

# Privacy Policy

EFFECTIVE

20 September 2026

LAST UPDATED

20 September 2026

This Privacy Policy explains how **Cloud Nine Media**, a proprietorship (“Cloud Nine”, “we”, “us”, “our”), collects, uses, shares and protects your personal data when you use [cloudninemediain](https://cloudninemediain.com) (the “Website”).

This Privacy Policy is intended to describe Cloud Nine Media’s handling of personal data and is designed to align with applicable Indian data-protection laws, including the Digital Personal Data Protection Act, 2023 (the “DPDP Act”) and applicable rules and regulations, as applicable from time to time. Where applicable under the DPDP Act, Cloud Nine Media acts as the Data Fiduciary in relation to the personal data described in this Policy, and you are the Data Principal.

This Policy describes the personal data processing carried out through the Website. The Website is primarily informational and does not require users to create an account or make payments. The Website collects personal data primarily through its enquiry form. If you do not wish to provide personal data through the enquiry form, you may continue to browse the publicly available portions of the Website.

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## 1. WHAT WE COLLECT

There is exactly one place on this Website where we ask you for personal data: the enquiry form on the home page. Nothing is collected from you anywhere else, and there is no account to create, no login, and no payment taken through the Website.

### What you type into the enquiry form

When you submit the form, we receive and store the following. The first five are required, because without them we cannot reply usefully; the sixth is optional and the form works without it.

Name

So we know who we are replying to.

Email address

The address we reply to.

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|                                       |                                                                                                                                                                                                          |
|---------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Contact number</b>                 | An alternative way to reach you, and the number we call if you ask for a call.                                                                                                                           |
| <b>Service selected</b>               | Talent management, influencer marketing, or something else — so the enquiry reaches the right person.                                                                                                    |
| <b>Message</b>                        | Whatever you choose to write. Please do not include financial details, identity document numbers, or anything else sensitive — we do not need them at this stage and the form is not the place for them. |
| <b>Preferred call time (optional)</b> | Only if you pick one. Leaving it blank stores nothing.                                                                                                                                                   |

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### **What the form records automatically**

Alongside your answers, and only when you actually submit the form, our server records:

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|                           |                                                                                                                                                                |
|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>IP address</b>         | The network address the submission came from. We keep it to investigate abuse of the form and to prove where a submission originated if that is ever disputed. |
| <b>Browser user agent</b> | The identification string your browser sends with every request — browser and operating system, and nothing that names you.                                    |
| <b>Date and time</b>      | When the submission arrived.                                                                                                                                   |

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To stop automated submissions, the server also keeps a short-lived count of recent submissions against a one-way cryptographic hash of the sending IP address. The hash cannot be turned back into an address, it holds nothing else about you, and it is discarded automatically.

### **What our hosting provider logs**

The Website's hosting infrastructure may maintain standard server access logs — the address requested, the time, the originating IP address, the response code and the user agent. These are generated by our hosting provider as a routine part of running a server, are used only for security and diagnosing faults, and are not linked to your enquiry or used to build any profile of you.

### **What we do not collect**

We do not ask for and do not collect your gender, age, marital status, date of birth, identity document numbers, bank or card details, or any other financial information through this Website. We do not track which pages you visit, how long you spend on them, or where you go afterwards.

## **2. WHY WE COLLECT IT**

We use what you send us for these purposes and no others:

1. **To reply to your enquiry.** This is the whole reason the form exists. Your enquiry is emailed to our team and stored so it does not get lost.

2. **To continue the conversation you started.** If you contact us about representation or a campaign, we will follow up about that — by email, or by phone if you asked for a call.
3. **To keep a record of who approached us and when.** Both for our own reference and because an enquiry can become a commercial relationship that we may need to evidence later.
4. **To keep the form working and free of abuse.** The IP address, user agent and rate-limit data exist for this and are used for nothing else.
5. **To comply with applicable legal, regulatory or contractual obligations,** and to establish, exercise or defend legal claims where necessary.

We do not sell, rent or trade your personal data. We do not share it with advertisers. We do not add you to a marketing list, a newsletter or a bulk mailing because you sent an enquiry — if we ever start sending marketing email, we will ask you first and every message will carry a working unsubscribe link.

### 3. CONSENT, AND WITHDRAWING IT

We process personal data in accordance with applicable law and, where required, on the basis of consent provided by you. We may also process personal data where necessary for purposes permitted under applicable law, including responding to enquiries, providing requested services, maintaining appropriate business records, preventing fraud or abuse, and complying with legal obligations.

You may withdraw your consent at any time, and it must be as easy to withdraw as it was to give. Email [marketing@cloudninemedia.in](mailto:marketing@cloudninemedia.in) or use the grievance contact in clause 13 and say you are withdrawing consent. Where you withdraw consent, we will stop processing the relevant personal data for the consent-based purpose, subject to any processing that we are permitted or required to continue under applicable law. Where appropriate, we will delete or anonymise the relevant personal data when it is no longer required for a lawful purpose.

Withdrawing consent does not make anything we did before the withdrawal unlawful. It does mean we can no longer reply to the enquiry you sent.

### 4. COOKIES AND TRACKING

**This Website sets no cookies.** It uses no analytics, no advertising pixels, no session tracking and no browser storage of any kind. There is no cookie banner because there is nothing to consent to.

Fonts are loaded from Google Fonts, which means your browser requests those font files directly from Google's servers ([fonts.googleapis.com](https://fonts.googleapis.com) and [fonts.gstatic.com](https://fonts.gstatic.com)). Google receives your IP address and browser details as part of that request, as it would for any file your browser fetches from a third party. Google states that it does not use Google Fonts requests to build advertising profiles; its handling of those requests is governed by [Google's Privacy Policy](#), not this one.

If the Website's use of cookies, analytics or other tracking technologies changes, we will update this Policy as appropriate and obtain consent where required by applicable law.

### 5. WHO ELSE SEES IT

Your enquiry is read by the Cloud Nine team members who handle enquiries. Beyond that, your data is handled by:

|                              |                                                                                                                                                                                                                                             |
|------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Our hosting provider</b>  | Hostinger, which runs the server and the database this Website and your enquiry sit on. They act as our processor and may not use your data for their own purposes.                                                                         |
| <b>Our email provider</b>    | Hostinger, whose mail service carries our team inbox. A copy of each enquiry is emailed to marketing@cloudninemedia.in, so it passes through and is stored on Hostinger's mail servers — the same processor as above, under the same terms. |
| <b>Professional advisers</b> | Our accountants or lawyers, where an enquiry becomes a matter they need to advise on.                                                                                                                                                       |

We may also disclose your data where we are legally obliged to: in response to a valid order or request from a court, a regulator, a government agency or law enforcement; to establish, exercise or defend a legal claim; or to prevent or investigate fraud, abuse of this Website, or a threat to anyone's safety. We disclose only what the request actually requires.

If Cloud Nine is ever merged, acquired or restructured, enquiry records may transfer to the successor entity. We will publish notice on this page before that happens, and the successor will be bound by terms no weaker than these.

We do not currently transfer your personal data outside India for storage. Where a provider named above processes data on servers abroad, we will only use them where the transfer is permitted under section 16 of the DPDP Act.

## 6. HOW LONG WE KEEP IT

The DPDP Act requires us to erase personal data once the purpose we collected it for is served. In practice:

|                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|---------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Enquiries</b>          | We retain enquiry information only for as long as reasonably necessary to respond to and manage the enquiry, maintain appropriate business records, resolve disputes, prevent abuse, or comply with applicable legal obligations. If an enquiry results in a commercial relationship, relevant information may be retained as part of that relationship for as long as necessary for the purposes of the relationship and to comply with applicable legal obligations. |
| <b>Rate-limit data</b>    | Rate-limit data is retained only briefly for the purpose of detecting and preventing automated or abusive submissions and is automatically discarded thereafter.                                                                                                                                                                                                                                                                                                       |
| <b>Server access logs</b> | Server access logs are retained according to our hosting provider's standard retention and rotation practices, typically for a limited period.                                                                                                                                                                                                                                                                                                                         |

If you ask us to erase your data sooner, we will, unless we are required to keep it — see clause 8.

## 7. HOW WE PROTECT IT

We take reasonable security safeguards as required by section 8(5) of the DPDP Act. Concretely: the Website is served only over HTTPS, so what you type into the form is encrypted in transit; the form is protected against automated abuse; enquiry data is stored in a database that is not reachable from the public internet; database credentials are held outside the published files and are never served to a browser; and access is limited to the people who need it.

No method of transmission or storage is completely secure, and we cannot guarantee absolute security. In the event of a personal data breach, we will take the steps required under applicable law, including any required notifications to the relevant authorities and affected Data Principals.

## 8. YOUR RIGHTS

Chapter III of the DPDP Act gives you the following rights over your personal data. Exercise any of them by emailing [marketing@cloudninemedia.in](mailto:marketing@cloudninemedia.in) or the grievance contact in clause 13.

|                            |                                                                                                                                 |
|----------------------------|---------------------------------------------------------------------------------------------------------------------------------|
| <b>Access</b>              | A summary of the personal data we hold about you, what we are doing with it, and who else we have shared it with (section 11).  |
| <b>Correction</b>          | Correction of inaccurate or misleading data, completion of incomplete data, and updating of data that has changed (section 12). |
| <b>Erase</b>               | Deletion of your personal data, unless retaining it is required for a legal purpose (section 12).                               |
| <b>Withdraw consent</b>    | At any time, as easily as you gave it (section 6(4)) — see clause 3.                                                            |
| <b>Grievance redressal</b> | A readily available means of raising a complaint with us, which we must answer (section 13). See clause 13.                     |
| <b>Nominate</b>            | Nominate another person to exercise these rights on your behalf if you die or become incapacitated (section 14).                |

We will handle and respond to requests within the timeframe required by applicable law. We may ask you to confirm your identity first — only so that we do not hand your data to someone else. There is no charge.

If you are not satisfied with how we handle your request, you may complain to the Data Protection Board of India. The DPDP Act asks that you raise the matter with us first.

The law may also impose certain duties on Data Principals, including duties relating to providing accurate information, not impersonating another person, and not submitting false or frivolous grievances.

## 9. CHILDREN

The Website itself may be browsed by anyone; it is the enquiry form that is restricted to adults. The form is not directed to children, and we do not knowingly collect personal data from children.

Section 9 of the DPDP Act requires verifiable parental consent before a child's personal data is processed, and prohibits tracking, behavioural monitoring and targeted advertising directed at children. We do none of those things to any visitor.

If we learn that a child has submitted personal data through this Website, we will delete it. If you are a parent or guardian and believe your child has sent us something, contact us using the details in clause 13 and we will remove it.

This clause is about data collected through this Website. If Cloud Nine Media engages with a creator who is under 18 in the course of its business, that engagement will be handled separately and, where required, with the involvement and consent of the creator's parent or lawful guardian.

## 10. LINKS TO OTHER SITES

This Website links out to other places — our Instagram and LinkedIn profiles, and pages belonging to brands and creators we work with. Those websites and platforms are operated by third parties and are not controlled by Cloud Nine Media. We do not control their content, their privacy practices or what they collect, and this Policy does not cover them. Read their policies before you give them anything.

## 11. CHANGES TO THIS POLICY

We may update this Policy as the Website or the law changes. The current version of this Policy will be available on this page, and the “last updated” date at the top of the page tells you when it last moved.

If a change materially affects how we handle data we already hold about you, we will tell you directly at the email address you gave us rather than relying on you noticing this page.

## 12. GOVERNING LAW

Any dispute arising out of or in connection with this Policy will be subject to the applicable laws of India and the exclusive jurisdiction of the courts at **Bargarh, Odisha, India**, to the extent permitted by applicable law. Nothing here limits any right you have to approach the Data Protection Board of India.

## 13. GRIEVANCES

For any grievances, or any questions about how we handle your personal data, contact:

|                |                                                                                   |
|----------------|-----------------------------------------------------------------------------------|
| <b>Name</b>    | <b>Cloud Nine Media</b>                                                           |
| <b>Email</b>   | <a href="mailto:marketing@cloudninemediain"><u>marketing@cloudninemediain</u></a> |
| <b>Phone</b>   | <a href="tel:+919668056087"><u>+91 96680 56087</u></a>                            |
| <b>Address</b> | Shri Kunj Heights, Block B, Bhatli Chowk, Bargarh, Odisha                         |

Write to us about anything in this Policy: a request to see, correct or delete your data, a withdrawal of consent, or a complaint. We will acknowledge and handle grievances within the timeframe required by applicable law.

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See also our [Terms & Conditions](#), which govern your use of this Website.

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