



BookMyGame

Privacy Policy

Version 1.0 | Effective Date: September 4, 2026 | Last Updated: September 4, 2026

1. Introduction

This Privacy Policy explains how BookMyGame collects, uses, stores, protects, and shares information when customers and merchants use its application, website, and related services.

2. Information We Collect

Customers: name, mobile number, email, booking history, transaction references, device/session information, and information necessary to provide the service.

Merchants: business name, owner/contact information, venue information, bank account and settlement information, PAN, GST information where applicable, and verification documents where required.

Technical information: device identifiers, session information, diagnostics, analytics, and information generated through use of the application.

3. Merchant Verification Documents

BookMyGame may request identity, business, address, ownership, or payment-settlement information where reasonably necessary for merchant onboarding, verification, fraud prevention, compliance, or settlement.

Only information reasonably necessary for the stated purpose should be collected. Sensitive identity documents should not be collected or retained unnecessarily.

4. How We Use Information

Information may be used for account creation, booking management, payment processing, merchant verification, customer support, fraud prevention, dispute resolution, service improvement, security, and legal compliance.

5. Information Sharing

Information may be shared with authorized payment service providers including Razorpay or another provider selected by BookMyGame, technology/service providers, support providers, merchants where necessary to fulfill a booking, and authorities where legally required.

BookMyGame does not sell personal information.

6. Data Security

BookMyGame should maintain appropriate safeguards including access controls, encryption where appropriate, secure storage, authentication controls, audit logging, and restricted access to merchant verification documents.

7. Data Retention

Information should be retained only as long as reasonably necessary to provide services, complete accounting and settlement, comply with legal obligations, prevent fraud, resolve disputes, or enforce agreements.

8. User Rights and Requests

Subject to applicable law, users may request correction or updating of inaccurate information, access to relevant personal information, or deletion/closure of their account where permitted.

9. Cookies, Analytics and Device Data

BookMyGame may use cookies, SDKs, analytics tools, device identifiers, and session technologies to operate, secure, analyze, and improve its services.

10. Policy Updates

BookMyGame may update this Privacy Policy. Additional notice or consent will be provided where required.

11. Contact

For privacy-related queries or requests, contact BookMyGame at contact@bookmygame.org.

