



Mentivisor – Terms & Conditions, Privacy Policy, and User Agreement

Effective Date: July 11, 2025

Last Updated: July 11, 2025

Welcome to **Mentivisor** (“Company,” “we,” “our,” or “us”). By accessing or using our platform (the “Services”), including our website, mobile applications, and all related offerings, you agree to comply with and be bound by this comprehensive Legal, Privacy, and User Policy. If you do not agree with any of the terms outlined below, you must immediately discontinue use of the Services.

1. Terms & Conditions

Mentivisor grants you a limited, non-exclusive, revocable, and non-transferable license to use the Services strictly for personal and educational purposes. You are prohibited from reverse-engineering, copying, modifying, or attempting unauthorized access to our software, databases, or source code. Any fraudulent activity involving coins, gamification features, or mentorship sessions will be considered a violation of these Terms.

Our Services are available to individuals aged thirteen (13) years or older. If you are under eighteen (18), you may only use the Services with the consent and supervision of a parent or guardian.

You are solely responsible for ensuring that all account information provided during registration is accurate and complete. You must take appropriate steps to safeguard your login credentials. Sharing of accounts, impersonation of other users, or providing false details is strictly prohibited and may result in suspension or permanent termination of your account.

2. Privacy Policy

Mentivisor values the privacy of its users and is committed to protecting their personal data. We collect information such as your name, email address, mobile number, college details, and profile photo. Technical information, including IP addresses, device identifiers, operating systems, crash reports, and diagnostics, may also be collected automatically. In certain cases, and only with your consent, we may access your geolocation data to provide regionally relevant mentorship opportunities.

This information is used to facilitate the core functionality of the platform, including mentorship matching, session booking, and gamification features. We also process data to analyze performance, troubleshoot technical issues, improve user experience, send communications, and comply with applicable legal obligations.

We may share data with trusted third-party service providers such as payment processors, hosting providers, or analytics platforms, but only to the extent necessary to deliver our Services. In situations involving mergers, acquisitions, or legal requirements, your data may also be disclosed. Mentivisor does not sell, rent, or trade user information to advertisers or other external parties.

Users retain full rights over their personal data, including the ability to access, modify, or request deletion. You may withdraw consent at any time or request account deletion by contacting us at **Mentivisor.info@gmail.com**.

3. Refund & Cancellation Policy

Mentivisor follows a strict **No Refund Policy**. All payments made on the platform, including but not limited to coin purchases, subscriptions, and service fees, are non-refundable and non-transferable under all circumstances.

Refunds are issued only in cases where a mentor cancels a confirmed session, or where a verified technical failure attributable to Mentivisor prevents a scheduled session from being conducted. In such instances, users will be entitled either to a rescheduled session or to a full refund of coins credited back to their account balance.

No refunds will be provided if a mentee cancels a session, fails to attend, arrives late, or experiences connectivity or device-related issues. Additionally, refunds will not be granted for unused or partially used subscriptions or coins, nor if a user chooses to discontinue or delete their Mentivisor account. All subscription purchases, once activated, are final and cannot be refunded under any circumstances.

By using Mentivisor, you acknowledge and agree to this strict No Refund Policy.

4. Disclaimers & Limitation of Liability

Mentivisor is an educational and mentorship platform. The Services are provided on an “as is” and “as available” basis without warranties of any kind. While we strive to offer reliable guidance and learning opportunities, we make no guarantees about the outcomes of mentorship, including employment offers, academic performance, or admission to educational institutions. Any advice or guidance provided by mentors is based on their personal expertise and should not be construed as licensed professional advice in legal, medical, financial, or psychological matters.

Third-Party Disclaimer

Mentivisor makes use of third-party services such as payment gateways, hosting solutions, and video-conferencing providers. While these partners are carefully chosen, Mentivisor has no control over their actions, availability, or performance. We accept no liability for interruptions, errors, or damages resulting from such third-party services, nor for content or services accessed through external links.

Data Security Disclaimer

Mentivisor employs advanced security measures including encryption, secure servers, and firewalls to protect user information. However, no method of data transmission or storage is completely secure. Users acknowledge that risks are inherent in all online platforms.

Mentivisor shall not be liable in the event of data leaks, cyber-attacks, hacking attempts, or unauthorized access that occur due to circumstances beyond our reasonable control. In such cases, while we will act promptly to investigate, mitigate, and, if required by law, notify users, no claims, compensation, or damages may be demanded against Mentivisor on these grounds.

By using the Services, you expressly agree to this limitation of liability.

5. Complaint & Support Policy

Mentivisor has established a single point of contact for all user complaints, disputes, and support-related issues. Users may reach out to **Mentivisor.info@gmail.com**, and we will endeavor to respond within seven (7) business days.

Complaints may relate to harassment, mentor or mentee misconduct, technical issues, refund eligibility (as defined in Section 3), or violations of community guidelines. Each complaint will be reviewed in accordance with applicable laws and platform policies, and appropriate actions will be taken.

6. Mentor Code of Conduct

All mentors registered on Mentivisor are required to maintain professionalism and ethical standards at all times. Mentors must provide genuine, respectful, and unbiased mentorship, while maintaining strict confidentiality of mentee information. Mentors are prohibited from promoting external services, soliciting payments outside the platform, or engaging in discriminatory or inappropriate behavior.

Any violation of these obligations may result in suspension, forfeiture of earnings or coins, permanent removal from the platform, and legal action if necessary.

7. Data Retention & Deletion

Mentivisor retains user data for as long as the account remains active. Accounts that remain inactive for a period of twenty-four (24) months are subject to deletion. Users may request account deletion at any time by contacting **Mentivisor.info@gmail.com**. Certain transactional records may be preserved as required by law for auditing or compliance purposes.

8. Coins & Gamification

Mentivisor Coins are designated as a **virtual reward system** within the platform. Coins do not represent real-world currency and have **no intrinsic monetary value outside Mentivisor**. The conversion, use, or redemption value of Coins may vary and is determined solely at the discretion of Mentivisor.

Coins can be earned through platform participation, mentorship activities, competitions, and other engagement features as may be introduced. They may be redeemed for rewards, coupons, prizes, or benefits made available within the platform from time to time.

Mentors may redeem Coins earned from mentorship sessions in accordance with Mentivisor's redemption policies, which may include but are not limited to cash equivalents, coupons, or other rewards. All such redemptions are subject to service charges, statutory deductions (such as TDS), and approval timelines as defined by Mentivisor.

Coins may not be transferred, traded, or sold between users. Any attempt to exploit or manipulate the coin system — including but not limited to fake sessions, automated bots, or fraudulent referrals — will result in immediate suspension of the account and forfeiture of all balances.

9. Security Standards

Mentivisor is committed to maintaining high standards of digital security. We implement TLS/SSL encryption for data transfers, OAuth-based authentication for logins, hashed and salted password storage, and secure cloud hosting with restricted access. Routine backups, audits, and monitoring are conducted to preserve system integrity.

Despite these measures, no digital system is entirely immune to vulnerabilities. Users are encouraged to adopt good digital practices, such as using strong passwords and avoiding account sharing. In the unlikely event of a security breach or cyber-attack, Mentivisor will take reasonable steps to minimize harm and restore services, but shall not be held liable for resulting losses.

10. Intellectual Property

All intellectual property rights associated with the Mentivisor platform, including but not limited to software, logos, designs, graphics, branding, articles, videos, and course materials, remain the exclusive property of Mentivisor. Unauthorized use, copying, modification, or redistribution of this content is strictly prohibited and may result in legal action under applicable copyright and trademark laws.

11. Termination of Services

Mentivisor reserves the right to suspend or terminate a user's account, without prior notice, if it is determined that the user has violated these Terms, engaged in fraudulent activity, misused the platform, or acted in a manner harmful to the Mentivisor community. Termination may result in the forfeiture of coins, subscriptions, or access to Services. Users may also terminate their own account at any time by requesting deletion.

12. Indemnity

By using Mentivisor, you agree to indemnify, defend, and hold harmless the Company, its founders, employees, and affiliates from any claims, liabilities, damages, losses, or expenses (including legal fees) arising out of or in connection with: (a) your use of the Services, (b) your violation of these Terms, (c) your violation of applicable laws, or (d) your infringement of third-party rights.

13. Force Majeure

Mentivisor shall not be held liable or deemed to have breached its obligations if its performance is prevented, hindered, or delayed due to events beyond its reasonable control. Such events include, but are not limited to, natural disasters, acts of government, labor disputes, power outages, internet failures, cyber-attacks, pandemics, or other unforeseen circumstances.

14. Changes to this Policy

Mentivisor reserves the right to update or modify these Terms and Policies at any time. Users will be notified of significant changes through email or platform notifications. Continued use of the Services after such updates shall constitute acceptance of the revised Terms.

15. Governing Law & Jurisdiction

These Terms shall be governed by and construed in accordance with the laws of the Republic of India. Any disputes arising under or in connection with these Terms shall fall within the exclusive jurisdiction of the courts located in Ranchi, Jharkhand, India.

16. Contact

For inquiries, complaints, or support, users may contact:

Company: Mentivisor

 *Motihari, East Champaran, Bihar - 845401*

 Email: **Mentivisor.info@gmail.com**
