

# PRIVACY POLICY

## Coorg Infinity Run 2027

**Last Updated:** 13 September 2026

**Organized by:** Idovent Private Limited

5th Floor, Tech Garden, Udyog Vihar – VII, Gurgaon – 122001, India

**CIN:** U01411HR2025PTC129440

### 1. Information We Collect

When you register for or interact with Coorg Infinity Run 2027, we may collect the following information:

#### Participant Information

- Full name
- Date of birth / age
- Gender
- Mobile number
- Email address
- Residential address
- City and state
- Emergency contact name and phone number
- T-shirt size
- Race category / distance selected
- Previous race or timing information, where required for eligibility
- Bib number and participant ID
- Registration/order details

#### Payment Information

- Payment status
- Transaction ID
- Payment reference number
- Amount paid
- Date and time of transaction
- Payment method

#### Technical Information

- IP address
- Browser type

- Device information
- Operating system
- Website activity and interaction data
- Cookies and similar technologies
- Approximate location information derived from technical data, where applicable

## **2. How We Use Your Information**

We collect and use personal information for legitimate purposes connected with operating and delivering Coorg Infinity Run 2027 and related services, including:

- Processing your event registration
- Confirming and managing your booking
- Processing and verifying payments
- Generating invoices and receipts
- Allocating bib numbers
- Preparing race-day participant lists
- Sending registration confirmations
- Sending race-day instructions
- Sending route maps and event information
- Sending bib collection information
- Sending timing/results information
- Providing participant support
- Managing emergency contacts and race-day safety requirements
- Verifying eligibility for specific race categories
- Managing refunds, cancellations, or transfers where applicable
- Preventing fraudulent or unauthorized registrations
- Maintaining records required for accounting, legal, tax, or regulatory purposes
- Improving our Website and registration experience
- Communicating important changes relating to the event

## **3. Event Photography and Videography**

Coorg Infinity Run 2027 may involve professional photography, videography, live coverage, interviews, promotional content, and other forms of event media.

By attending or participating in the event, you acknowledge that you may be photographed or recorded as part of the event.

Such photographs, videos, recordings, and other media may be used by Idovent for:

- Event documentation
- Social media

- Website content
- Promotional campaigns
- Advertising
- Future editions of the event
- Marketing and promotional materials

We will make reasonable efforts to avoid using identifiable participant images in a misleading or defamatory manner. If you have a specific concern regarding an identifiable photograph or video of you, contact us using the details below.

## 4. Sharing of Personal Information

We may share necessary personal information with trusted third parties where required to operate the event, including:

- Payment gateway providers
- Registration and technology service providers
- Email, SMS, WhatsApp, and communication service providers
- Timing and race-result service providers
- Bib and race-kit management partners
- Event logistics and operational partners
- Photography and videography partners
- Medical and emergency service providers
- Accommodation or transportation partners, where applicable
- Government authorities, regulators, law-enforcement agencies, or other authorities where legally required

We only intend to share information that is reasonably necessary for the relevant purpose.

We do not sell participant personal information to third parties.

## 5. Service Providers and Data Processors

Certain services required for registration and event management may be provided by third-party vendors. These vendors may process participant information on our behalf for specific purposes such as payment processing, communications, registration management, timing, technology infrastructure, or event operations.

Where appropriate, we require such service providers to maintain reasonable safeguards for the information they process.

## 6. Marketing Communications

We may send you information relating to Coorg Infinity Run 2027, future Idovent events, promotions, offers, or other relevant activities. Where consent is required, we will seek the appropriate consent before sending promotional communications.

You may opt out of promotional communications at any time by using the unsubscribe option provided in the communication or by contacting us.

You may continue to receive essential transactional or event-related communications, such as registration confirmations, payment receipts, bib information, race-day instructions, cancellations, schedule changes, or safety

notifications.

## **7. Cookies and Similar Technologies**

Our Website may use cookies and similar technologies to:

- Keep the Website functioning properly
- Remember user preferences
- Improve website performance
- Understand website traffic and usage
- Improve the registration experience
- Detect fraud or suspicious activity
- Measure advertising or campaign performance, where applicable

You may be able to control cookies through your browser settings. Disabling certain cookies may affect some Website functionality.

## **8. Data Security**

We take reasonable technical and organizational measures to protect personal information against unauthorized access, alteration, disclosure, misuse, loss, or destruction.

However, no internet transmission or electronic storage system can be guaranteed to be completely secure.

You are responsible for maintaining the confidentiality of any account credentials, booking information, or links provided to you.

## **9. Data Retention**

We retain personal information only for as long as reasonably necessary for the purposes for which it was collected, including:

- Completing and administering your event registration
- Providing participant and customer support
- Maintaining financial and accounting records
- Managing disputes or claims
- Meeting legal, tax, regulatory, and contractual obligations
- Preventing fraud or misuse
- Maintaining necessary event records

When personal information is no longer required, we may securely delete, anonymize, or otherwise dispose of it in accordance with applicable requirements.

Certain information may need to be retained for a longer period where required by law or for legitimate legal or business purposes.

## **10. Your Rights**

Subject to applicable law, you may have rights relating to your personal information, including the ability to:

- Request information about the personal data we process about you

- Request correction of inaccurate or incomplete personal information
- Request deletion of personal information where legally permissible
- Withdraw consent where processing is based on consent
- Raise a grievance regarding the processing of your personal information
- Exercise other rights available to you under applicable data-protection laws

Where processing is based on consent, withdrawal of consent will not affect the lawfulness of processing carried out before withdrawal. Certain information may continue to be retained or processed where required or permitted by applicable law.

Requests should be made using the contact details provided below.

## 11. Children's Information

Coorg Infinity Run 2027 may have specific age eligibility requirements for different race categories.

Where a participant is a minor, registration should be completed or authorized by a parent or lawful guardian where required.

We do not knowingly seek to collect personal information from children beyond what is reasonably necessary for event registration, eligibility, safety, and administration.

## 12. Third-Party Websites and Links

Our Website may contain links to third-party websites, services, sponsors, partners, payment providers, accommodation providers, or other external platforms.

Idovent is not responsible for the privacy practices, content, security, or policies of third-party websites. We encourage users to review the privacy policies of such third-party services before providing personal information.

## 13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, event operations, or applicable laws and regulations.

Any updated version will be published on this page with a revised "Last Updated" date.

Your continued use of the Website after an updated Privacy Policy is published will be subject to the updated policy, to the extent permitted by applicable law.

## 14. Grievance and Privacy Contact

### **Idovent Private Limited**

5th Floor, Tech Garden, Udyog Vihar – VII

Gurgaon – 122001, India

**Email:** [Insert Support/Privacy Email]

**Phone:** [Insert Support Number]

For privacy-related requests, please mention "Privacy Request – Coorg Infinity Run 2027" in the subject line.

We will make reasonable efforts to review and respond to your request in accordance with applicable law.

## 15. Consent

By registering for Coorg Infinity Run 2027, submitting your personal information, or using our Website, you acknowledge that you have read and understood this Privacy Policy.

Where consent is required under applicable law, you provide consent to the collection and processing of your personal information for the purposes described in this Privacy Policy.

You may withdraw consent where applicable, subject to legal and operational requirements.

**Event:** Coorg Infinity Run 2027

**Location:** Coorg, Karnataka, India

**Organizer:** Idovent Private Limited