



Rental Management Platform



Effective Date: June 21, 2026
Last Updated: June 21, 2026 | Version 1.0

This Policy explains how RentStack collects, uses, stores, processes, shares, and protects your information.

Section 1

Definitions

For purposes of this Privacy Policy:

- **Account** means the registered account created to access RentStack.
- **Customer** means a business, company, organization, or individual subscribed to RentStack.
- **End User** means any employee, staff member, manager, administrator, or authorized user using RentStack under a Customer account.
- **Personal Data** means information that identifies or can identify an individual.
- **Business Data** means rental information, inventory records, invoices, customer details, reports, documents, and other information uploaded into RentStack.
- **Processing** means collecting, storing, using, modifying, transmitting, deleting, or otherwise handling information.

Section 2

Information We Collect

Depending on how you use RentStack, we may collect the following categories of information:

A. Account Information

When you create an account, we may collect: Full Name, Business Name, Email Address, Mobile Number, Password (encrypted), Business Address, GST Number (if applicable), Business Type, Country, State, City, and Time Zone.

B. Business Information

Your organization may upload information including customer records, supplier information, rental history, inventory details, asset serial numbers, product images, categories, pricing, security deposits, rental agreements, invoices, payment records, advance bookings, return records, penalty information, taxes, notes, and staff records.

C. Payment Information

Payments are processed through trusted third-party payment gateways. We may collect Payment ID, Transaction ID, Subscription Plan, Billing Address, Payment Status, and Invoice Details. RentStack does not store your complete credit card, debit card, UPI PIN, or banking credentials.

D. Device Information

We may automatically collect: Browser Type, Device Type, Operating System, IP Address, Language, Time Zone, Screen Resolution, and Browser Version.

E. Usage Information

We may collect: Login/Logout Time, Session Duration, Pages Visited, Feature Usage, Click Activity, Search History inside RentStack, Error Logs, and Crash Reports.

F. Cookies and Similar Technologies

We use cookies and similar technologies to keep you signed in, remember preferences, improve performance, analyze traffic, prevent fraud, and improve user experience. You may disable cookies through your browser, although some features may stop working correctly.

Section 3

Information We Do NOT Collect

Unless voluntarily provided by you, RentStack does not intentionally collect: Biometric Information, Government Identity Documents, Bank Passwords, UPI PIN, Credit Card PIN, Debit Card PIN, OTP Codes, Security Questions, Aadhaar Passwords, or any highly sensitive authentication credentials. Please never share such information with RentStack.

Section 4

How We Use Your Information

We use collected information to:

- Create your account and authenticate users
- Provide ERP services — manage rentals, generate invoices, manage inventory, process bookings, track returns, and calculate penalties
- Generate reports and improve software features
- Provide customer support and send notifications
- Prevent fraud, detect abuse, and ensure platform security
- Comply with legal obligations and improve system performance

Section 5

Legal Basis for Processing

Depending on applicable law, we process information because it is necessary for:

- Performance of our contract with you
- Compliance with legal obligations
- Legitimate business interests
- Protection against fraud and security purposes
- Your consent where required by law

Section 6

Data Ownership

Your business owns all Business Data uploaded into RentStack. RentStack does not claim ownership of your customer records, inventory, rental history, invoices, business documents, or uploaded files. We only process such data to provide our Services.

Section 7

Data Security

We implement commercially reasonable security measures including:

- Encrypted connections (HTTPS) and password hashing
- Authentication controls and Role-Based Access Control (RBAC)
- Audit logging, firewall protection, and secure cloud infrastructure
- Regular security monitoring, data backups, and session management

While we strive to protect your information, no system is completely secure. Therefore, we cannot guarantee absolute security.

Section 8

User Responsibilities

You are responsible for: keeping your password confidential, managing staff access and permissions, maintaining accurate data, logging out from shared devices, and securing your own computers and networks.

Section 9

Role-Based Access

Depending on permissions assigned by your organization, users may access different information. Administrators may have visibility into staff activities, audit logs, rental transactions, reports, and customer records.

Section 10

Audit Logs

For security and accountability purposes, RentStack may record activities including: login/logout history, record creation, modification and deletion, permission changes, invoice generation, payment updates, and inventory updates.

Section 11

Artificial Intelligence Features

Certain RentStack features may use artificial intelligence to assist users. AI-generated suggestions may not always be accurate, should be reviewed before business use, and do not replace professional judgment. Users remain responsible for verifying AI-generated content.

Section 12

Third-Party Services

RentStack may integrate with trusted third-party providers including payment gateways, email providers, SMS providers, cloud hosting providers, analytics providers, authentication providers, and storage providers. Each provider operates under its own privacy practices.

Section 13

Data Sharing

We do not sell your Personal Data. We may share information only:

- With your authorization or your organization
- With trusted service providers who assist in delivering our Services
- During business transfers, mergers, or acquisitions
- When required by law or to investigate fraud
- To protect the legal rights of RentStack or its users

Section 14

International Data Transfers

Your information may be processed or stored in countries other than your own. Where required, we implement appropriate safeguards for cross-border data transfers in compliance with applicable laws.

Section 15

Data Retention

We retain information while your account remains active, as necessary to provide Services, to comply with legal obligations, to resolve disputes, and to enforce agreements. After account deletion, certain records may remain in backups or archives for a limited period where legally required or technically necessary.

Section 16

Account Deletion

You may request deletion of your account. Upon approval, access will be terminated, applicable Business Data may be deleted, and some information may be retained where legally required. Deleted information may not be recoverable.

Section 17

Backup and Disaster Recovery

To maintain service reliability, RentStack may create encrypted backups. Backups are used solely for disaster recovery, business continuity, infrastructure restoration, and system reliability.

Section 18

Children's Privacy

RentStack is intended for businesses and users who are legally capable of entering into contracts. We do not knowingly collect information from children. If such information is discovered, it will be deleted where appropriate.

Section 19

Marketing Communications

We may send product updates, security alerts, subscription reminders, feature announcements, and maintenance notifications. You may opt out of promotional communications where applicable. Service-related notifications cannot always be disabled.

Section 20

Your Rights

Depending on applicable law, you may have the right to:

- Access and correct your information
- Delete or export your data
- Restrict or object to processing
- Withdraw consent where applicable
- Lodge complaints with the appropriate authority

Section 21

Data Accuracy

Users are responsible for ensuring that information uploaded into RentStack is accurate, lawful, and up to date.

Section 22

Confidentiality

All employees, contractors, and service providers with authorized access to data are expected to maintain appropriate confidentiality obligations.

Section 23

Security Incidents

If a significant security incident affecting your data occurs, RentStack will make reasonable efforts to notify affected customers as required by applicable law.

Section 24

Changes to this Privacy Policy

We may update this Privacy Policy from time to time. Material changes may be communicated through email, dashboard notifications, website announcements, or application notices. Continued use of the Services after changes become effective constitutes acceptance of the updated Privacy Policy.

Section 25

Governing Law

This Privacy Policy shall be governed by the laws applicable in the jurisdiction where RentStack operates, without regard to conflict of law principles.

Section 26

Contact Us

If you have questions regarding this Privacy Policy or your data, you may contact us through the support details provided within the RentStack application or on our official website.

Section 27

Acknowledgement

By creating an account, accessing, or using RentStack ERP, you acknowledge that:

- You have read this Privacy Policy.
- You understand how your information is processed.
- You agree to the collection and use of your information as described herein.
- You are authorized to upload and process Business Data through RentStack.
- You remain responsible for the accuracy and legality of the information you provide.

Version History

Version	Effective Date	Description
1.0	June 21, 2026	Initial Privacy Policy for RentStack ERP

By creating an account or using RentStack ERP, you acknowledge that you have read, understood, and agree to the collection and use of your information as described in this Privacy Policy.

Version: 1.0

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