

PRIVACY POLICY

1. WHO WE ARE

Career17.ai is owned and operated by Anaktra Private Limited, a company incorporated under the Companies Act, 2013. All references to "we", "us", "our", "the Company", or "Career17.ai" in this Policy refer to Anaktra Private Limited.

Legal Name	Anaktra Private Limited
CIN	U62011KL2026PTC103713
Role under DPDP Act	Data Fiduciary
Contact	admin@anaktra.com
Last Update Date	18 June 2026

2. WHAT PERSONAL DATA WE COLLECT

We collect only the personal data necessary to provide our services. The categories of data we collect, and the purpose for each, are set out below.

Category	Data Collected	Purpose
Account & Identity	Name, email, phone, date of birth, class/grade, school name	Account creation, age verification, service delivery
Assessment Data	Responses to psychometric, aptitude, and career-interest questions	Generating career Reports and recommendations
Profile Data	Education details, skills, uploaded resume, portfolio items	Resume builder, skill tracking, career pathway tools
Mock Interview Data	Audio and video recordings (where you choose to use this feature)	Providing AI interview feedback only (see Clause 5.3)
Parental Consent Data	Parent/guardian name, email or phone, OTP verification record, timestamp	Verifiable consent for users under 18 (DPDP Act S.9)
Usage & Technical Data	IP address, browser, device type, pages visited, session data	Platform security, fraud prevention, service improvement
Payment Reference Data	Transaction ID, payment status, amount, date (no card data stored)	Fee verification, receipt, tax records (8-year retention)

What we do NOT collect or do:
We do not store payment card numbers or bank details (payments handled by Razorpay). We do not sell your data. We do not use your data for behavioural advertising.

3. LEGAL BASIS FOR PROCESSING AND CONSENT

We process your personal data on the basis of your consent under the Digital Personal Data Protection Act, 2023. You give consent by:

- Clicking “I Agree” during account registration;
- Checking the consent box before taking an assessment; and
- Voluntarily submitting information through the platform.

- 3.1 For users under 18 years, consent must be given by the parent or legal guardian. See Clause 4.
- 3.2 We also process certain data where necessary for legal compliance (e.g., retaining payment records under tax law) and for legitimate purposes such as fraud prevention and platform security. For these purposes, consent is not required.
- 3.3 Withdrawal of consent: You may withdraw your consent at any time by using the “Withdraw Consent” option in your account settings or by emailing admin@anaktra.com. Withdrawal of consent does not affect data already processed. It does not entitle you to any refund. Refer to ANK-LC-003 (No-Refund Policy) for full details.
- 3.4 Effect of withdrawal: After we receive your withdrawal request, we will stop processing your data for the consented purpose within a reasonable time. However, data retained for legal obligations will continue to be held for the applicable retention period.

4. CHILDREN’S DATA AND PARENTAL CONSENT

DPDP Act 2023 — Section 9 Compliance:
We do not process the personal data of any person under 18 years of age without verifiable consent from their parent or legal guardian.

- 4.1 The Service is available to users aged 13 years and above. Children under 13 may not use the Service.
- 4.2 For all users under 18, the parent or legal guardian must register the account. The parent/guardian enters their own name, email or phone number, and confirms consent via OTP or email verification. We retain a record of this consent.
- 4.3 Parents and guardians have the right to access their child’s data, correct it, withdraw consent, and request deletion (see Clause 7.5).
- 4.4 Schools and colleges registering students in bulk must obtain verifiable parental consent for every minor student before granting access and must retain consent records for a minimum of 3 years.
- 4.5 What we will never do with children’s data:**
- Conduct behavioural monitoring or tracking of children;
 - Target children with advertisements based on their data;
 - Profile children for any purpose other than delivering the Service; or
 - Share children’s data with any third party for commercial purposes.

5. HOW WE USE YOUR PERSONAL DATA

- We use your personal data only for the purposes stated in Clause 2. Specifically:
- Creating and managing your account and delivering the Service;
 - Generating career assessment Reports, recommendations, and profile outputs;
 - Improving our platform using aggregated, anonymised data in which no individual is identifiable;

- Providing customer support and resolving technical issues;
- Detecting and preventing fraud, abuse, or unauthorised access;
- Complying with applicable Indian law, including tax and record-keeping obligations; and
- Verifying payments and issuing receipts through our payment partner Razorpay.

5.1 Purpose limitation: We will not use your personal data for any purpose not listed above. Any new purpose will require fresh consent and an update to this Policy.

5.2 Automated outputs: Career17.ai uses algorithms to generate career Reports. These are probabilistic guidance outputs, not binding determinations. No significant decision about you will be made solely on automated processing without the possibility of human review. If you wish to query any output, contact admin@anaktra.com.

5.3 Mock Interview Audio/Video Data — Special Note

Sensitive Data — Audio/Video:
If you use the mock interview feature, audio and video recordings are collected only with your separate, explicit consent at the start of each session. This data is used solely to generate your feedback report. It is not shared with any third party. It is deleted within 90 days of the session. You may decline to use this feature without affecting other parts of the Service.

6. DATA SHARING

We do not sell, rent, or trade your personal data to any third party. We share personal data only in the following limited circumstances:

Recipient	What Is Shared	Why
Cloud/Hosting Provider	All platform data	Hosting and storage of the platform. Data stored within India.
Razorpay	Transaction reference, email, amount paid	Payment processing only. No card data passes through Anaktra.
AI Processing (Internal)	Assessment responses, mock interview data	Generating Reports and interview feedback. Not used to train external models.
Law / Government	Minimum data required by valid legal process	Compliance with court orders or statutory obligations under Indian law.

6.1 All third parties who process data on our behalf are required to process data only on our instructions and to maintain appropriate confidentiality.

6.2 No international transfer: We do not transfer personal data outside India.

7. DATA RETENTION

We keep your data only for as long as necessary for the purposes it was collected, or as required by law.

Data Type	Retention Period	Reason
Active account data	While account is active + 90 days	Service delivery

Assessment responses & Reports	While account is active + 90 days	Service delivery
Mock interview recordings	90 days after session, then deleted	Feedback delivery only
Inactive account data	3 years after last login, then deleted	Dispute resolution
Parental consent records	3 years after last processing of child's data	DPDP Act compliance
Payment & tax records	8 years from transaction date	Income Tax Act; GST Act
Grievance/support records	3 years from resolution	Legal compliance

7.1 After the applicable retention period, data will be permanently deleted or anonymised.

7.2 Legal hold: Where required by a court order or statutory obligation, we may retain data beyond the periods above. We will inform you where legally permitted.

7.3 Deletion on request: You may request deletion of your personal data by emailing admin@anaktra.com. We will action the request within 30 days, subject to legal retention obligations described above.

7.4 Withdrawal of consent does not automatically delete your data. If you wish your data deleted, you must submit a separate deletion request as described in Clause 7.3. Legal retention obligations apply regardless of consent withdrawal.

7.5 Deletion of a Child's Data

A child's data will be deleted only on a verified request from the parent or legal guardian. The parent must email admin@anaktra.com with the subject "Delete my child's data" and verify their identity. Deletion will be completed within 30 days of verification.

8. YOUR RIGHTS AS A DATA PRINCIPAL

Under the DPDP Act, 2023, you have the following rights. We will respond to all valid, verified requests within 30 days.

Right	Description	How to Exercise
Access (S.11)	Request a summary of your personal data we hold and how it is used	Email admin@anaktra.com — "Data Access Request"
Correction & Erasure (S.12)	Correct inaccurate data or request deletion of data no longer needed	Update in-app settings or email admin@anaktra.com
Grievance Redressal (S.13)	Raise a complaint about how we have handled your data	Email admin@anaktra.com — see Clause 10
Nominate (S.14)	Nominate someone to exercise your rights in case of death or incapacity	Email admin@anaktra.com — "Data Rights Nomination"
Approach DPBI (S.28)	Escalate unresolved complaints to the Data Protection Board of India	Via the DPBI's official portal when constituted

8.1 Identity verification: To protect your privacy, we will verify your identity via OTP before processing any rights request.

8.2 Limitations: Rights may be limited where data is retained for legal compliance purposes (e.g., payment records for tax law). We will inform you of any such limitation.

9. DATA SECURITY

Anaktra Private Limited takes reasonable steps to protect personal data from unauthorised access, disclosure, or loss. These steps are appropriate to the size and nature of our operations as a growing startup and will be updated as the business scales. If you require a platform with enterprise-grade security guarantees, please consider whether this Service meets your requirements before signing up.

9.1 Our current measures include: password-protected access controls for staff; encrypted connections for data in transit; use of reputable cloud infrastructure; and regular review of who has access to personal data.

9.2 Payment data is handled entirely by Razorpay under their own security framework. We do not receive, process, or store payment card numbers, CVV codes, or bank account details.

9.3 No security system is infallible. Anaktra Private Limited shall not be liable for any breach arising from circumstances beyond our reasonable control, including but not limited to third-party cyberattacks, zero-day vulnerabilities, or force majeure events.

9.4 In the event of a data breach, we will follow the process set out in Clause 11.

10. COOKIES AND TRACKING

We use essential cookies necessary for the platform to function (login sessions, security). We may also use optional analytics cookies (such as Google Analytics) to understand how the platform is used in aggregate. Analytics data is anonymised and no personally identifiable information is sent to third-party analytics providers.

10.1 You can disable non-essential cookies through your browser settings. Disabling essential cookies will prevent the platform from functioning correctly.

10.2 We do not use cookies for targeted advertising. We do not use cookies to profile children.

11. DATA BREACH NOTIFICATION

If we become aware of a personal data breach that is reasonably likely to cause harm to any user, we will:

- Take immediate steps to contain the breach;
- Notify the Data Protection Board of India within the period prescribed under the DPDP Act, 2023 (rules to be notified); and
- Notify affected users at their registered email address, describing the breach, the data affected, and the steps we have taken.

11.1 We will maintain a record of all breaches, notifications, and remediation steps.

11.2 Anaktra Private Limited's liability in connection with any data breach shall be limited as set out in the Terms of Use (ANK-LC-003). To the maximum extent permitted by law, we shall not be liable for any indirect, incidental, or consequential loss arising from a breach.

12. LIMITATION OF LIABILITY — DATA PROCESSING

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE INDIAN LAW:

Anaktra Private Limited's total liability to any individual for all claims arising from or related to the processing of their personal data under this Policy shall not exceed Indian Rupees Five Thousand (INR 5,000) or the amount paid by the individual in the 12 months preceding the claim, whichever is lower.

12.1 Anaktra Private Limited shall not be liable for: (a) any indirect, incidental, special, or consequential loss arising from data processing; (b) any loss arising from a user's own failure to keep their account credentials secure; (c) any loss arising from inaccurate information provided by the user during registration; or (d) any breach arising from third-party infrastructure failures outside our reasonable control.

12.2 Nothing in this Clause limits your statutory rights under the DPDP Act, 2023 or the Consumer Protection Act, 2019 to the extent that such rights cannot be contractually excluded under Indian law.

12.3 The liability cap in this Clause applies in addition to, and does not replace, the limitation of liability in the Terms of Use (ANK-LC-003), which also applies to all use of the Service.

13. CHANGES TO THIS POLICY

We may update this Privacy Policy at any time. When we do, we will update the "Last Updated" date at the top of this document.

13.1 For material changes meaning changes that affect your rights, the categories of data collected, or the purposes of processing we will display a notice on the platform for a reasonable period before the change takes effect.

13.2 Your continued use of the Service after any updated Policy is posted constitutes your acceptance of the updated Policy.

13.3 If you do not agree to a material change, you must stop using the Service and may request deletion of your data as described in Clause 7.3.

14. GRIEVANCE REDRESSAL

If you have any concern or complaint about how we handle your personal data, please contact us at:

Designation	Founder & Director, Anaktra Private Limited
Email	admin@anaktra.com
Acknowledgement	Within 5 working days of receipt
Resolution Target	Within 30 days of receipt
Escalation — Internal	Email admin@anaktra.com with subject "Appeal" for review by the Founder & Director
Escalation — External	Data Protection Board of India (once constituted) under Section 28, DPDP Act 2023

15. GOVERNING LAW AND JURISDICTION

This Privacy Policy is governed by the laws of India including the Digital Personal Data Protection Act, 2023 and the Information Technology Act, 2000. Any dispute arising from this Policy shall be subject to the exclusive jurisdiction of the competent courts at Kottayam, Kerala, India.

16. ACKNOWLEDGMENT

BY USING CAREER17.AI, YOU CONFIRM THAT: You have read, understood, and agree to this Privacy Policy. You acknowledge that your agreement is with Anaktra Private Limited. If you are a parent or guardian registering on behalf of a child, you confirm you are authorised to do so.
