

TERMS & CONDITIONS

Wrati – Dating & Matrimony Website / Application
Developed & Operated by **Mindware**, Dwarka, New Delhi

Effective Date: **29 June 2026** | Last Updated: **31 July 2026**

1. Acceptance of Terms (Binding Onboarding Acceptance)

By downloading, installing, registering, accessing, or using the Wrati website or application ("App" / "Platform" / "Services"), you confirm that you have read, understood, and agree to be bound by these Terms and Conditions ("Terms").

These Terms form a legally binding agreement between you ("User", "you") and **Mindware, Dwarka, New Delhi** ("Mindware", "we", "us", "our"), the developer and operator of Wrati. Wrati is a dating and matrimony platform operated by Mindware.

Mandatory Onboarding Acceptance & Database Record

At the time of account creation / onboarding on wrati.com or the Wrati App, you must actively accept these Terms by clicking "I Agree", "Accept", or an equivalent affirmative action.

Your acceptance (including the exact version of the Terms, timestamp, IP address, device identifier, and account ID) is **permanently recorded and stored in Mindware's secure database** for the entire duration that your account remains active or onboarded on Wrati. This record constitutes conclusive evidence of your agreement and will be retained even after account deletion for legal, compliance, and dispute-resolution purposes under the Digital Personal Data Protection Act, 2023 ("DPDP Act") and other applicable Indian laws.

If you do not agree to these Terms, do not create an account or use Wrati. Continued use of the Platform after any update constitutes acceptance of the revised Terms. These Terms include an arbitration clause in Section 11. Please read it carefully.

2. Eligibility

Wrati is intended exclusively for adults. You must be at least 18 years old to create an account and use our Services. By registering, you confirm that you meet this minimum age requirement and have the legal capacity to enter into a binding agreement under Indian law.

Prohibited from using Wrati:

- Anyone under 18 years of age
- Users previously suspended or permanently banned from Wrati
- Individuals acting under coercion or fraud
- Anyone prohibited from receiving services under applicable Indian law

Identity Verification: Mindware may request a government-issued ID, selfie verification, or other verification methods at any time. Failure to complete verification may result in restricted access, suspension, or permanent termination of the account. Providing false information about your age or identity is a material breach and may result in immediate permanent ban with **no refund**.

3. Account Registration & Security

To access Wrati's core features, you must register an account using a valid email address or phone number. You agree to provide accurate, current, and complete information and to keep your profile up to date.

Your Account Responsibilities: You are solely responsible for maintaining the confidentiality of your login credentials. Do not share your password. Any activity under your account is your responsibility. Notify us

immediately at **gm@wrati.com** if you suspect unauthorised access.

One Account Per Person: Each user may maintain only one active account. Creating duplicate, fake, or impersonation accounts is prohibited and will result in permanent suspension of all associated accounts without prior notice or refund.

Account Recovery: Users are responsible for maintaining access to their registered email and phone number. Mindware may require identity verification before restoring access. Mindware is not liable for any loss or damage arising from your failure to protect your account credentials.

4. Privacy & Data Collection – DPDP Act 2023 Compliance

Your privacy is important to us. Mindware collects, processes, and stores personal data in accordance with our Privacy Policy (available on wrati.com), which is incorporated into these Terms by reference. By accepting these Terms at onboarding, you provide free, specific, informed, unconditional, and clear consent as required under the **Digital Personal Data Protection Act, 2023**.

Key DPDP Act 2023 Compliance Details:

- **Data Fiduciary:** Mindware (Dwarka, New Delhi) is the Data Fiduciary responsible for determining the purpose and means of processing your personal data on the Wrati platform.
- **Legal Bases for Processing:** Consent (given at registration and for optional features), contractual necessity (to provide the dating/matrimony Services), and legitimate uses permitted under the DPDP Act (security, fraud prevention, legal compliance).
- **Sensitive Personal Data:** Information such as religion, caste, sexual orientation, gender identity, or relationship preferences is collected only with your explicit consent and is never sold or used for advertising.
- **Your Rights as Data Principal** (under DPDP Act): Right to access a copy of your personal data; Right to correction of inaccurate or incomplete data; Right to erasure (fulfilled within 30 days, subject to legal exceptions); Right to withdraw consent at any time; Right to data portability; Right to grievance redressal (response within 72 hours).
- **Data Retention:** Personal data is retained only as long as necessary. Upon account deletion, permanent deletion is initiated within 30 days (except where retention is required by law, for permanent ban enforcement, or dispute resolution).
- **Security Safeguards:** TLS encryption in transit, AES-256 encryption at rest, hashed & salted passwords, role-based access controls, and regular security audits.
- **Breach Notification:** In case of a personal data breach likely to cause harm, affected users and the Data Protection Board of India will be notified as required under the DPDP Act.
- **No Sale of Data:** We do not sell personal data to third parties, data brokers, or advertisers.
- **Children:** Wrati is strictly for users aged 18+. We do not knowingly process data of minors.

You may exercise any of your rights or raise a grievance by writing to **gm@wrati.com**. If dissatisfied, you may escalate to the Data Protection Board of India once constituted.

5. Community Standards & Prohibited Conduct

Wrati is built on mutual respect. You agree not to engage in any of the following:

Strictly Prohibited Behaviour:

- Harassment, abuse, threats, or hate speech of any kind
- Sharing sexually explicit content without clear consent
- Impersonating another person or creating fake profiles
- Soliciting money, promoting commercial services, or any form of scamming
- Distributing malware, spam, or unsolicited promotional material
- Uploading content that depicts minors in a sexual or inappropriate context
- Using AI-generated, manipulated, or misleading photos to deceive other users

- Catfishing or intentionally misrepresenting identity, appearance, age, relationship status, or personal information
- Collecting, screenshotting, distributing, or commercially using another user's profile or personal information without permission
- Engaging in fraudulent payments, chargebacks, money laundering, or other illegal financial activities
- Sharing content that infringes another person's copyright or intellectual property rights

Discriminatory language based on caste, religion, gender, sexuality, race, or disability is not tolerated. Mindware reserves the right to remove any content and suspend or **permanently ban** any account that violates these standards, **without notice and without any refund**.

6. Safety & Reporting – User Sole Responsibility

Your safety is **entirely your own responsibility**. Mindware implements technical safeguards on the Wrati platform but does **not** conduct criminal background checks on users. We cannot guarantee the identity, intentions, or offline behaviour of any user. All interactions and meetings outside the App/Website are entirely at your own risk.

Mandatory Safety Obligations Before Any Offline Meeting:

1. Inform at least one trusted family member or close friend of the full meeting details (name, place, date, and time).
2. Share your **live location** with that trusted person for the entire duration of the meeting.
3. Always meet in a public, well-lit place for the first several meetings.
4. Never share financial information, OTPs, bank details, or send money to anyone met through the Platform.
5. Trust your instincts — leave immediately if anything feels wrong and report the profile.

Zero Liability for Offline Events, Cheating, Scams or Crime: Mindware, its partners, directors, employees, and officers shall have no liability whatsoever — civil, criminal, contractual, or otherwise — if a user is cheated, scammed, defrauded, or financially harmed; any crime (including assault, harassment, theft, molestation, or any other offence) is committed by or against a user; a relationship or matrimonial alliance formed through Wrati ends badly; or any loss, injury, emotional distress, or damage occurs outside the Platform.

By accepting these Terms at onboarding, you expressly agree that Mindware has no duty of care regarding the offline conduct of any user and that you alone are responsible for your personal safety.

Reporting: Use the in-app/website "Report" feature. Our team reviews reports within 48 hours. For urgent safety threats, contact local law enforcement immediately. Misuse of the reporting feature is itself a violation and may result in permanent ban.

7. Content & Intellectual Property

All content you upload (photos, bios, voice notes, messages) remains yours. By uploading, you grant Mindware a non-exclusive, royalty-free, worldwide licence to use, store, display, and distribute that content solely for operating and improving the Wrati Services.

You confirm that you own the content or have permission to share it and remain solely responsible for it. Users may not upload AI-generated or heavily edited content intended to mislead other users. Mindware reserves the right to remove such content or permanently ban associated accounts.

The Wrati name, logo, design, interface, underlying code, and all original content are protected by copyright and trademark law. You may not copy, reproduce, or distribute any part of the Platform without express written consent from Mindware.

8. Subscription & Payments – Absolute No-Refund Policy

Wrati offers a free tier and premium subscription plans. All prices are listed in Indian Rupees (INR) and are inclusive of applicable taxes.

Billing & Auto-renewal: Subscriptions are billed in advance. Unless cancelled at least 24 hours before the renewal date through your app-store or account settings, the subscription will automatically renew at the then-current rate.

Absolute No-Refund Policy: All payments made to Mindware / Wrati are strictly non-refundable under any circumstances whatsoever, including but not limited to: change of mind; dissatisfaction with matches, features, or service; account suspension or permanent ban; technical issues; accidental purchase; deletion of account; partial use of the subscription period; or any other reason.

This no-refund policy applies even if the service was not used or was only partially used. The only exception is where a competent Indian court or consumer forum issues a final, non-appealable order directing a refund under mandatory consumer-protection law. In all other cases, **no refund, credit, or charge-back will be entertained.**

Users who initiate charge-backs or fraudulent payment disputes will have their accounts permanently terminated and may be reported to the relevant authorities. No refund will ever be issued in such cases. Mindware reserves the right to change subscription pricing with 30 days' notice. Continued use after a price change constitutes acceptance of the new pricing.

9. Disclaimers & Limitation of Liability

Wrati is provided on an "as is" and "as available" basis. Mindware makes no warranties, express or implied, that the Platform will be error-free, uninterrupted, or free from viruses or harmful components.

Mindware does not guarantee that you will find a match, form a relationship, or achieve any matrimonial or dating outcome. Outcomes are inherently personal and cannot be predicted or assured.

To the maximum extent permitted by Indian law, Mindware and its officers shall not be liable for any indirect, incidental, special, consequential, or punitive damages arising from your use of Wrati, including loss of data, emotional distress, financial loss, or any harm resulting from interactions with other users (online or offline).

Our total aggregate liability to you for any claim shall not exceed the amount you paid to Mindware in the three (3) months preceding the event giving rise to the claim.

By accepting these Terms at onboarding, you acknowledge and agree that Mindware has no legal responsibility or binding liability if you are cheated, scammed, or become the victim of any crime arising from the use of Wrati or any offline meeting.

10. Termination

By the User: You may delete your account at any time through the Platform settings. Deleting your account does **not** automatically cancel an active subscription — you must cancel it separately. Account deletion does **not** entitle you to any refund of fees already paid.

By Mindware (Sole & Absolute Discretion): Mindware may suspend, restrict, or **permanently ban** your account at any time, with or without notice and without any obligation to provide reasons, for conduct that violates these Terms, poses a risk to other users, involves fraud, or is otherwise deemed harmful to the Wrati community or business interests.

Consequences of Permanent Ban:

- All paid subscription fees are forfeited — **no refund under any circumstances.**
- You are permanently prohibited from creating any new account on Wrati.
- Mindware may retain the minimum data necessary to enforce the ban and prevent re-registration (in accordance with DPDP Act principles).
- No right of appeal or reinstatement exists except at Mindware's sole discretion.

Upon termination, your right to use the Platform ceases immediately. Surviving clauses (intellectual property, dispute resolution, limitation of liability, no-refund policy, user safety responsibility, and the onboarding acceptance record) remain in full force.

11. Dispute Resolution & Governing Law

These Terms are governed by and construed in accordance with the laws of India. In the event of any dispute, you agree to first attempt informal resolution by contacting us at gm@wrati.com.

Arbitration: If informal resolution fails within 30 days, disputes shall be referred to and finally resolved by binding arbitration under the Arbitration and Conciliation Act, 1996. The seat of arbitration shall be New Delhi. The arbitration shall be conducted in English by a sole arbitrator mutually agreed upon by the parties.

Class Action Waiver: You agree that any dispute will be resolved on an individual basis only. You waive any right to bring or participate in a class action, consolidated, or representative proceeding against Mindware.

Nothing in this section prevents either party from seeking interim injunctive relief from a court of competent jurisdiction in New Delhi.

12. Changes to These Terms

Mindware may update these Terms from time to time. For material changes, we will provide at least 14 days' advance notice via in-app notification or email. Continued use of Wrati after the effective date constitutes acceptance of the revised Terms. If you do not agree, stop using the Platform and delete your account.

Your original onboarding acceptance record remains stored in our database and continues to bind you.

CONTACT

For any questions, grievances, or support regarding these Terms or the Wrati platform:

gm@wrati.com

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Dwarka, New Delhi

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