KHATA BY LACSPACE
Legal Centre - Controlled legal document

Messaging & Communications Policy

Who sends what: why reminders come from the shop's own phone, what Khata itself sends you, and how to stop it.

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AT A GLANCE

A plain-language summary. The numbered clauses below are what legally applies.

- Khata does not send messages to your customers. Reminders open your own WhatsApp with the text ready.
- There is no bulk-messaging gateway in Khata, so it cannot message anybody on its own.
- We send you app notifications and occasional service emails, never marketing to your customers.
- If you received a message from a shop, the shop sent it - not us.

1. Reminders Come From You, Not From Us

1.1 When you send a payment reminder from Khata, the app composes the message and opens WhatsApp on your phone with the text already filled in. You press send, from your own number.

1.2 Khata has no messaging gateway. It cannot send an SMS or a WhatsApp message on its own, to your customers or to anyone else, and it does not hold a sender identity of any kind.

1.3 This is a deliberate design rather than a missing feature. It means the person who owes money hears from the shop they owe it to, on a number they recognise - and it means you keep control of tone, timing and whether the message goes at all.

1.4 Because you are the sender, the rules that apply to commercial messaging in your country apply to you. Sending reminders to your own credit customers about their own balances is ordinary business communication. Using the feature to send unsolicited marketing to people who are not your customers is not, and would breach our Acceptable Use Policy as well as the messaging rules where you are.

2. If You Received A Message From A Shop

2.1 If a shop has sent you a reminder that mentions Khata, the shop sent it from their own phone. We did not send it, we do not hold your phone number because of it, and we cannot see the message.

2.2 To stop receiving them, tell the shop, or block the number the way you would any other. There is no list we can remove you from, because there is no list.

2.3 If a shop is misusing the feature - messaging you when you are not their customer, or refusing to stop - you can report it to grievance@lacspace.com. We can act against the account under the Acceptable Use Policy.

3. What Khata Sends You

3.1 As a Khata user, you may receive:

- Push notifications from the app about your own business - low stock, a new lead, a task assigned to you, a message from your staff.
- Service emails where we need to tell you something about your account.
- Replies to support requests and complaints you have sent us.

3.2 We do not sell your contact details, and we do not pass them to advertisers or data brokers.

3.3 Push notifications are controlled by you: turn them off in the app, or in your phone's own notification settings for Khata. Doing so does not affect anything else in the app.

4. Your Customers' Numbers

4.1 Customer phone numbers you record in Khata are yours. They are stored so your khata and your reminders work, and they are used for nothing else.

4.2 We do not message your customers, market to them, or contact them for any purpose of our own. They are not our users; they are your records.

4.3 You are responsible for having a proper basis to hold your customers' details, and for handling them lawfully where you are. The Privacy Policy sets out our side of that relationship.

5. Changes

5.1 If we ever add a gateway that sends on your behalf, that is a material change: it would be announced in advance, this document would be reissued with a new version, and it would not be switched on silently.

Version history

v1.0 - 29 August 2026

- First publication. Records that reminders are sent from the shopkeeper's own WhatsApp and that Khata operates no messaging gateway.

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