy (collectively, the "ZipZy™ Terms").

By using our Services, you agree to comply with this Shipping and Delivery Policy and all applicable laws, including the Information Technology Act, 2000, and the Digital Personal Data Protection Act, 2023 (DPDP Act). This policy is designed to set clear expectations for the digital delivery of our Services and ensure a seamless user experience.

2. No Physical Shipping

ZipZy™, a division of Pranava Company Group, provides exclusively digital SaaS solutions. As such, we do not ship or deliver physical products or items. All Services, including URL Shortener, Custom Links, QR Codes, Landing Pages, Advanced Analytics, Branded Links, Link-in-Bio, Mobile Links, and API Services, are delivered electronically through our online platforms accessible at zipzy.in and zpzy.in.

Our Services are accessible immediately upon account creation or subscription activation, subject to compliance with our Terms of Service and Acceptable Use Policy. No physical shipping or delivery processes apply, as all features are provided digitally through your ZipZy™ account.

3. Digital Delivery Process

Our Services are delivered digitally, ensuring instant access to features upon successful account creation or subscription activation. The delivery process includes the following:

- **Account Registration:** To access our Services, you must create a ZipZy™ account by registering at accounts.zipzy.in/signup. Upon successful registration, you can log in to your account dashboard to use features such as URL shortening, QR code generation, landing page creation, or analytics tracking.
- **Subscription-Based Services:** For premium features (e.g., Advanced Analytics, Branded Links, premium Landing Pages), access is granted immediately upon successful payment through our third-party payment gateway, Razorpay. You will receive a confirmation email with access instructions, typically within minutes of payment confirmation, provided there are no issues with your payment method.

© 2026 ZipZy. All Rights Reserved. https://zipzy.in
ZipZy® is a product and brand of **Pranava Company Group**.

- **API Services:** For users integrating with our API Services, access to API keys and documentation is provided through your account dashboard upon subscription activation. Detailed instructions are available in our API Reference.
- **Delivery Timeline:** Free Services are accessible immediately upon account creation. Paid Services are activated within minutes of successful payment processing, subject to verification by Razorpay. Delays may occur if payment verification fails or if account setup is incomplete.
- **Access Confirmation:** Upon activation, you can access the Services through your account dashboard at zipzy.in or zpzy.in. No physical delivery or shipping confirmation is applicable, as all Services are digital.

We strive to ensure a seamless delivery process, but access may be subject to technical limitations, such as internet connectivity or device compatibility, as outlined in our Disclaimer.

4. Service Availability

While we aim to provide uninterrupted access to our Services, they are delivered on an "as-is" and "as-available" basis, as detailed in our Disclaimer. Temporary interruptions may occur due to:

- Scheduled maintenance or system upgrades, which we will communicate in advance via email or in-app notifications when possible.
- Unforeseen technical issues, such as server downtime or software errors.
- External factors beyond our control, such as internet outages or third-party service disruptions (e.g., Razorpay payment processing).

ZipZy™, a division of Pranava Company Group, is not liable for any damages resulting from such interruptions, as outlined in our Terms of Service. If you experience issues accessing the Services, please contact our Support Team at support@zipzy.in for assistance.

5. User Responsibilities

To ensure seamless access to our digital Services, you agree to:

- Provide accurate and complete information during account registration, as outlined in our Terms of Service.
- Maintain a stable internet connection and a compatible device (e.g., modern browser, supported operating system) to access our Services.
- Comply with our Acceptable Use Policy to maintain uninterrupted access to the Services.
- Ensure your payment method is valid for subscription-based Services, as payments are processed through Razorpay.
- Contact our Support Team at support@zipzy.in promptly if you encounter issues accessing the Services.

Failure to meet these responsibilities may result in delays or inability to access the Services, for which ZipZy™ will not be liable.

6. Data Protection and Privacy

Any personal data provided to access our Services, such as account registration details or inquiry information, is handled in accordance with our Privacy Policy and the DPDP Act. ZipZy™, a division of Pranava Company Group, does not collect or store payment information directly. All payment details are

© 2026 ZipZy. All Rights Reserved. https://zipzy.in
ZipZy® is a product and brand of **Pranava Company Group**.

processed securely by our third-party payment gateway, Razorpay, which provides us with limited transaction data (e.g., transaction ID, payment status) to verify transactions. We ensure that any data shared with Razorpay or other trusted service providers complies with Indian data protection laws and is protected by appropriate safeguards.

7. Cancellations and Refunds

As our Services are delivered digitally and no physical shipping occurs, cancellations and refunds are governed by our Cancellation and Refund Policy. All payments for Services are non-refundable, except where required by applicable Indian law. You may cancel subscriptions at any time, but no refunds or prorated refunds will be provided for the unused portion of a billing cycle.

8. Changes to the Shipping and Delivery Policy

We may update this Shipping and Delivery Policy from time to time to reflect changes in our Services, legal requirements, or other factors. Any changes will be posted on this page with an updated effective date, and significant changes will be communicated via email or in-app notifications. Your continued use of our Services after such changes signifies your acceptance of the revised policy. We encourage you to review this policy periodically for updates.

9. Contact Us

For questions, concerns, or requests regarding this Shipping and Delivery Policy or our Services, please contact our Support Team:

Email: support@zipzy.in

Address: ZipZy™, a division of Pranava Company Group, 62, Mandola, Loni, Ghaziabad, Uttar Pradesh 201102, Bharat (India)

We are committed to addressing your inquiries within 30 days, as required by the IT Act. For grievances related to data protection, you may also contact our Grievance Officer at grievance@zipzy.in.

© 2026 ZipZy. All Rights Reserved. https://zipzy.in
ZipZy® is a product and brand of **Pranava Company Group**.

ZIPZY® LEGAL POLICY SUITE

A Newer Version Is Available

Thank you for reviewing the **ZipZy Legal Policy Suite Version 2.0.0**.

This document has been archived and is provided for historical and reference purposes only. A newer version of the ZipZy Legal Policy Suite may be available and should be consulted for the most current terms, policies, and legal information.

Document Information

Item	Value
Document	ZipZy Legal Policy Suite
Version	2.0.0
Status	Archived

Latest Version

The latest version of the ZipZy Legal Policy Suite, together with individual legal policies and archived versions, is available through the ZipZy Legal Center.

Legal Center
https://zipzy.in/legal

Legal Archive
https://zipzy.in/legal/archive

Important Notice

If there is any inconsistency between this archived version and the latest version published in the ZipZy Legal Center, the latest published version shall prevail from its effective date.

Current Version Available

ZipZy Legal Policy Suite

Visit the ZipZy Legal Center to access the latest version of this document.

© ZipZy. All Rights Reserved.

A Brand of Pranava Company Group.

© 2026 ZipZy. All Rights Reserved. https://zipzy.in
ZipZy® is a product and brand of **Pranava Company Group**.