KHATA BY LACSPACE

Legal Centre - Controlled legal document

Privacy Policy

What data Khata collects, why it is collected, who it is shared with, and the control you have over it.

Version v2.1 - Effective 6 August 2026 - Updated 31 August 2026 - 12 sections - 35 clauses

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AT A GLANCE

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

- We do not sell or rent your data. There is no advertising in Khata.
- Khata has no checkout. We never ask for or store payment details.
- Our marketing website runs no analytics and sets no tracking cookies.
- Your business records are stored so the app can work offline and sync when you reconnect.
- We name every third party that processes data on our behalf, in section 5.
- You can access, correct, export or delete your data, and you can ask us to do it for you.

1. Scope

1.1 This policy covers the Khata mobile app, the web dashboard, and the lskhata.com website, all operated by Lacspace Corporation Pvt. Ltd.

1.2 It explains what we collect, why, who we share it with, and what you can do about it. It forms part of the Terms of Use.

2. Information We Collect

2.1 Information you give us directly: your name, email address, phone number and business details when you create an account or contact support.

2.2 Business records you create in the app: customers, suppliers, products, stock levels, orders, expenses, staff records and ledger entries.

2.3 Technical data collected automatically: IP address, device and operating system information, and app usage and error data, used to keep the service working and to diagnose faults.

2.4 Where you enable them, device permissions such as camera access for barcode scanning. These are used only for the feature you enabled them for, and you can withdraw them in your device settings at any time.

2.5 We do not collect or store payment card details. Khata has no checkout: neither the app nor this website asks for payment information, and no payment is processed through them. Any commercial matter is handled directly with our team.

3. How We Use Information

3.1 To provide and operate the Service, including storing your records, syncing them between your devices, and producing the reports and documents you ask for.

3.2 To communicate with you about the Service, respond to support requests, and send notifications you have enabled.

3.3 To keep the Service secure, prevent abuse, and enforce our Terms.

3.4 To diagnose faults and improve the product.

3.5 We do not use your business records to target advertising. Khata contains no advertising and no ad network.

4. Legal Bases and Retention

4.1 We process your data to perform our agreement with you, to meet legal obligations, and for the legitimate interest of keeping the Service secure and working.

4.2 We keep your records for as long as your account is active. If you ask us to delete your account, we delete or irreversibly anonymise your data except where we are required to retain something by law.

4.3 Deleting your account does not destroy your data on the same day. The account stops working immediately - you and your staff can no longer sign in, and your business no longer appears anywhere on the Service - and the data is held for 30 days before it is permanently removed. During those 30 days you can restore the account yourself by signing in with the same phone number and password. After the 30 days the removal is permanent and we cannot recover anything.

4.4 The 30-day period exists because account deletion is irreversible and is sometimes done by mistake. If you need your data destroyed sooner than that, write to us and we will do it.

4.5 Backups are retained on a rolling basis and are overwritten in the ordinary course. Data removed from the live service may persist in a backup for a limited period before it is cycled out.

5. Who Processes Data On Our Behalf

5.1 We use the following service providers. Each processes data only to provide its service to us, under contract.

- MongoDB Atlas - hosts the database holding your business records.
- Amazon Web Services (EC2) - runs the application servers.
- Amazon Web Services (S3) - stores files and images you upload.
- Vercel - serves the lskhata.com website.
- Google (Gemini) - powers the in-app AI assistant. Content you send to the assistant is processed by Google to generate a reply.
- Email delivery (SMTP) - sends account and notification email.
- Expo - delivers push notifications to your device where you have enabled them.

5.2 We do not sell or rent your personal data to anyone.

5.3 We may disclose information where required by law, or to protect the rights, property or safety of Lacspace, our users, or the public.

6. Cookies and Tracking

6.1 The lskhata.com marketing website runs no analytics and sets no advertising or tracking cookies. There is no Google Analytics, no advertising pixel, and no third-party session recording.

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6.2 The only cookie the website may set is a functional one remembering whether a navigation panel is expanded. It carries no identifier and is not used to track you.

6.3 The app and web dashboard store an authentication token so you stay signed in, and cache your records on the device so the app works without a connection.

7. Security

7.1 Account passwords are stored as salted hashes, never in plain text. Sessions use signed tokens.

7.2 Traffic between your device and our servers is encrypted in transit. Our API applies standard hardening, request rate limiting and a restricted origin allowlist.

7.3 No system is perfectly secure. We cannot guarantee absolute security, and you are responsible for keeping your own credentials and staff logins safe.

7.4 If you believe you have found a security issue, report it to security@lacspace.com. We will not pursue action against good-faith research that respects user privacy and does not degrade the service.

8. Your Rights

8.1 You can access and correct your information from your account settings.

8.2 You can request an export of your data, or its deletion, by contacting privacy@lacspace.com. We will respond within a reasonable period.

8.3 You can opt out of promotional messages at any time. Service and security messages are not promotional and will continue.

8.4 You can manage device permissions, such as camera access, in your device settings.

9. Children

9.1 Khata is a business tool and is not directed at children. We do not knowingly collect data from anyone under the age of majority in their jurisdiction. If you believe we have, contact privacy@lacspace.com and we will delete it.

10. International Transfer

10.1 Khata serves businesses in India and Nepal. The providers named in section 5 may process data in other countries. Where that happens, we rely on the contractual protections those providers offer.

11. Changes to This Policy

11.1 We may update this policy. Material changes are published in the Legal Centre with a new version number, an effective date, and a record of what changed.

12. Contact

12.1 Privacy questions and data requests: privacy@lacspace.com. Security reports: security@lacspace.com.

Version history

v2.1 - 31 August 2026

- Stated that a deleted account is held for 30 days before its data is permanently removed, and that the account stops working immediately when it is deleted.

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- Stated that the account can be restored during those 30 days by signing in with the same phone number and password.
- Stated that deletion sooner than 30 days can be requested.

v2.0 - 6 August 2026

- Restructured into numbered, citable sections and clauses.
- Removed the claim that data is used to personalise advertising - Khata contains no advertising system.
- Clarified that Khata has no checkout and no payment information is collected or stored; commercial matters are handled directly with the team.
- Named every sub-processor individually in section 5, replacing the previous unnamed reference to "trusted service providers".
- Added section 6 stating that the marketing website runs no analytics and sets no tracking cookies.
- Added legal bases, retention, children and international transfer sections.
- Added a security contact and a good-faith research statement.

v1.0 - 26 July 2024

- Initial publication.

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