ASTRA Ready

ASTRA LIBRARY

Privacy notice

Earlier edition - 29 September 2026

hello@astraready.com - www.astraready.com

Privacy notice

Effective 29 September 2026 - Edition 1.0

1. Who we are

ASTRA Ready is operated by AstraReady Technologies India Private Limited, registered office Gurugram, Haryana, India. We decide how your personal data is used. Questions and requests: hello@astraready.com.

2. What we collect

- Account: name, email address, sign-in details and account settings.
- Learning: your progress, answers to practice and knowledge checks, simulation choices and notes you save.
- Exams: answers, timings, results and credential records. For supervised exams: your ID photo, a live photo, periodic low-resolution webcam stills, short clips and exam-window screenshots saved only around a supervision flag, and the flags themselves. Face comparison runs on your own device; we keep only the match result, never a face template.
- Vouchers and payments: voucher codes, redemption records and orders. Card and UPI details are handled by our payment provider; we never see or store them.
- Support: messages you send us, including accommodation requests.
- Technical: device and browser type, internet address and security logs used to protect the service.

3. Why we use it

To run your account and learning; deliver, supervise and score exams; issue and verify credentials; prevent cheating and fraud; process payments and refunds; answer support requests; improve our content using anonymised statistics; and meet legal obligations. We use your data only for these purposes.

4. Your consent

We ask for your consent when you create an account, and separately before a supervised exam uses your camera, microphone level and screen. You can withdraw consent at any time by emailing us. Withdrawing it stops future use; it does not undo what was done before, and without supervision consent you cannot sit a supervised exam.

5. How AI is used

Supervision checks run on your own device and only produce flags for a trained person to review. No automated decision is made about you: the AI never fails, penalises or passes anyone.

6. Who sees your data

Our staff and reviewers who need it, and the service providers who host our platform, send our emails and process payments, under contracts that restrict their use of it. If you redeem a voucher from a training partner, college or employer, they see whether it has been redeemed, and see your result only if you agreed to share it. We never sell your data. Our providers may store or process data outside India, with safeguards required by Indian law.

7. What is public

Only what your credential's verification page shows (your name, the credential, its dates and status), and only to people who have its ID or link.

8. How long we keep it

- Supervision images and clips (ID photo, live photo, webcam stills, flag clips, screenshots): 90 days after

the exam, or until any review or appeal is closed if later.
- Supervision logs (flag types, times, match scores, reviewer decisions, with no images): 1 year.
- Exam answers, timings and item-level results: 3 years, so results can be re-scored, challenged or audited; after that, only anonymised statistics.
- Credential records (name, credential ID, dates, status): while the credential is valid and for 5 years after it expires or is revoked.
- Learning progress and account details: while your account is active. If you do not sign in for 3 years, we delete your account data after emailing you at least 48 hours before.
- Invoices and payment records: 8 years, as Indian company and tax law requires.
- Accommodation evidence: deleted as soon as the request is decided.

9. Your rights

You can ask to see your data, correct it, have it deleted (except records we must keep to verify a credential or meet the law), withdraw consent, and nominate someone to act for you. Email hello@astraready.com from your account's email address. We reply within 30 days.

10. Security

We protect your data with access controls, encryption in transit, restricted server-only storage for exam and supervision data, and logged administrator actions. If a breach affects you, we will tell you and the authorities as the law requires.

11. Age

ASTRA Ready is for people aged 18 or over. We do not knowingly collect data from anyone younger.

12. Changes and contact

We will show the new effective date when this notice changes and email you about significant changes. Questions or complaints: hello@astraready.com. We acknowledge within 2 working days and resolve within one month.