

Privacy Policy – Visitor Access Management System (VAMS)

The **Visitor Access Management System (VAMS)** has been developed for the **Directorate General of Shipping (DGS), Ministry of Ports, Shipping and Waterways, Government of India**, to facilitate secure visitor registration, visitor verification, and QR code-based gate pass management for entry into Directorate General of Shipping premises.

The Directorate General of Shipping is committed to protecting the privacy, confidentiality, and security of personal information collected through the VAMS mobile application. This Privacy Policy explains the nature of information collected, the purposes for which it is collected, how it is processed, stored, disclosed, retained, and protected, and the rights available to users in relation to their personal information.

Information Collected

The VAMS mobile application collects only the information necessary for providing its intended services, including:

- Mobile number for One-Time Password (OTP)-based authentication.
- Visitor's full name.
- Identity proof details (such as Aadhaar, PAN, Passport, or Driving License).
- Identity proof document uploaded by the visitor.
- Visitor photograph.
- Visit-related information, including purpose of visit, host details (where applicable), and date and time of visit.
- Device-generated technical information necessary for the secure functioning of the application, such as device identifier, operating system version, application version, IP address, and system logs.

The application does not collect personal information beyond what is necessary for visitor authentication, visitor pass processing, identity verification, and access management.

Purpose of Collection

The information collected through the application is used solely for official purposes, including:

- Authenticating users through OTP verification.
- Processing visitor registration and visitor pass requests.
- Verifying visitor identity.
- Generating and validating QR code-based gate passes.
- Facilitating secure access to Directorate General of Shipping premises.
- Maintaining visitor records for administrative, operational, and security purposes.
- Auditing system usage and ensuring compliance with applicable Government policies.
- Supporting security monitoring, incident investigation, and access control management.

Personal information shall not be used for marketing, promotional, advertising, profiling, or commercial purposes.

Processing of Data

The personal information collected through the VAMS application is processed strictly for official, administrative, operational, and security purposes associated with visitor management and access control.

The processing activities may include:

- Collection of visitor registration information and identity verification documents.

- Authentication of users through OTP-based verification mechanisms.
- Validation and verification of visitor identity and visit requests.
- Generation, issuance, validation, and management of QR code-based visitor passes.
- Security screening, visitor monitoring, access authorization, and gate-entry management.
- Maintenance of visitor records for operational, audit, legal, administrative, and security requirements.
- Investigation of security incidents, unauthorized access attempts, misuse, or violations of applicable policies.
- Compliance with applicable laws, Government directives, audit requirements, and record management obligations.

Personal information is processed only by authorized personnel and authorized systems. Access is provided strictly on a role-based and need-to-know basis.

Personal information is stored securely and protected through appropriate administrative, technical, and organizational safeguards. Data is retained, archived, anonymized, or deleted in accordance with applicable Government record-retention requirements and operational needs.

Cookies Management

The VAMS mobile application generally does not use cookies in the manner commonly associated with web browsers.

However, the application may utilize limited technical mechanisms such as session tokens, device identifiers, application preferences, or similar technologies necessary for:

- User authentication and session management.
- Maintaining application functionality and security.
- Preventing unauthorized access and misuse.
- Improving application performance and reliability.
- Recording operational and security logs.

Such technologies do not track users for advertising, profiling, analytics, or commercial marketing purposes.

Where any web-based components associated with the VAMS system utilize cookies or similar technologies, such usage shall be limited to essential operational, security, and performance-related purposes.

Disclosure of Information

The personal information collected through the VAMS application is used exclusively for the official functions of the Directorate General of Shipping.

The information shall not be sold, rented, traded, or otherwise disclosed to any third party except:

- Where disclosure is required under applicable laws, rules, regulations, or judicial directions.
- Where disclosure is required by a competent Government authority.
- Where disclosure is necessary for investigation, security, audit, or lawful administrative purposes.
- Where disclosure is required to protect the security, integrity, or operation of the VAMS application or Government infrastructure.

Access to visitor information is strictly restricted to authorized officials responsible for processing, approving, monitoring, or verifying visitor requests.

Children's Privacy

The VAMS application is not intended for use by children under 18 years of age.

Personal information of children under 18 years of age is not knowingly collected, processed, or stored through the application. If it is discovered that personal information of a child has been inadvertently collected, appropriate steps

shall be taken to delete or otherwise manage such information in accordance with applicable legal and administrative requirements.

Data Localization / Cross-Border Transfer

Visitor information collected through the VAMS application is stored and processed within infrastructure authorized by the Government of India.

Personal information is not transferred outside India except:

- Where required under applicable laws, regulations, judicial orders, or Government directives.
- Where expressly authorized under Government-approved processes and safeguards.
- Where necessary to comply with statutory obligations.

Any such transfer, where permitted, shall be undertaken in accordance with applicable legal and regulatory requirements.

Permissions Disclosure

The VAMS application may request access to the following device permissions solely for official operational purposes:

Camera

- To capture visitor photographs.
- To scan or capture identity proof documents.
- To facilitate QR code scanning and verification.

Storage / Media Access

- To upload identity proof documents and supporting files where applicable.
- To temporarily store files required for visitor registration and verification.

Internet Access

- To communicate with backend servers.
- To support authentication, visitor pass generation, and system operations.

Notifications

- To provide visitor registration status updates.
- To notify users regarding approval, rejection, gate pass issuance, or other application-related events, where enabled.

The application requests only those permissions that are necessary for providing its intended functionality.

Authorized Technology Service Provider (TSP)

The Directorate General of Shipping may engage authorized Technology Service Providers (TSPs), system integrators, managed service providers, cloud service providers, or technical support agencies for the development, hosting, operation, maintenance, monitoring, and security of the VAMS application.

For these purposes, limited access to personal information may be provided to such authorized entities strictly on a need-to-know basis and solely for:

- Application hosting and infrastructure management.
- System administration and maintenance.
- Technical support and troubleshooting.
- Cybersecurity monitoring and incident response.
- Data backup, disaster recovery, and business continuity operations.

- Performance monitoring and operational support.

All authorized service providers shall be contractually bound by appropriate confidentiality, privacy, security, and data protection obligations. Such providers shall not use personal information for any purpose other than providing authorized services to the Directorate General of Shipping.

Data Security

Reasonable administrative, technical, and organizational safeguards have been implemented to protect personal information against unauthorized access, disclosure, alteration, destruction, misuse, or accidental loss.

These measures include:

- Access controls and role-based authorization.
- Authentication and identity verification mechanisms.
- Secure communication protocols and encryption where applicable.
- Audit logging and monitoring.
- Security reviews and incident management procedures.
- Backup and disaster recovery mechanisms.

While every reasonable effort is made to secure the information collected, no electronic transmission or storage system can be guaranteed to be completely secure. Therefore, absolute security cannot be guaranteed.

Data Retention & Deletion

- Personal information collected through the VAMS application is retained only for as long as necessary to provide the requested services or as required under applicable laws, Government regulations, security requirements, audit obligations, administrative requirements, and record retention policies.
- The registered mobile number used for OTP-based authentication is retained for account management and security purposes. For users selecting the **Multiple Visit** option, the application allows them to choose a retention period (such as **6 months, 1 year, 3 years, or 5 years**) to save their visit information for future visits. The selected duration determines how long the information remains available for reuse within the application.
- After the selected duration expires, the saved visit information may no longer be available for reuse within the application. However, the information may continue to be retained, archived, anonymized, or processed where required under applicable laws, Government record-retention policies, security requirements, audit obligations, or other administrative directives.

Data Deletion Mechanism

Requests for correction, deletion, or removal of personal information may be submitted to the Directorate General of Shipping, subject to applicable legal, operational, administrative, security, and record-retention requirements.

Deletion requests may not be immediately fulfilled where:

- Retention is required by law.
- Records are required for security investigations or audit purposes.
- Information forms part of official Government records.
- Retention is necessary for the establishment, exercise, or defines of legal claims.

Where deletion is permissible, the information shall be securely removed, anonymized, or archived in accordance with applicable Government procedures and security standards.

User Personal data breach

Any personal data breach shall be managed in accordance with the Directorate General of Shipping's incident management and response procedures and shall be reported to the appropriate regulatory, governmental, or statutory authorities, wherever required under applicable laws, regulations, or directives of any such instance.

User Rights

Users may request correction of inaccurate or incomplete information, wherever permissible under applicable laws and administrative procedures.

Requests relating to visitor records may be submitted to the Directorate General of Shipping through the contact details provided below. Such requests shall be processed subject to applicable legal, administrative, security, and record-retention requirements.

Third-Party Services

The VAMS application does not use personal information for advertising, commercial analytics, profiling, or marketing purposes.

Where the application relies upon standard platform services provided by the mobile operating system or associated infrastructure (such as OTP delivery, notification services, security services, or hosting infrastructure), such services shall operate in accordance with their respective privacy and security policies.

Grievance Redressal

Any concerns relating to the processing of personal information, privacy-related grievances, correction requests, deletion requests, or complaints may be submitted to the Directorate General of Shipping through the contact details provided in this Privacy Policy.

The Directorate General of Shipping shall make reasonable efforts to review and address such grievances in accordance with applicable laws, Government policies, and administrative procedures.

Policy Updates

The Directorate General of Shipping reserves the right to revise, amend, or update this Privacy Policy from time to time to reflect changes in legal requirements, Government policies, operational requirements, technological developments, security considerations, or improvements to the application.

Any updated version of this Privacy Policy shall become effective from the date of its publication within the application.

Contact Information

For any questions, concerns, requests, or grievances relating to this Privacy Policy or the processing of personal information, users may contact:

Directorate General of Shipping

Ministry of Ports, Shipping and Waterways
Government of India

Email: dgship-dgs@nic.in

Governing Law and Jurisdiction

This Privacy Policy shall be governed by and construed in accordance with the laws of the Republic of India.

Any dispute arising out of or relating to the use of the VAMS application shall be subject to the jurisdiction of the competent courts and authorities in India.

User Consent

By downloading, accessing, registering, or using the Visitor Access Management System (VAMS) mobile application, you acknowledge that you have read, understood, and agreed to the terms of this Privacy Policy.

You consent to the collection, processing, storage, use, retention, disclosure, archival, and deletion of your information for the purposes described herein and in accordance with applicable laws, Government policies, and administrative requirements.

Compliance Statement

The collection, processing, storage, retention, disclosure, transfer, and protection of personal information through the VAMS application shall be carried out in accordance with applicable laws of India, including the provisions of the **Digital Personal Data Protection Act, 2023 (DPDP Act)** and other applicable Government rules, policies, cybersecurity guidelines, and administrative instructions, as amended from time to time.