



PRIVACY POLICY AND TERMS OF USE

GMIU Web Application and Website for <https://erp.gmiu.edu.in/>

Gyanmanjari Innovative University offers a way to develop web applications, mobile applications, and ERP systems for educational institutions through our software development team. These terms and conditions apply to the GMIU website (erp.gmiu.edu.in), GMIU web application (com.gmiu.university) and all related online services (hereby referred to as "Website", "Web Application", "Platform", or "Services") that was created by Gyanmanjari Innovative University (hereby referred to as "Service Provider", "we", "us", "our") as a Free service. This Privacy Policy applies to all of our online Services unless specified otherwise.

1. TERMS AND USER AGREEMENT

Upon accessing or utilizing the Website or Web Application, you are automatically agreeing to the following terms. It is strongly advised that you thoroughly read and understand these terms prior to using our Services. Unauthorized copying, modification of the Website, Web Application, any part of our Services, or our trademarks is strictly prohibited. Any attempts to extract the source code, scrape content, translate the Services into other languages, or create derivative versions are not permitted. All trademarks, copyrights, database rights, and other intellectual property rights related to our Services remain the property of Gyanmanjari Innovative University.

2. LEGAL COMPLIANCE AND GOVERNMENT REGULATIONS

All users, including government agencies, must follow India's IT Act (Information Technology Act) and the new data protection law. This means:

- You agree that we can collect and use your data only with your permission.
- We promise to keep your data safe and secure.
- If the government asks, we may have to block certain content or share information to follow the law.
- If anyone breaks these rules, they may face fines or legal action.





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3. PLATFORM MODIFICATIONS AND SERVICES

The Service Provider is dedicated to ensuring that our Website and Web Application are as beneficial and efficient as possible. As such, they reserve the right to modify the Services, add new features, or charge for premium services at any time and for any reason. The Service Provider assures you that any charges for the Services will be clearly communicated to you.

The Service Provider may wish to update the website and web application at any point. Our Services are currently available through web browsers and are compatible with modern web standards. Browser requirements may change, and you will need to use supported browsers to continue accessing our Services. The Service Provider does not guarantee compatibility with all

browsers or devices but strives to maintain accessibility across common platforms. The Service Provider may also wish to cease providing certain services and may terminate access at any time without providing prior notice. Unless they inform you otherwise, upon any termination, (a) the rights and licenses granted to you in these terms will end; (b) you must cease using our Services.

4. DATA STORAGE AND BROWSER SECURITY

Our Website and Web Application store and process personal data that you have provided to the Service Provider to deliver our Services. It is your responsibility to maintain the security of your browser, device, and access credentials. The Service Provider strongly advises:

- Using updated, secure web browsers with the latest security patches
- Enabling browser security features and avoiding untrusted extensions
- Logging out of your account when using shared or public computers
- Using strong, unique passwords and enabling two-factor authentication when available
- Avoiding accessing our Services through unsecured networks or public Wi-Fi when handling sensitive information

Such security measures help protect against malware, phishing attacks, and unauthorized access to your account.

5. COOKIES AND WEB TECHNOLOGIES

Our Website and Web Application use cookies, web beacons, local storage, and similar technologies to enhance your browsing experience, remember your preferences, and provide analytics. By continuing to use our Services, you consent to our use of these technologies.





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Types of cookies we use:

- **Essential cookies:** Required for basic website functionality
- **Performance cookies:** Help us understand how visitors interact with our website
- **Functional cookies:** Remember your preferences and settings
- **Analytics cookies:** Provide statistics on website usage

You can control cookies through your browser settings, but disabling certain cookies may affect the functionality of our Services.

6. THIRD-PARTY SERVICES AND INTEGRATIONS

Please note that our Website and Web Application utilize third-party services that have their own Terms and Conditions. Below are the links to the Terms and Conditions of the third-party service providers used by our Services:

- Google Analytics (<https://www.google.com/analytics/terms/>)
- Google Fonts (<https://developers.google.com/fonts/faq>)
- Content Delivery Networks (CDN) for improved performance
- Payment gateways (if applicable)
- Email service providers for notifications
- Cloud hosting services for data storage and processing

7. ACCESS TO INFORMATION

Only authorized administrators and technical staff have access to server logs, user data, and analytics from our Services. Server logs may be shared with other authorized personnel to aid in debugging, system maintenance, and security monitoring, but any Personal Information will be anonymized or removed before sharing.

Encrypted backups of our Services may be shared with our selected core developers and system administrators. The encryption keys and the backups themselves are given to different authorized personnel, requiring at least two authorized staff members to access a backup.

We may be required to share information with law enforcement agencies, regulatory bodies, or government authorities as required by applicable laws and legal processes.





8. HOW WE COLLECT DATA

We collect data through various methods when you use our Website and Web Application:

- **Cookies and Local Storage:** For user preferences and session management
- **Server logs:** For security, performance monitoring, and analytics
- **Web forms:** When you submit information through our online forms
- **User interactions:** Tracking how you navigate and use our Services
- **Browser information:** Technical details about your browser and device

9. WHAT DATA WE COLLECT

Through the methods mentioned above, we collect:

- **Technical Data:** Browser type, IP address, operating system, device information, screen resolution
- **Profile Data:** User account information, educational details, institutional affiliation
- **Usage Data:** Pages visited, features used, time spent, click patterns, navigation paths
- **Communication Data:** Messages sent through our platform, feedback, support requests
- **Performance Data:** Page load times, error reports, system performance metrics

10. INFORMATION WE COLLECT

PERSONAL INFORMATION

We may collect personal information that you provide to us directly when you use our Website and Web Application. This may include:

- Account credentials (username, password, email address)
- Educational information (student ID, enrollment details, academic records, grades)
- Profile information (name, contact details, profile picture, bio)
- Communication data (messages, feedback, inquiries, support tickets)
- Institutional information relevant to academic and administrative functions
- Payment information (if applicable, processed securely through third-party payment processors)
- Enhanced details on how we process your data for safety, security, and integrity
- Added direct links and permissions used for the web application are also provided

NON-PERSONAL INFORMATION

We may also collect non-personal information about your use of our Services, such as:

- Browser information (type, version, language settings)





- Device information (screen size, operating system, hardware specifications)
- Usage patterns (pages visited, features accessed, session duration)
- Analytics data (performance metrics, error logs, user behavior patterns)
- Geographic information (based on IP address, for general location analytics)

11. HOW WE USE YOUR INFORMATION

We may use the information we collect for various purposes, including:

- To provide, operate, and maintain our Website and Web Application
- To improve, personalize, and optimize user experience
- To detect, prevent, and address technical issues and security threats
- To deliver academic services and educational content
- To communicate with you regarding your account and institutional matters
- To comply with legal obligations and institutional policies
- To analyze usage patterns and improve our Services
- To provide customer support and respond to inquiries
- To send important notifications and updates about our Services

12. HOW WE SHARE YOUR INFORMATION

We may share your information with third parties only in the following circumstances:

- With your explicit consent for specific purposes
- To comply with legal obligations, court orders, or regulatory requirements
- To protect and defend our rights and property and ensure platform security
- With authorized institutional personnel for academic and administrative purposes
- With trusted service providers who assist in operating our Services (under strict confidentiality agreements)
- In case of business transfer such as merger, acquisition, or sale of assets (with appropriate notice)
- For safety and security purposes to prevent fraud, abuse, or harm to users

13. SECURITY OF YOUR INFORMATION

We take comprehensive measures to protect the information we collect from unauthorized access, disclosure, alteration, and destruction. However, no method of transmission over the internet or electronic storage is completely secure. We implement:

- Encryption protocols for data in transit (HTTPS/SSL) and sensitive data at rest
- Access controls limiting data access to authorized personnel only





- Regular security assessments and vulnerability testing
- Secure backup procedures with restricted access and encryption
- Firewall protection and intrusion detection systems
- Regular software updates and security patches
- Staff training on data protection and security best practices

14. DATA RETENTION AND MANAGEMENT

We retain your personal information for as long as necessary to:

- Provide our Services and maintain your account
- Fulfill the purposes outlined in this Privacy Policy
- Comply with legal, regulatory, and institutional requirements
- Resolve disputes and enforce our agreements

Academic records are retained according to institutional policies, typically for a minimum period after graduation or separation. **Account data** will be deleted or anonymized within a reasonable timeframe after account closure, except where retention is required by law or for legitimate institutional purposes.

15. YOUR RIGHTS AND CHOICES

You have certain rights regarding your personal information:

- **Access:** Request information about the personal data we hold about you
- **Correction:** Request correction of inaccurate or incomplete information
- **Deletion:** Request deletion of your personal information (subject to legal requirements)
- **Portability:** Request a copy of your data in a structured format
- **Opt-out:** Unsubscribe from non-essential communications
- **Cookie preferences:** Control cookies through your browser settings

To exercise these rights, please contact us using the information provided in the Contact section.

16. LINKS TO OTHER SITES

Our Website and Web Application may contain links to external websites, applications, or services. If you click on a third-party link, you will be directed to that external site. Note that these external sites are not operated by us. Therefore, we strongly advise you to review the Privacy Policy and terms of service of these websites. We have no control over and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services.





17. CHILDREN'S PRIVACY

Our Website and Web Application do not knowingly collect personal information from children under the age of 13. If we discover that such information has been collected, we will promptly delete it. Users under the age of 18 are advised to seek parental or guardian guidance before using our Services and sharing any personal information. Furthermore, if any harm or damage occurs to our Website or Web Application due to actions by users under 18, the responsibility will rest with their parents or legal guardians. Parents and guardians are expected to supervise and guide the use of our Services by minors and are accountable for any misuse or unauthorized activities carried out by their children on the platform.

18. INTERNATIONAL USERS AND DATA TRANSFERS

Our Services are primarily intended for users within India. If you access our Services from outside India, please be aware that your information may be transferred to, stored, and processed in India where our servers and central database are located. By using our Services, you consent to the transfer of your information to India and the processing of such information in accordance with this Privacy Policy and applicable Indian laws.

19. CHANGES TO THIS PRIVACY POLICY

We may update our Privacy Policy from time to time to reflect changes in our practices, services, or legal requirements. We will notify you of any material changes by:

- Posting the new Privacy Policy on this page with a new "Last Updated" date
- Sending notifications through our Services or to your registered email address
- Displaying prominent notices on our Website for significant changes

You are advised to review this Privacy Policy periodically for any changes. Your continued use of our Services after any modifications signifies your acceptance of the updated Privacy Policy.

20. TERMS AND CONDITIONS EFFECTIVE DATE

These terms and conditions are effective as of November 4, 2025.

Last Updated: November 4, 2025





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21. CONTACT US

If you have any questions about this Privacy Policy, Terms and Conditions, need technical support, or require further assistance, please contact us at:

Gyanmanjari Innovative University

Privacy and Data Protection Office

Email: itcell@gmiu.edu.in

General Inquiries: info@gmiu.edu.in

Technical Support: itcell@gmiu.edu.in

Website: <https://gmiu.edu.in/> and <https://erp.gmiu.edu.in/>

Address: Gyanmanjari Group of Colleges, Survey No. 30, Sidsar Road, Bhavnagar, Gujarat (India) – 364060

Phone: +91 75749 49494

Response Time: We aim to respond to all privacy and support inquiries within 48-72 hours during business days.

22. ACKNOWLEDGMENT AND ACCEPTANCE

By accessing and using our Website, Web Application, or any of our online Services, you acknowledge that:

- You have read, understood, and agree to be bound by this Privacy Policy and Terms of Use
- You consent to the collection, processing, and use of your information as described in this document
- You agree to comply with all terms, conditions, and guidelines outlined herein
- You understand your rights and responsibilities as a user of our Services
- You are at least 13 years old, or have parental/guardian consent if under 18
- You will use our Services in accordance with applicable laws and institutional policies





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If you do not agree with our policies and practices, please do not access or use our Website or Web Application.

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DIRECTOR
Gyanmanjari Innovative University



PROVOST
Gyanmanjari Innovative University

