

Privacy Policy

No. 50, Park Road, Anna Nagar West, Chennai – 600101 · contact@green-apple.in · +91 74490 00111

Last updated: 10 September 2026 · Effective from: 10 September 2026

This Privacy Policy explains how **Green Apple Banquet Hall**, No. 50, Park Road, Anna Nagar West, Chennai – 600101, Tamil Nadu, India (“**Green Apple**”, “**we**”, “**us**”, “**our**”) collects, uses, stores, shares and protects personal data when you visit www.green-apple.in (the “**Website**”), send us an enquiry, subscribe to our newsletter, or otherwise contact us. It is written to meet the requirements of the **Digital Personal Data Protection Act, 2023** and the rules made under it, the **Information Technology Act, 2000** and the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011.

Green Apple is the **data fiduciary** (the organisation that decides why and how your personal data is processed) for the data described here. Please read this Policy together with our **Cookie Policy**, which describes the cookies and similar technologies used on the Website, and our **Terms of Use**.

1. Summary

- We collect the details you type into the enquiry and newsletter forms, plus technical information about your device and how you reached us.
- We use that information to reply to you, to arrange and manage bookings, to run the voucher and newsletter programmes, and to understand and improve the Website.
- We use Google Analytics 4 and Microsoft Clarity for analytics, Google for maps, fonts and email delivery, Cloudflare for icon delivery, and Elfsight to display Google reviews. Some of these providers process data outside India.
- We do not sell your personal data, and we do not use it for automated decision-making that has legal or similarly significant effects on you.
- You can ask us to access, correct or erase your data, withdraw consent, or complain, by emailing [**contact@green-apple.in**](mailto:contact@green-apple.in).

2. What personal data we collect

(a) Information you give us through the enquiry form. Mandatory fields are marked with an asterisk on the form.

- Full name*, telephone number*, email address (optional)
- Event type* (or a description if you choose “Others”), event date*, event time / session*, approximate guest count, client type (Domestic / International)
- Preferred contact mode (voice call, WhatsApp call, WhatsApp message or email)
- How you heard about us, and your maximum hall-rent budget band
- Your message*, and anything else you choose to tell us in it

(b) Technical and marketing information collected automatically when you submit the enquiry form. The form captures the following from your browser and sends it with your enquiry so that we can diagnose problems, detect duplicate or automated submissions and understand which channels bring genuine enquiries:

- Browser name and version; operating system; device type (mobile / desktop); screen size; viewport size; device pixel ratio; browser language; time zone; the full user-agent string; connection type (where your browser reports it)
- The page you landed on, the referring website (if any), and any *utm_source*, *utm_medium* and *utm_campaign* tags in the link you followed
- The number of seconds you spent on the form, and the date and time of submission

- Your **IP address**, which is read by our server when it receives the enquiry (not from anything you type)

(c) Information you give us through the newsletter form. Your email address; the date and time of your subscription request, confirmation and any unsubscription; and the IP address from which each of those actions was taken. We also generate and store random confirmation and unsubscribe tokens that are unique to your subscription.

(d) Information generated by us. When you submit an enquiry we generate a unique voucher code (format GABH-XXXXXX) and record it against your enquiry, together with the enquiry's status (new, contacted, booked, closed or spam) as our staff update it.

(e) Information collected by analytics and other third-party tools. As described in section 6 and in our Cookie Policy, Google Analytics 4 and Microsoft Clarity collect information about how you use the Website (pages viewed, scrolling, clicks, taps, mouse movement, approximate location derived from IP address, device and browser characteristics) and Clarity records anonymised replays of visits. Embedded Google Maps, Google Fonts, Font Awesome (cdnjs) and the Elfsight reviews widget receive your IP address and standard request headers when your browser loads them.

(f) Information from other contact. If you telephone, WhatsApp or email us, or visit the venue, our staff may enter your enquiry into the same system manually (marked as “Walk-in”, “Phone” or “WhatsApp”). The same categories of information in (a) apply, but no technical information under (b) is collected for manual entries.

What we do not collect. The Website does not ask for or process payment card details, bank account details, government identification numbers, passwords, or any sensitive personal data such as religion, caste, health or biometric information. Please do not include such information in the message field. If you do, we will treat it under this Policy but may delete it.

3. How we use your personal data and the legal basis

PURPOSE	DATA USED	LEGAL BASIS (DPDP ACT, 2023)
Responding to your enquiry by call, WhatsApp or email; preparing a quotation; arranging a site visit	2(a), 2(d), 2(f)	Your consent, given by submitting the form; and the legitimate use of processing data you voluntarily provided for a specified purpose
Confirming, managing and delivering a booking, including invoicing and event coordination	2(a), 2(d)	Performance of the booking contract; legal obligations (accounting and tax)
Issuing and redeeming your 10% voucher	2(a), 2(d)	Consent; performance of the voucher terms
Sending the newsletter and confirming or cancelling your subscription	2(c)	Your explicit consent (double opt-in), which you may withdraw at any time
Detecting spam, duplicate, automated or fraudulent submissions and protecting the Website	2(b), 2(c), 2(e)	Legitimate use — preventing fraud and securing our systems
Understanding which marketing channels work, and improving the Website's design, performance and content	2(b), 2(e)	Consent to analytics cookies where required; otherwise legitimate use
Keeping an audit trail of changes staff make to enquiries and subscriptions	2(d), staff identity	Legitimate use — accountability and security
Complying with law, responding to lawful requests, and establishing or defending legal claims	Any of the above	Legal obligation

We do not use your personal data for profiling or automated decision-making that produces legal or similarly significant effects. We do not use it to send marketing other than the newsletter you have expressly opted into, and follow-up about the enquiry you made.

4. How we share your personal data

We do not sell, rent or trade your personal data. We share it only as follows:

- **Within Green Apple.** Enquiries are visible to authorised staff through a password-protected administration dashboard with role-based access (viewer, manager, superadmin) and an audit log.
- **Email delivery.** A copy of every enquiry, and each newsletter confirmation, welcome and unsubscribe message, is sent through **Google (Gmail SMTP)**. Google processes the content of those emails as our processor under its terms.
- **Web hosting.** The Website, its database and its logs are hosted on a server we control. Our hosting provider has physical and network access to that server but is contractually bound not to access its contents except to provide the service.
- **Analytics and embedded services.** Google LLC (Analytics 4, Maps, Fonts), Microsoft Corporation (Clarity), Cloudflare, Inc. (cdnjs icon delivery) and Elfsight (reviews widget) receive the data described in section 2(e) directly from your browser. These companies act as independent controllers for some of that data under their own privacy policies.
- **Event service providers.** If your booking involves third-party caterers, decorators, photographers, valet or other vendors, we share only the details they need to deliver the service (typically name, contact number, event date, time and guest count).
- **Legal and safety.** We may disclose personal data where required by law, court order or a government authority, or where necessary to protect the rights, property or safety of Green Apple, our guests or others.
- **Business transfer.** If Green Apple is sold, merged or restructured, personal data may be transferred to the successor, who will be bound by this Policy.

5. International transfers

Our own systems are located in India. However, Google, Microsoft, Cloudflare and Elfsight operate globally and may process the data they receive on servers in the United States, the European Union or other countries. Where this happens we rely on those providers' contractual commitments and security certifications, and on the transfer provisions of the DPDP Act, 2023. You can prevent most of these transfers by declining analytics cookies, using a browser content blocker, or not loading the map, as explained in our Cookie Policy.

6. Analytics and session recording in more detail

- **Google Analytics 4** assigns your browser a random client identifier stored in a cookie, and reports page views, scrolls, outbound clicks, form submissions (as “generate_lead” and “newsletter_subscribe” events, without the form contents) and approximate geographic location derived from your IP address. Google Analytics 4 does not log or store full IP addresses. You can opt out with Google's browser add-on at tools.google.com/dlpage/gaoptout.
- **Microsoft Clarity** records how you interact with pages — scrolling, clicks, taps, cursor movement and page navigation — and reconstructs anonymised session replays and heat maps. Clarity automatically masks text typed into form fields, so the contents of your enquiry are **not** included in replays, but Clarity's masking is automated and we cannot guarantee that no personal data ever appears. Clarity also sets cookies described in our Cookie Policy. Microsoft's use of the data is governed by the Microsoft Privacy Statement.
- **Visitor counter.** Our own visitor counter records total page views and, using a one-year cookie called *gabh_visit*, whether your browser has visited before. It stores no personal data — only two running totals.

7. How long we keep your data

DATA	RETENTION PERIOD
Enquiries that do not become bookings (including technical information and voucher)	24 months from the enquiry date, then deleted or anonymised
Enquiries that become bookings, and booking records	8 years from the event date, to meet accounting, tax and limitation requirements under Indian law
Enquiries marked as spam	90 days, retained only to improve spam detection

DATA	RETENTION PERIOD
Newsletter subscriptions	For as long as you remain subscribed. On unsubscription we keep your email address, status and dates in a suppression list so that we do not email you again; pending (unconfirmed) requests are deleted after 30 days
Email copies of enquiries in our mailbox	24 months
Server, error and mail logs (which may contain IP addresses and email addresses)	90 days
Administration audit log	24 months
Analytics data held by Google Analytics 4	14 months (Google's maximum standard retention), then aggregated
Session recordings held by Microsoft Clarity	30 days for recordings; aggregated heat-map data up to 13 months

When a retention period ends we delete the data or irreversibly anonymise it so that it can no longer be linked to you. Where data is on backup media it will be overwritten in the normal backup cycle.

8. How we protect your data

We apply reasonable security practices proportionate to the data we hold, including: HTTPS encryption for all traffic between your browser and the Website; encrypted (TLS) connections for email delivery; storage of enquiry data in a database that is not directly reachable from the internet; parameterised database queries; anti-forgery tokens and spam traps on every form; role-based access to the administration dashboard with one-way hashed passwords, login rate-limiting and a full audit log; restricted server file permissions; and regular software updates. No method of transmission or storage is completely secure, so we cannot guarantee absolute security, but we will notify you and the Data Protection Board of India of any personal data breach as required by law.

9. Your rights

Under the DPDP Act, 2023 and other applicable law you have the right to:

- **Access** — obtain a summary of the personal data we hold about you, how we are processing it and with whom it has been shared;
- **Correction and updating** — have inaccurate or incomplete data corrected or completed;
- **Erasure** — have your personal data deleted where it is no longer necessary for the purpose it was collected, or where you withdraw consent, unless we must retain it by law;
- **Withdraw consent** — at any time, with the same ease with which you gave it. For the newsletter, use the unsubscribe link in any message. For analytics cookies, see our Cookie Policy. Withdrawal does not affect processing carried out before it;
- **Grievance redressal** — raise a complaint with us (section 12) and, if you are not satisfied with our response, with the **Data Protection Board of India**;
- **Nominate** — nominate another person to exercise these rights on your behalf in the event of your death or incapacity.

To exercise any of these rights email contact@green-apple.in from the address you used with us, or write to the postal address in section 12, stating which right you wish to exercise. We may ask you to verify your identity — for example by confirming the telephone number or voucher code on your enquiry — before acting. We will respond within **30 days**, free of charge, unless a request is manifestly unfounded or excessive.

10. Children

The Website is not directed at children, and we do not knowingly collect personal data from anyone under 18. Enquiries must be made by an adult. If you believe a child has provided us with personal data, please contact us and we will delete it

promptly. Where an event involves children as guests we collect no data about them beyond an approximate headcount.

11. Links to other websites

The Website links to Google Maps, Google reviews, WhatsApp, Linktree, Instagram, Facebook and YouTube. Those services have their own privacy policies and we are not responsible for how they handle your data. We recommend reading their policies before using them.

12. Contact, grievance officer and complaints

Questions, requests and complaints about this Policy or our handling of your personal data should be addressed to our **Grievance Officer**:

Grievance Officer, Green Apple Banquet Hall
No. 50, Park Road, Anna Nagar West, Chennai – 600101, Tamil Nadu, India
Email: contact@green-apple.in · Telephone: +91 74490 00111

We will acknowledge your message within 48 hours and aim to resolve it within 30 days. If you are not satisfied with our response you may lodge a complaint with the Data Protection Board of India in the manner prescribed under the DPDP Act, 2023.

13. Changes to this Policy

We may update this Policy to reflect changes in our practices, the Website or the law. The “Last updated” date at the top shows when the current version took effect. Where a change materially affects how we use data you have already given us, we will notify you by email (if we hold your address) or by a prominent notice on the Website before the change takes effect. The current version is always available in the footer of the Website and as a downloadable PDF.