

Privacy Policy

Last updated: April 2026

Khidma.live ("Khidma", "we", "us", or "our") is committed to protecting your personal information. This Privacy Policy explains what data we collect, why we collect it, how we use it, and your rights regarding that data.

This policy applies to all users of www.khidma.live and our services, including users in India, the United Kingdom, the United Arab Emirates, and the United States of America.

1. Who We Are

Khidma.live is a private online guidance platform connecting Muslim users with verified Islamic scholars and Muslim psychologists for one-on-one audio sessions.

Contact: Email: connect@khidma.live Website: www.khidma.live

2. What Data We Collect

We collect the following types of personal information:

Information you provide directly:

- Name and contact details (email address, phone number)
- Demographic information (age, gender, location/region)
- Information submitted through our intake forms and Nafs Assessment tool
- Questions submitted through our anonymous Q&A portal
- Payment information (processed securely by our payment provider - we do not store card details)

Information collected automatically:

- Browser type, device type, and operating system
- General location and region
- Pages visited and time spent on our website
- Cookie data (see our Cookie Policy)

3. Special Category Data

The nature of Khidma's services means we handle **sensitive personal data**, specifically:

- Emotional wellbeing, mental health, and psychological concerns you share with us
- **Religious beliefs and practices** — Islamic guidance, faith-related questions, and spiritual matters

Under UK GDPR and applicable data protection law, this data receives the highest level of protection. We only process it to provide you with the services you have requested and with your explicit consent.

We do not use your sensitive data for marketing, profiling, or any purpose beyond delivering your session.

4. How We Use Your Data

We use your information for the following purposes:

Purpose	Legal Basis
To book and deliver your session	Performance of a contract
To match you with the right scholar or counsellor	Performance of a contract
To process your payment	Performance of a contract
To communicate with you about your booking	Performance of a contract
To handle complaints or queries	Legitimate interest
To improve our platform and services	Legitimate interest
To send you service-related updates	Legitimate interest
To comply with legal obligations	Legal obligation

We will only send you marketing communications if you have explicitly opted in. You can withdraw consent at any time.

5. How We Store Your Data

Your data is stored securely on encrypted servers. We take appropriate technical and organisational measures to protect your information against unauthorised access, loss, or disclosure.

Session conversations take place via Google Meet. Please refer to Google's Privacy Policy for information on how Google processes data within their platform.

We retain your personal data for as long as necessary to provide our services and comply with our legal obligations. Session-related records are retained for a maximum of 2 years unless you request earlier deletion.

6. Who We Share Your Data With

We do not sell your personal data. We do not share it with third parties for marketing purposes.

We may share your data with:

- **Scholars and counsellors** — only to the extent necessary to deliver your session
 - **Payment processors** — to securely process your transaction
 - **Google (Meet)** — as the platform through which sessions are conducted
 - **Legal authorities** — if required to do so by law
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7. International Data Transfers

Khidma serves users in the UK, UAE, and USA. If your data is transferred across borders, we ensure appropriate safeguards are in place in accordance with applicable data protection law, including UK GDPR Standard Contractual Clauses where required.

8. Your Rights

Depending on your location, you have the following rights regarding your personal data:

UK users (UK GDPR):

- Right to access your data
- Right to correct inaccurate data
- Right to erasure ("right to be forgotten")
- Right to restrict processing
- Right to data portability
- Right to object to processing
- Right to withdraw consent at any time
- Right to lodge a complaint with the UK Information Commissioner's Office (ICO):
www.ico.org.uk

UAE users:

- Right to access, correct, and request deletion of your data in accordance with the UAE Personal Data Protection Law (PDPL) 2021

USA users (California — CCPA):

- Right to know what personal information is collected
- Right to delete personal information
- Right to opt out of the sale of personal information (we do not sell data)
- Right to non-discrimination for exercising your rights

To exercise any of your rights, please contact us at: connect@khidma.live. We will respond within 30 days.

9. Children's Privacy

Khidma's services are intended for adults aged 18 and over. We do not knowingly collect personal data from anyone under the age of 18. If you believe a minor has submitted data to us, please contact us immediately.

10. Changes to This Policy

We may update this Privacy Policy from time to time. When we do, we will update the "Last updated" date at the top of this page. For significant changes, we will notify you by email or a notice on our website.

11. Contact Us

For any questions about this Privacy Policy or how we handle your data:

Email: connect@khidma.live **Website:** www.khidma.live