GREENFLAG - PRIVACY POLICY

Effective Date: 17th October 2026

Green Flag, is a brand owned by Rinica Next Private Limited (hereinafter referred to as Green Flag), providing a platform designed to help people discover, connect and communicate with others.

Green Flag provides the technology and tools that facilitate these interactions, but we do not act as a matrimonial service, relationship adviser or guarantor of any match, relationship or user outcome.

For purposes of the Digital Personal Data Protection Act, 2023, Rinica Next Private Limited, operating through its brand Green Flag, acts as the relevant Data Fiduciary where it determines the purpose and means of processing your personal data.

Welcome to Green Flag's Privacy Policy. By using the platform, you consent to this privacy policy and to be bound by it at all times.

1. WHO WE ARE

Green Flag is a technology-driven dating and social connection platform designed to help people discover, assess and connect with potential matches in a more meaningful and informed way. We use a combination of user preferences, matching technology and AI-assisted features to help users navigate profiles, identify compatibility and communicate with other users. Green Flag provides the technology and tools that facilitate these interactions, but we do not act as a matrimonial service, relationship adviser or guarantor of any match, relationship or user outcome.

For purposes of the Digital Personal Data Protection Act, 2023, Green Flag acts as the relevant Data Fiduciary where it determines the purpose and means of processing your personal data.

2. WHERE THIS PRIVACY POLICY APPLIES

This Privacy Policy applies to Green Flag's application, website and related services, including:

a. profiles and matching;
b. messaging;
c. video and audio calls;
d. AI functionality;
e. verification;
f. subscriptions and payments;
g. customer support; and
h. safety and moderation functions.
i. Third-party services including third party API tools which have their own Privacy Policy.

3. INFORMATION WE COLLECT

To provide Green Flag, we need information about you. Some information comes from you, some comes from your use of Green Flag, and some may come from third party sources.

3.1. Information you give us

When you create and use an account, you may provide:

a. name;
b. contact number;
c. email address;
d. date of birth;
e. gender;
f. gender preferences;
g. sexual orientation;
h. relationship preferences;
i. location preferences;
j. photographs and videos;
k. occupation and education;
l. interests;
m. lifestyle information;
n. religion or belief-related information;
o. profile prompts and responses; and
p. other information you choose to include.

Because Green Flag is a dating platform, some information you voluntarily provide may be particularly private or sensitive.

You should only include information on your profile that you are comfortable sharing with other Green Flag users.

3.2. Content and communications

We process content you create through Green Flag, including:

a. messages;
b. photographs;
c. videos;
d. voice notes;
e. profile prompts;
f. search requests;
g. reports;
h. feedback; and
i. communications with our support team.

3.3. Location information

Depending on your permissions and how you use Green Flag, we may collect:

a. approximate location;
b. city-level location;
c. distance information; and
d. precise location where expressly enabled.

You can control location permissions through your device settings, although certain features may then become unavailable.

3.4. Verification information

If you use a selfie, face or identity-verification feature, we may collect:

a. photographs;
b. selfies;
c. video;
d. facial imagery;
e. verification results; and
f. information necessary to confirm authenticity.

If our verification technology generates biometric information that receives special legal protection, we will process it in accordance with applicable law and obtain consent where required.

3.5. Purchase information

Where you purchase a Green Flag product, we may receive:

a. subscription type;
b. amount;
c. transaction identifier;
d. payment status;
e. date of purchase; and

f. refund information.

3.6. Information generated when you use Green Flag

We may collect information concerning:

a. profiles viewed;
b. likes and Green Flags;
c. matches;
d. messages and interaction metadata;
e. searches;
f. recommendation interactions;
g. features used;
h. subscriptions;
i. reports;
j. blocks;
k. login activity; and
l. engagement with the Services.

3.7. Device information

We may collect technical information including:

a. IP address;
b. device identifiers;
c. operating system;
d. application version;
e. browser;
f. language;
g. network information;
h. crash logs; and
i. security signals.

3.8. Information from other users

Other people may provide information about you when they report an account, make a complaint or contact us regarding safety or suspected misconduct.

4. HOW WE USE INFORMATION

The main reason we use your information is to provide and improve Green Flag. We also use it to keep the community safe.

We may use personal data to:

4.1. Provide Green Flag

This includes creating and maintaining your account, displaying profiles, providing recommendations, facilitating matches, enabling communication and providing support.

4.2. Personalise your experience

We may use profile information, preferences, location, searches and activity to determine which profiles and features may be relevant to you.

4.3. Provide AI-powered features

Green Flag may use AI-powered tools to assist users in communicating and interacting with other users on the platform. These features may include:

a. Suggesting sample messages, conversation starters and responses;
b. Providing recommendations on how to initiate, continue or improve conversations;
c. Assisting users in framing, refining or rephrasing messages based on their intended communication; and
d. Providing general communication tips and suggestions based on information voluntarily shared by users.

AI-generated suggestions are intended solely to assist users with communication and should not be treated as professional relationship advice or factual assessments of another person. Users retain complete discretion over whether to use, modify or disregard any AI-generated suggestions.

4.4. Keep Green Flag safe

We may use information to detect:

a. fake accounts;
b. fraud;
c. impersonation;
d. spam;
e. harassment;
f. prohibited sexual content;
g. scams;
h. abusive conduct; and
i. attempts to circumvent previous account restrictions.
j. Process transactions

We use purchase information to activate subscriptions, allocate paid features and manage billing or refund issues.

4.5. Improve Green Flag

We may analyse usage to understand how features perform, correct errors and improve matching, moderation and AI systems.

Where reasonably possible, we use aggregated or de-identified information for analytics and development.

4.6. Comply with law

We may use or preserve information where necessary to comply with legal obligations, lawful requests, investigations or proceedings.

5. HOW AI USES YOUR INFORMATION

5.1. Green Flag provides AI-assisted communication features designed to help users initiate and engage in conversations with other users.

5.2. When you use these features, Green Flag may process limited information necessary to generate relevant suggestions, including:

a. Questions, prompts or instructions submitted by you;
b. Messages or portions of conversations that you voluntarily share with the AI feature;
c. Relevant contextual information provided by you to assist in generating responses; and
d. Other information you intentionally submit while using AI-assisted features.

5.3. This information may be processed through third-party AI service providers solely for the purpose of generating requested suggestions and providing the relevant functionality.

5.4. AI-assisted features are intended to provide optional communication support and do not independently communicate with other users or send messages on your behalf.

6. HOW WE SHARE INFORMATION

Dating works by sharing some information with other people. We also share limited information with companies that help us operate Green Flag.

6.1. With other users

Information that you include on your profile may be displayed to other Green Flag users.

This may include photographs, profile information, interests, prompts and approximate location.

Private messages are not part of your public profile.

6.2. With service providers

We may share information with companies that provide services such as:

a. cloud hosting;
b. AI infrastructure;
c. communications;
d. payments;
e. verification;
f. analytics;
g. cybersecurity;
h. moderation; and
i. customer support.

6.3. For legal and safety purposes

We may disclose information where reasonably necessary to:

a. comply with applicable law;
b. respond to lawful orders;
c. protect life or physical safety;
d. investigate crime or fraud;
e. investigate abuse;
f. enforce our Terms; or
g. establish or defend legal claims.

6.4. Corporate transactions

Information may be transferred as part of a merger, acquisition, financing, restructuring or sale of all or part of Green Flag's business, subject to applicable law.

7. CROSS-BORDER DATA TRANSFERS

Some companies that help us operate Green Flag may be located outside India.

Personal data may therefore be processed in countries other than the country in which you live.

Where Indian law restricts transfers to particular jurisdictions, we will comply with those restrictions.

8. HOW LONG WE KEEP YOUR INFORMATION

We keep information only for as long as we reasonably need it.

8.1. We generally retain personal data while your account remains active. When your account is deleted, we will delete or de-identify information that we no longer require, subject to information we may legitimately retain for purposes such as:

a. legal compliance;

b. fraud prevention;
c. safety;
d. dispute resolution;
e. financial records;
f. investigations; and
g. establishing or defending legal claims.

8.2. Information relating to serious misconduct may be retained for a limited period where reasonably necessary to prevent a user who has been banned for safety reasons from immediately rejoining the platform. Backups may take additional time to expire.

8.3. Notwithstanding the general retention provisions above, text messages, audio recordings and video recordings exchanged through Green Flag shall ordinarily be retained on the platform's servers for a maximum period of 15 minutes.

9. YOUR RIGHTS

You have rights over your personal data.

For users in India, subject to applicable law, these may include rights to:

a. access information concerning the processing of your personal data;
b. correct inaccurate information;
c. complete incomplete information;
d. update personal data;
e. request erasure;
f. withdraw consent;
g. seek grievance redressal; and
h. nominate another person to exercise applicable rights following death or incapacity.

10. WITHDRAWING CONSENT

10.1. You may withdraw your consent to the processing of your personal data at any time by sending a request to team@getgreenflag.in

10.2. Green Flag will acknowledge and respond to your request within 3-4 working days of receiving your email and communicate the necessary steps for processing your request.

11. DELETING YOUR ACCOUNT

11.1. Deleting the Green Flag application from your device does not automatically delete your account or associated personal data.

11.2. You may request deletion of your account by sending an email to team@getgreenflag.in

Green Flag will acknowledge and respond to your request within 3-4 working days of receiving your email and initiate the account deletion process following verification of your request.

11.3. Upon processing a valid deletion request, Green Flag will delete or de-identify your personal data, except where retention is necessary or permitted under applicable law.

12. SECURITY

We take steps designed to protect your information.

Green Flag uses technical and organisational safeguards that may include:

a. encryption;
b. access controls;
c. authentication;
d. secure infrastructure;
e. security monitoring; and
f. incident-response procedures.

No internet service can guarantee absolute security.

You should protect your account credentials and promptly report suspected unauthorised access.

13. DATA BREACHES

If a personal-data breach occurs, Green Flag will take steps to investigate, contain and mitigate the incident.

Where required by applicable law, we will notify affected users and the competent authority.

14. APPROPRIATE USE

14.1. Green Flag is for adults. Green Flag is intended only for persons who are **18 years of age or older**.

14.2. We do not knowingly permit children to maintain accounts. If we reasonably determine that an account belongs to a person under 18, we may remove it and take appropriate action.

14.3. If you believe a minor is using Green Flag, team@getgreenflag.in.

15. PRIVACY AND VIDEO CALLS

15.1. Green Flag may process technical information necessary to establish, operate and maintain text messaging, audio and video communication services.

15.2. For user safety, complaint resolution and prevention of misuse, Green Flag may temporarily record, process and store text messages, audio recordings and video recordings exchanged through the platform for a period of up to 15 minutes on its servers.

15.3. Users are strongly encouraged to promptly report or flag any instances of harassment, abuse, inappropriate conduct or violations of Green Flag's Terms within 15 minutes of the relevant communication, as such information may no longer be available for review after the expiry of the retention period.

15.4. Where a user reports or flags any such communication within the prescribed period, the relevant text messages, audio recordings or video recordings may be preserved and reviewed by authorised personnel for investigation and complaint resolution.

15.5. Communications and recordings that are not subject to any complaint or investigation will be automatically deleted upon expiry of the 15-minute retention period. Information relating to reported incidents may be retained for such additional period as reasonably necessary for investigation, dispute resolution or compliance with applicable law.

15.6. Green Flag will implement appropriate technical and organisational safeguards to protect such communications and recordings against unauthorised access, disclosure or misuse.

16. THIRD-PARTY SERVICES

If you access an independent third-party service through Green Flag, that service's privacy policy applies to its handling of information.

Green Flag is not responsible for the privacy practices of independent third-party services.

17. CHANGES TO THIS POLICY

We may update this Privacy Policy to reflect changes in Green Flag, technology, law or our privacy practices.

We will update the "Effective Date" when changes are made.

For material changes, we will provide appropriate notice and obtain fresh consent where required.

18. HOW TO CONTACT US

For questions or concerns about your personal data:

Email: team@getgreenflag.in

Registered Address: A, 167, TTC Industrial Area, MIDC Industrial Area, Kopar Khairane, Navi Mumbai, Maharashtra 400710.

Users in India may use Green Flag's grievance mechanism before pursuing remedies available before the appropriate authority under applicable data-protection law.