

AstroNext.ai Legal Policy Benchmark & Recommended Clauses

Prepared for AstroNext.ai | Privacy Policy, Terms & Conditions, Refund/Cancellation, Shipping, User Conduct and Compliance

Last updated: June 2025 | Report generated for website policy drafting and internal review

Important Note: This report is a drafting and benchmarking document, not legal advice. Before publishing, AstroNext.ai should have the final policies reviewed by a qualified legal professional and should insert its registered entity name, registered address, GST/CIN details, and final grievance officer details.

1. Executive Summary

Astrology apps generally combine three policy layers: (1) privacy and data handling, (2) commercial terms for consultations, reports and store products, and (3) user conduct, dispute resolution and liability limitations. Astrotalk, Astroyogi and InstaAstro commonly use strict refund controls, wallet-based refund mechanisms, user obligation clauses, disclaimers on prediction accuracy, and arbitration/jurisdiction clauses. AstroNext.ai should adopt a clearer and more user-friendly version of these clauses, while adding DPDP Act 2023 compliance and GDPR language for a more complete public-facing policy set.

2. Competitor Benchmark: What Other Astrology Platforms Do

Area	Astrotalk	Astroyogi	InstaAstro	AstroNext Recommendation
Privacy & consent	Collects personal, contact and birth details; takes website-use consent; phone number is protected from direct sharing with astrologers.	Defines personal information and states that chat/email/voice communications may be retained as transcripts.	Has grievance request section requiring complaint details and support email.	Add explicit consent, purpose limitation, birth-detail handling, WhatsApp/OTP processing, and data rights under DPDP/GDPR.
Refunds for consultations	No refund for connected calls; refunds may go to wallet after quality audit; no refund for wrong contact details.	Claims 100% refund for genuine cases, subject to audit; refund request within one week.	Cancellations may be requested within 1 hour before processing; refund to wallet for platform cancellation.	Use a fair model: platform failure = refund/reschedule; user cancellation <24 hours = may not qualify; quality complaints reviewed within defined window.
Physical products	Store return/replacement within 7 days for defective/damaged/wrong item with photos/videos.	Non-returnable for used/altered/personalized items; INR 100 processing fee for original payment refund.	Refund considered for transit damage only with unpacking video within 2 days.	Adopt 7-day return for damaged/wrong item, require unboxing proof, exclude customized/consecrated/perishable sacred items.
User conduct	Prohibits false, misleading, defamatory, harmful, hateful, infringing and unlawful content.	IP protection and legal disclosure clauses.	IP protection, third-party liability and platform availability clauses.	Add clear prohibited activities: abuse, fraud, scraping, bypassing platform, fake accounts, harmful content, illegal use.
Dispute resolution	Arbitration in New Delhi under Arbitration and Conciliation Act, 1996; Indian law.	Indian law; audit finality in refunds.	Binding arbitration in New Delhi under Arbitration and Conciliation Act, 1996.	Use India law, good-faith support escalation, arbitration, and selected jurisdiction based on registered office.

3. Clause-by-Clause Findings & Recommended AstroNext.ai Position

DPDP Act 2023 Compliance

- Recognize AstroNext.ai as a data fiduciary for user data collected for consultations, Kundli reports, puja bookings and Divine Store orders.
- State purposes of processing clearly: account creation, OTP, consultations, Kundli reports, payments, support, fraud prevention, legal compliance and service improvement.
- Provide rights for access, correction, completion, updating, erasure, consent withdrawal, grievance redressal and nominee requests where applicable.
- Publish a grievance contact and response timeline.

GDPR Compliance Language

- Use GDPR language if AstroNext may serve users in the EU/EEA/UK or collect their data.
- Mention lawful bases such as consent, contract performance, legitimate interests and legal obligations.
- Add rights of access, rectification, erasure, restriction, objection, portability and consent withdrawal, subject to applicable law.
- Add international transfer and retention language.

Grievance Officer Section

- InstaAstro provides a grievance request route with support email and complaint information requirements.
- AstroNext should add a named Grievance Officer or interim officer designation, email, physical office address, and expected resolution timeline.
- Use support@astronext.ai now, but replace placeholder officer details before publishing.

Registered Business Address

- Most mature policy pages identify the company/entity responsible for the platform.
- AstroNext must insert registered legal entity name, registered office address, CIN/LLPIN/GST if applicable, and support contact.
- Until entity details are finalized, mark the address as placeholder and do not publish as final.

Shipping & Delivery Policy Reference

- Astrotalk Store and Astroyogi Store use separate product return/refund policies for physical goods.
- AstroNext should keep a separate Shipping & Delivery Policy for Divine Store items and cross-reference it in Terms and Refund Policy.
- Mention expected dispatch timelines, delivery areas, delays, failed delivery, shipping charges, and tracking.

Cancellation Policy

- Astrotalk and InstaAstro restrict refunds once processing begins; Astroyogi routes genuine claims through an audit team.
- AstroNext should define cancellation windows separately for consultations, puja bookings, Kundli reports and physical products.
- Suggested: consultations cancelled 24+ hours before session may be rescheduled/refunded; less than 24 hours may not qualify; platform failure qualifies for reschedule/refund.

Astrology Disclaimer

- Astrotalk says it does not guarantee prediction accuracy or effectiveness and that services are transparent under applicable laws.
- AstroNext should state that astrology, numerology, tarot, vastu, rituals and spiritual guidance are belief-based/informational services and not professional medical, legal, financial or psychological advice.
- Add emergency warning: users should contact qualified professionals for health, legal, financial, safety or mental-health issues.

Arbitration / Dispute Resolution

- Astrotalk and InstaAstro both use arbitration in New Delhi under the Arbitration and Conciliation Act, 1996.
- AstroNext should include a staged process: first support/grievance escalation, then arbitration if unresolved.
- Jurisdiction should match the registered office/city chosen by AstroNext legal counsel.

Force Majeure

- Force majeure wording was not clearly found in Astrotalk/InstaAstro pages reviewed, but it is a standard protection for online platforms.

- AstroNext should add non-liability for delays/failures due to events beyond reasonable control: internet outages, payment gateway failures, telecom failures, natural disasters, strikes, law-and-order events, government action, war, epidemics, cyberattacks, platform outages and acts of God.

User Conduct & Prohibited Activities

- Astrotalk contains detailed user obligation restrictions against harmful, defamatory, infringing and unlawful content.
- AstroNext should prohibit harassment of astrologers, abusive messages, fake accounts, payment fraud, scraping, reverse engineering, bypassing platform payments, sharing astrologer/user contact details outside the platform, impersonation and illegal use.
- Add the right to remove content, restrict access or suspend accounts for violations.

Account Suspension / Termination

- Astrotalk mentions account closure/suspension/termination in wallet and service credit terms and prohibits multiple active accounts.
- AstroNext should reserve rights to suspend or terminate accounts for fraud, abuse, policy breach, payment disputes, misuse of consultation services, illegal conduct or risk to platform safety.
- Define what happens to pending bookings, wallet balances or refunds upon suspension, subject to law.

4. Ready-to-Use Draft Clauses for AstroNext.ai

DPDP Act 2023 & Privacy Rights

AstroNext.ai processes personal data in accordance with applicable Indian data protection laws, including the Digital Personal Data Protection Act, 2023 where applicable. Users may request access, correction, completion, updating, deletion, withdrawal of consent, grievance redressal, and other applicable rights by emailing support@astronext.ai. AstroNext.ai may retain information where required for legal compliance, fraud prevention, dispute resolution, tax/accounting records, or completion of requested services.

GDPR Rights

Where the General Data Protection Regulation applies, users may have rights to access, rectify, erase, restrict or object to processing of personal data, request portability, and withdraw consent. AstroNext.ai may process data based on consent, performance of a contract, legitimate interests, and legal obligations. Requests may be submitted to support@astronext.ai.

Grievance Officer

For privacy, content, payment, or service-related grievances, users may contact: Grievance Officer, AstroNext.ai, Email: support@astronext.ai, Address: [Insert Registered Business Address]. Complaints should include the user name, contact details, order/booking ID, issue description, and supporting documents. AstroNext.ai will review and respond within a reasonable timeframe as required by applicable law.

Registered Business Details

AstroNext.ai is operated by [Insert Legal Entity Name], having its registered office at [Insert Registered Address], India. CIN/LLPIN/GST: [Insert if applicable]. Official support email: support@astronext.ai.

Shipping & Delivery Reference

Physical products sold through the Divine Store are governed by AstroNext.ai Shipping & Delivery Policy. Delivery timelines are estimates and may vary due to courier availability, address accuracy, serviceable pin codes, holidays, weather, logistics issues, or force majeure events.

Cancellation Policy

Consultations cancelled at least 24 hours before the confirmed session may be eligible for rescheduling or refund subject to review. Cancellations made less than 24 hours before the confirmed session, user no-show, wrong contact details, failure to answer calls/messages, or incomplete information may not qualify for refund. Kundli reports cannot be cancelled once processing has started. Puja bookings may be cancelled only before ritual arrangements begin.

Astrology Disclaimer

AstroNext.ai provides astrology, numerology, tarot, vastu, puja, spiritual and related guidance for informational, cultural and spiritual purposes only. Predictions and remedies are belief-based and no outcome is guaranteed. Services are not a substitute for professional medical, legal, financial, psychological or emergency advice.

Arbitration & Dispute Resolution

Any dispute arising out of or relating to AstroNext.ai services shall first be raised through support@astronext.ai for good-faith resolution. If unresolved, the dispute may be referred to arbitration under the Arbitration and Conciliation Act, 1996 by a sole arbitrator mutually appointed by the parties. The seat and venue of arbitration shall be [Insert City, India], the language shall be English, and the award shall be final and binding. Courts at [Insert City] shall have jurisdiction for interim relief and enforcement.

Force Majeure

AstroNext.ai shall not be responsible for delay, interruption, non-performance, or failure of services caused by events beyond its reasonable control, including internet or telecom outages, payment gateway failure, natural disasters, acts of God, epidemics, cyberattacks, strikes, riots, war, government action, platform downtime, logistics disruption, or failure of third-party service providers.

User Conduct & Prohibited Activities

Users must not misuse AstroNext.ai, harass astrologers or users, share abusive or unlawful content, impersonate others, create fake or multiple accounts, scrape or copy platform data, bypass platform payments, solicit direct

off-platform transactions, upload infringing content, interfere with platform security, or use the services for illegal, harmful or fraudulent purposes.

Account Suspension / Termination

AstroNext.ai may suspend, restrict or terminate access to any account if it reasonably believes that the user has violated these Terms, engaged in fraud, harassment, payment abuse, platform misuse, unlawful activity, or conduct harmful to AstroNext.ai, its astrologers, users or service providers. Pending refunds or credits, if any, shall be handled according to the Refund Policy and applicable law.

5. Source Notes

The following public pages were reviewed for benchmarking. URLs are included for audit and legal-team review:

Astrotalk Privacy Policy: <https://astrotalk.com/privacy-policies>

Astrotalk Terms and Conditions: <https://astrotalk.com/terms-and-conditions>

Astrotalk Refund and Cancellation Policy: <https://astrotalk.com/refund-and-cancellation-policy>

Astrotalk Store Refund Policy: <https://astrotalk.store/policies/refund-policy>

Astroyogi Terms / Privacy / Refund sections: <https://www.astroyogi.com/android-termandcondition.aspx>

Astroyogi Store Return and Refund Policy: <https://store.astroyogi.com/pages/return-and-refund-policy>

InstaAstro Terms and Conditions: <https://instaastro.com/terms-and-conditions/>

InstaAstro Privacy Policy: <https://instaastro.com/privacy-policies/>

India DPDP Act, 2023 - MeitY: <https://www.meity.gov.in/static/uploads/2024/06/2bf1f0e9f04e6fb4f8fef35e82c42aa5.pdf>

GDPR Legal Text / Overview: <https://gdpr-info.eu/>

6. Final Implementation Checklist

- Insert final registered entity name, office address, GST/CIN/LLPIN and support contact.
- Confirm grievance officer name/designation and response timeline with legal counsel.
- Choose arbitration seat and court jurisdiction according to registered office and legal advice.
- Publish four linked pages: Privacy Policy, Terms & Conditions, Refund/Cancellation Policy, Shipping & Delivery Policy.
- Ensure checkout pages show refund eligibility before payment.
- Ensure WhatsApp/OTP, payment partner, analytics and hosting vendors are covered in the privacy policy.
- Add consent checkboxes or consent text for Kundli birth details and consultation recordings if recorded.
- Keep refund decisions documented with order ID, complaint details and audit reason.