

Terms & Conditions

Effective Date: 8th Sept 2025

Last Updated: 13th Sept 2025

Welcome to IndiLet. These Terms & Conditions (“Terms”) govern your use of our website, services, and property management solutions. By accessing or using IndiLet, you agree to these Terms. If you do not agree, please do not use our services.

1. Definitions

- “Company/We/Us” refers to IndiLet.
- “User/You” includes tenants, property owners, and corporate clients.
- “Property” refers to any residential premises listed on IndiLet.
- “Services” refers to property management, relocation support, tenant sourcing, verification, and other related services.
- “Agreement” means these Terms along with Privacy Policy, Owner Management Agreement, and any annexures.

2. Scope of Services

IndiLet provides end-to-end property management and relocation solutions, including:

- Verified property listings for tenants.
- Tenant sourcing, background verification, and rent collection for owners.
- Relocation and housing support for corporates and employees.

We act only as a facilitator. We are not the owner of properties listed unless explicitly stated.

3. User Eligibility

- You must be at least 18 years old.
- Owners must have lawful authority to lease their property.
- Corporates must have legal capacity to contract.

4. Listings & Accuracy

- Owners must provide accurate property details and documents.
- IndiLet reserves the right to edit, suspend, or remove listings that are false, misleading, or unlawful.

5. Fees & Payments

- Service fees, management fees, and applicable GST will be communicated before booking/contracting.
- Payments must be made through authorized channels.
- Late payments may attract interest and penalties.

6. Security Deposit & Rent

- Deposits and rents will be handled as per the rental agreement between owner and tenant.
- IndiLet may facilitate collection and transfer but is not liable for disputes between owner and tenant.
- Refund timelines and deductions (for damages or arrears) will be clearly mentioned in agreements.

7. Cancellations & Refunds

- Cancellation and refund policies differ for corporates, tenants, and owners and will be specified in service agreements.
- Force majeure events may override cancellation policies.

8. Verification & Background Checks

- Tenants and owners agree to provide KYC documents (PAN, Aadhaar, employer letters, etc.).
- IndiLet may use third-party services for verification.
- Consent for data processing is deemed given upon submission of documents.

9. Owner Responsibilities

- Provide clear title and legal right to lease.
- Ensure property is habitable, safe, and compliant with applicable laws.
- Allow IndiLet to market, show, and manage the property per agreement.

10. Tenant Responsibilities

- Use property lawfully and only for residential purposes.
- Pay rent and utilities on time.
- No illegal activities, subletting, or causing damage.

11. Dispute Resolution

- Parties must first attempt amicable settlement.
- If unresolved, disputes will be referred to arbitration in [City] under the Arbitration & Conciliation Act, 1996.
- Courts at [City] shall have exclusive jurisdiction.

12. Liability & Disclaimer

- IndiLet is not liable for user-to-user disputes, false representations, or third-party failures.
- We make no warranty that services will be uninterrupted or error-free.
- Users indemnify IndiLet against claims arising from their actions or misrepresentations.

13. Intellectual Property

- All website content, logos, and trademarks belong to IndiLet.
- Users grant IndiLet a non-exclusive license to use submitted content (e.g., property images) for marketing.

14. Privacy & Data Protection

- IndiLet complies with the Digital Personal Data Protection Act, 2023 (DPDP Act).

- Please refer to our Privacy Policy for details on data collection, processing, and rights.

15. Termination

- IndiLet may suspend or terminate accounts for fraud, misuse, or breach of Terms.
- Pending payments must still be settled.

16. Modifications

We may update these Terms at any time. Changes will be notified via website or email. Continued use after changes implies acceptance.

17. Contact & Grievance Redressal

Grievance Officer: Mohan Somnath

Email: [support@indilet.in]

Privacy Policy

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IndiLet (“Company”, “we”, “us”) respects your privacy and is committed to protecting your personal data in accordance with the Digital Personal Data Protection Act, 2023 (DPDP Act).

1. Information We Collect

We may collect the following:

- Identity Data: Name, Aadhaar, PAN, passport, employee ID, Sale deed
- Contact Data: Phone number, email, address.
- Employment Data: Employer name, relocation details.
- Property Data: Ownership proof, utility bills, rental agreements.
- Financial Data: Bank details (for rent, deposit transfers, refunds).
- Usage Data: Website/app usage, IP address, cookies.

2. How We Use Your Data

- To verify identity and ownership.
- To connect tenants with property owners.
- To facilitate relocation and onboarding for corporates.
- To process payments, deposits, and refunds.
- To comply with legal obligations (police verification, taxation).
- To improve services and user experience.

3. Lawful Basis of Processing

We process personal data based on:

- Consent (given at time of registration or document upload).
- Contractual necessity (to execute rental/management agreements).
- Legal obligation (to comply with Indian laws).