

TERMS & CONDITIONS

Kraviona IT Services & Web Development

Website: <https://kraviona.com>

Effective Date: June 1, 2025

Last Updated: June 1, 2025

These Terms and Conditions ("Terms") govern your use of kraviona.com and your engagement with Kraviona's IT services, web development, and related offerings. By accessing our website or hiring our services, you agree to be bound by these Terms.

If you do not agree to these Terms, please do not use our website or services. We recommend you read these Terms carefully before proceeding.

1. Acceptance of Terms

By using kraviona.com, filling our contact form, engaging us via email/phone/WhatsApp, signing a project agreement, or making a payment to Kraviona, you confirm that:

- You are at least 18 years of age
- You have read, understood, and agree to these Terms
- If acting on behalf of a company, you have authority to bind that company
- You will comply with all applicable laws in India and your jurisdiction

2. Services Offered

Kraviona provides the following IT and technology services. Specific deliverables and scope are defined in the individual project agreement or service order signed between Kraviona and the Client:

Web Development – Custom websites, web apps, Next.js/React development (scope as per project brief)

Mobile App Development – Android, iOS, React Native, Flutter (iOS/Android/Cross-platform)

Managed IT Support – Helpdesk, network, infrastructure management (monthly retainer based)

Cloud Services – AWS/Azure/GCP setup, migration, management (as per cloud agreement)

Cybersecurity – Security audit, firewall, data protection, VAPT (security scope agreement needed)

IT Consulting & Strategy – CTO-as-a-Service, digital transformation (hourly or project-based)

Digital Marketing & SEO – SEO, content, social media, PPC (monthly retainer typical)

AI & Automation – Chatbots, RPA, workflow automation (custom scope)

Annual Maintenance Contracts (AMC) – Ongoing IT support (12-month agreements)

Kraviona reserves the right to modify, suspend, or discontinue any service at any time with reasonable notice. New services may be added periodically.

3. User Obligations

As a client or website visitor, you agree to the following obligations:

3.1 Providing Accurate Information

You must provide accurate, complete, and up-to-date information when contacting us or during the project. Providing false or misleading information may result in termination of services without refund.

3.2 Prohibited Activities

You must NOT:

- Use our services for any illegal purpose or in violation of any Indian or international laws
- Engage in hacking, unauthorized access, or any cybercrime activity through our systems
- Upload or transmit malicious code, viruses, or harmful software
- Infringe upon any intellectual property rights of Kraviona or third parties
- Attempt to reverse-engineer, copy, or duplicate our proprietary software or code
- Use our services to harm, defame, or harass any individual or organization
- Violate any applicable law, regulation, or court order

Violation of these prohibitions will result in immediate termination of services and may be reported to law enforcement authorities.

3.3 Timely Cooperation

You agree to cooperate with Kraviona during the project, including providing content, approvals, feedback, and required access in a timely manner. Delays caused by the Client may result in revised project timelines and additional charges.

4. Payment Terms

4.1 Pricing

Service fees are as agreed in the individual project proposal, quotation, or service agreement. All prices are in Indian Rupees (INR) unless otherwise stated and are exclusive of applicable taxes including GST.

4.2 Payment Schedule

Standard payment milestones for project-based work:

- 30–50% advance payment before project commencement
- 30–40% on delivery of design/prototype/mid-milestone
- Remaining balance before final delivery / live deployment

For monthly retainer services (managed IT, SEO, digital marketing), payment is due on or before the 5th of each month. Late payments attract a penalty of 2% per month on the outstanding amount.

4.3 Refund Policy

Advance payments are non-refundable once work has commenced unless Kraviona fails to deliver as per the agreed scope. Refund requests must be raised within 7 days of the disputed event. Refunds are processed within 15 business days upon approval.

4.4 GST / Tax

All prices are exclusive of GST and any other applicable taxes. Taxes will be added to invoices as per current Indian tax laws. Kraviona is GST registered and will issue proper tax invoices (GST invoices).

5. Intellectual Property

5.1 Kraviona's IP

All content on kraviona.com – including but not limited to text, graphics, logos, images, icons, source code, software, and the overall design – is the intellectual property of Kraviona and is protected under Indian copyright law (Copyright Act, 1957) and applicable international IP laws.

5.2 Client IP

Upon full payment of all project fees, Kraviona assigns to the Client full ownership of the final deliverables created specifically for the Client. This includes website code, designs, and content developed exclusively for the Client's project.

5.3 Retained Rights

Kraviona retains the right to use open-source libraries, third-party tools, and proprietary internal frameworks as part of project development. Kraviona may showcase completed work in its portfolio unless explicitly restricted by a written Non-Disclosure Agreement.

6. Project Delivery & Timelines

Project timelines are estimated and provided in the project agreement. Kraviona will make reasonable efforts to meet agreed deadlines. However, timelines may be affected by:

- Delays in client feedback, approvals, or content delivery
- Scope changes requested by the Client mid-project
- Technical issues beyond Kraviona's reasonable control
- Third-party dependencies – hosting, APIs, payment gateways

Kraviona will notify the Client of any significant delays as soon as reasonably possible. The Client acknowledges that software development timelines are estimates, not guarantees.

7. Confidentiality

Both Kraviona and the Client agree to maintain strict confidentiality regarding each other's proprietary information, business data, project details, source code, client lists, pricing, and any other information marked as confidential or reasonably understood to be confidential.

This confidentiality obligation survives the termination of the service agreement for a period of 3 years. A separate Non-Disclosure Agreement (NDA) can be signed upon request.

Exceptions to confidentiality include: information already publicly known, information independently developed, or information required to be disclosed by law or court order.

8. Limitation of Liability

To the maximum extent permitted by Indian law, Kraviona's total liability to you for any claims arising from these Terms or our services shall not exceed the total amount you paid to Kraviona in the 3 months preceding the claim.

Kraviona shall NOT be liable for:

- Indirect, incidental, special, or consequential damages (lost profit, lost data, etc.)
- Loss of business, revenue, profits, or data
- Damages arising from events beyond Kraviona's reasonable control
- Issues arising from third-party services, hosting, or APIs used in the project
- Unauthorized access to client data resulting from Client's own security negligence
- Losses arising from Client's misuse of delivered software or services

9. Warranty Disclaimer

Kraviona provides services on an "AS IS" and "AS AVAILABLE" basis. We do not warrant that:

- Services will be uninterrupted, error-free, or completely secure
- Websites will always rank on search engines
- All bugs will be resolved within a specific timeframe
- Results from digital marketing campaigns are guaranteed

Kraviona provides a 30-day bug-fix warranty on all completed website/app development projects for issues directly attributable to Kraviona's code. This warranty does not cover issues arising from client modifications, hosting changes, or third-party plugin updates.

10. Termination

10.1 Termination by Client

The Client may terminate a project or service with 15 days written notice to contact@kraviona.com. The Client shall pay for all work completed up to the date of termination. Advance payments already made are non-refundable.

10.2 Termination by Kraviona

Kraviona reserves the right to immediately terminate services in cases of: non-payment, violation of these Terms, illegal activity, or conduct that damages Kraviona's reputation. Upon such termination, any deliverables not yet handed over remain Kraviona's property until all outstanding payments are cleared.

11. Dispute Resolution

In the event of any dispute, controversy, or claim arising out of or relating to these Terms or our services, the parties agree to attempt resolution through the following process:

Step 1: Direct Negotiation – Written notice to the other party with 15 days to resolve

Step 2: Mediation – If negotiation fails, refer to a mutually agreed mediator within 30 days

Step 3: Arbitration – If mediation fails, binding arbitration under the Arbitration and Conciliation Act, 1996, India

The venue for any arbitration or legal proceeding shall be India. Each party shall bear its own legal costs unless the arbitrator/court orders otherwise.

12. Governing Law

These Terms and Conditions shall be governed by and construed in accordance with the laws of India, including but not limited to:

- Information Technology Act, 2000 and amendments
- Indian Contract Act, 1872
- Consumer Protection Act, 2019
- Copyright Act, 1957
- Goods and Services Tax Act

Courts of competent jurisdiction in India shall have exclusive jurisdiction over any disputes not resolved through arbitration.

13. Amendments

Kraviona reserves the right to modify these Terms and Conditions at any time. Material changes will be communicated via:

- Updated Terms posted on kraviona.com/terms-and-conditions with a new effective date
- Email notification to active service clients
- A prominent notice on our website homepage

Your continued use of kraviona.com or our services after such modifications constitutes your acceptance of the updated Terms. It is your responsibility to review these Terms periodically.

14. Contact Us for Terms

For any questions, clarifications, or concerns regarding these Terms and Conditions, please contact:

Email (Legal): legal@kraviona.com

General Contact: contact@kraviona.com

Terms Page: <https://kraviona.com/terms-and-conditions>

Privacy Policy: <https://kraviona.com/privacy-policy>

Contact Us: <https://kraviona.com/contact-us>

Acknowledgement

By using kraviona.com or engaging Kraviona's services, you acknowledge that you have read, understood, and agree to these Terms & Conditions and our Privacy Policy.

For Kraviona:

Authorized Signatory: _____

Name: _____

Designation: Founder, Kraviona

Date: _____

For Client (if applicable):

Authorized Signatory: _____

Name: _____

Company: _____

Date: _____

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PRIVACY POLICY

Kraviona IT Services & Web Development

Website: <https://kraviona.com>

Effective Date: June 1, 2025

Last Updated: June 1, 2025

Introduction

This Privacy Policy explains how Kraviona ("we", "us", "our"), operating through kraviona.com, collects, uses, stores, and protects your personal information when you visit our website, use our services, or contact us.

By using kraviona.com, you agree to the practices described in this Privacy Policy. If you do not agree, please discontinue use of our website and services.

1. Who We Are

Kraviona is an IT services and web development company based in India, providing services including managed IT support, web and mobile application development, cloud solutions, cybersecurity, AI integration, and digital marketing to businesses and individuals across India and internationally.

Company Details:

Company Name: Kraviona

Website: <https://kraviona.com>

Email: contact@kraviona.com

Location: India

2. What Information We Collect

2.1 Information You Give Us Directly

When you contact us, fill a form, or hire our services, we may collect:

- Full Name – for identification
- Email Address – for communication and updates
- Phone Number – for client communication
- Company Name and Designation – to customize services for your business

- Project Requirements and Brief – to understand your needs
- Payment Information via secure gateways – for billing (we do not store card details)
- Any other information you voluntarily provide

2.2 Information Collected Automatically

When you visit kraviona.com, we automatically collect certain technical data:

- IP Address – your internet connection address
- Browser type and version – which browser you use
- Device type – mobile, desktop, or tablet
- Operating system – Windows, Mac, Android, iOS, etc.
- Pages visited and time spent – to understand website navigation
- Referring URL – which website referred you
- Geographic location (approximate) – city/state level only
- Cookies and similar tracking data – to improve your experience

2.3 Information from Third Parties

We may receive information about you from third-party sources such as Google Analytics, social media platforms (LinkedIn, Instagram), or referral partners if you interact with our content on those platforms.

3. How We Use Your Information

We use the information we collect for the following purposes:

- To provide and deliver the IT services you have requested
- To communicate with you regarding your project or inquiry
- To send invoices, quotes, and payment receipts
- To improve our website and services based on usage data
- To send newsletters or promotional content – only with your consent
- To comply with legal obligations (taxation, GST records, etc.)
- To prevent fraud and ensure security
- To analyze website traffic and improve user experience
- To respond to legal requests or court orders if required

We will NEVER sell, rent, or trade your personal information to any third party for their marketing purposes.

4. How We Store & Protect Your Data

The security of your personal information is important to us. We implement industry-standard security measures to protect your data:

- SSL/HTTPS encryption on all web communications
- Secure servers with firewall protection
- Access controls – only authorized personnel can access your data

- Regular security audits and updates
- Encrypted storage for sensitive project files
- Two-factor authentication on internal systems

However, no method of transmission over the internet or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security.

5. Cookies & Tracking Technologies

Our website uses cookies and similar tracking technologies to enhance your browsing experience and analyze website traffic.

5.1 Types of Cookies We Use

Essential Cookies – Website basic functions – cannot be disabled

Analytics Cookies (Google Analytics) – Anonymous traffic data – you are not personally identified

Preference Cookies – Remember your website settings (language, layout)

Marketing Cookies – Only if you opt in – for targeted content (you can refuse)

You can control cookies through your browser settings. Please note that disabling essential cookies may affect website functionality.

To opt out of Google Analytics tracking, visit: <https://tools.google.com/dlpage/gaoptout>

6. Third-Party Services

We may use the following third-party services that have their own privacy policies. We encourage you to review their policies:

Google Analytics – Website traffic analysis (analytics.google.com/privacy)

Google Workspace / Gmail – Client communication

Razorpay / Payment Gateways – Secure payment processing

Vercel – Website hosting (vercel.com/legal/privacy-policy)

WhatsApp Business – Direct client communication

LinkedIn – Professional networking and lead generation

Mailchimp – Email newsletters (if subscribed)

When you click on links to third-party websites, please be aware that we have no control over their privacy practices. We are not responsible for the privacy policies of external sites.

7. Your Rights

Under applicable Indian data protection laws (Information Technology Act, 2000 and IT Amendment Act, 2008) and internationally recognized privacy principles, you have the following rights regarding your personal data:

Right to Access – Request a copy of the personal data we hold about you (we will respond within 30 days)

Right to Correction – Request correction of inaccurate personal data

Right to Deletion – Request deletion of your personal data (except where legal obligations require retention)

Right to Object – Object to processing of your personal data

Right to Data Portability – Receive your data in a machine-readable format

Right to Withdraw Consent – Withdraw marketing consent at any time

Right to Lodge a Complaint – File complaint with relevant authorities (CERT-In or other relevant authority)

To exercise any of these rights, please contact us at: privacy@kraviona.com or contact@kraviona.com

8. Children's Privacy

Our services are not directed to individuals under the age of 18. We do not knowingly collect personal information from children under 18. If you are a parent or guardian and believe your child has provided us with personal information, please contact us immediately at contact@kraviona.com and we will delete such information from our records.

9. Data Retention

We retain your personal information only as long as necessary for the purposes outlined in this policy or as required by law:

Client project data – 7 years after project completion (GST/tax compliance)

Contact form submissions – 2 years (for follow-up and records)

Website analytics data – 26 months via Google Analytics (default retention)

Marketing email list – Until you unsubscribe (you can opt out anytime)

Payment records – 7 years as per Indian accounting laws

Cookies – Session cookies expire when browser closes; persistent cookies up to 2 years

After the retention period expires, we will securely delete or anonymize your personal information.

10. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or for legal, regulatory, or operational reasons. When we make significant changes, we will notify you by:

- Posting the updated policy on kraviona.com/privacy-policy with a new effective date
- Sending an email notification to registered clients
- Displaying a prominent notice on our website homepage

Your continued use of kraviona.com after changes are posted constitutes acceptance of the updated policy.

11. Contact Us for Privacy

For any privacy-related questions, concerns, data access requests, or complaints, please contact us:

Email: privacy@kraviona.com

General Contact: contact@kraviona.com

Website: <https://kraviona.com/contact-us>

Privacy Policy URL: <https://kraviona.com/privacy-policy>

We are committed to resolving privacy concerns promptly and transparently.