PolicyPass
by AirLegal

SAMPLE REPORT

Legal audit for Indian SaaS

Legal audit report

awesome-saas.in

₹2 lakh at risk

if 10 users take the gaps in this report to consumer court. 14 gaps found across 8 areas of Indian law.

14	11	7	32
gaps to fix	need the owner's answer	OK	checks run

SITE AUDITED
awesome-saas.in

DATE OF SCAN
24 November 2026

PAGES READ
Homepage, Privacy policy, Terms, Contact, Pricing

PREPARED BY
PolicyPass, a product of AirLegal Technologies Pvt Ltd

This is a sample. awesome-saas.in is a made-up site and these are example results, shown so you can see exactly what your own report will contain.

How to read this report

1
Summary. Where the gaps are, area by area, and what they could cost.

2
Findings. Every check: what we found on the site and exactly what to change.

3
Action plan. The fixes in the order to do them, as a checklist.

Gap Something a user, a regulator or a payment gateway can point to today.

OK The scan found what the rule asks for.

Needs your answer Can't be seen from outside the site. The owner answers Yes or No.

Summary by area

AREA	GAPS	TO ANSWER	OK	WHAT A GAP CAN COST
Consumer protection	2	0	2	Refund + ₹10,000 each
Data protection	5	1	0	New law, penalty untested
Payments	2	2	0	₹1 lakh penalty
AI features	2	2	0	New law, penalty untested
Contracts	1	1	2	Open-ended
Company and tax	1	1	1	₹1,000 a day
Security	1	2	1	New law, penalty untested
Marketing and messaging	0	2	1	No gaps seen

The three to fix first

1 **Refund and cancellation policy published**
Publish a refund and cancellation policy that says who gets a refund, how to ask and how many days it takes, and link it in the footer and at checkout.

2 **Cancelling is as easy as subscribing**
Add a cancel button inside account settings that works without emailing or calling support.

3 **Policy pages gateways ask for**
Publish the missing pages. Gateways check for privacy, terms, refund and cancellation, and contact pages before activating an account.

What these gaps could cost

A user who is refused a refund, or misled about a price or a renewal, can take it to a consumer commission. Filing is online and free for claims under ₹5 lakh, and they don't need a lawyer. You do.

IF THIS MANY USERS FILE	REFUNDS	COMPENSATION	YOUR LAWYER	TOTAL
1	₹5,000	₹10,000	₹50,000	**₹65,000**
10	₹50,000	₹1 lakh	₹50,000	**₹2 lakh**
50	₹2.5 lakh	₹5 lakh	₹50,000	**₹8 lakh**
100	₹5 lakh	₹10 lakh	₹50,000	**₹15.5 lakh**

How the estimate is worked out

- Refund: ₹5,000 a user, a year on the sample plan.
- Compensation: about ₹10,000 a user. Real consumer court orders against app companies ran from ₹5,000 to ₹20,000.
- Lawyer: about ₹50,000 for a district-level case.

Not counted in that figure

- **Data protection:** new law, penalty untested
- **Payments:** ₹1 lakh penalty
- **AI features:** new law, penalty untested
- **Contracts:** open-ended
- **Company and tax:** ₹1,000 a day
- **Security:** new law, penalty untested

An estimate, not a prediction. What happens in any one case depends on the facts. In your own report you set the number of users and the amount each one paid.

Findings, area by area

Every check that was run, with what was found on awesome-saas.in and what to change.

1. Consumer protection

2 gaps

Consumer Protection Act, 2019, E-Commerce Rules, 2020 and the Dark Patterns Guidelines, 2023

What it can cost: A user who is refused a refund can go to consumer court. In real orders against app companies, compensation on top of the refund ran from ₹5,000 to ₹20,000 a user. The estimate uses ₹10,000 plus the refund.

Refund and cancellation policy published — Gap

WHAT WE FOUND No refund, return or cancellation policy is linked from the homepage or footer, and none exists at the usual addresses.

WHAT TO DO Publish a refund and cancellation policy that says who gets a refund, how to ask and how many days it takes, and link it in the footer and at checkout.

Full price shown before payment — OK

Found on the pages read. Nothing to change.

No pre-ticked add-ons or forced sign-ups — OK

Found on the pages read. Nothing to change.

Cancelling is as easy as subscribing — Gap

WHAT WE FOUND Answered by the owner: cancelling needs an email to support, while subscribing takes two clicks.

WHAT TO DO Add a cancel button inside account settings that works without emailing or calling support.

2. Data protection

5 gaps

Digital Personal Data Protection Act, 2023 and DPDP Rules, 2025

What it can cost: The DPDP Act sets a ceiling of ₹50 crore for breaching its notice, consent and grievance duties. No penalties have been ordered under it yet, so the estimate leaves it out.

Privacy notice lists what you collect and why — Gap

WHAT WE FOUND The privacy policy is a short generic page. It doesn't list the personal data collected or the purpose for each kind.

WHAT TO DO Publish a privacy policy that lists every kind of personal data you collect and the specific purpose for each, and link it from every page footer.

Consent asked before trackers load — Gap

WHAT WE FOUND Google Analytics and Meta Pixel load as soon as the homepage opens. There is no consent banner.

WHAT TO DO Add a consent banner that holds analytics and ad scripts back until the visitor says yes, with a reject button as prominent as accept.

Withdrawing consent is as easy as giving it — Gap

WHAT WE FOUND The privacy policy has no section on withdrawing consent, and the site offers no setting or link for it.

WHAT TO DO Say in your privacy policy how consent can be withdrawn, and offer a link or setting that does it in one step.

Grievance contact published — Gap

WHAT WE FOUND No grievance contact or data-protection contact is named anywhere on the site.

WHAT TO DO Name a grievance contact with an email address in your privacy policy and contact page.

Retention and deletion period stated — Gap

WHAT WE FOUND The privacy policy doesn't say how long data is kept or how a person can ask for deletion.

WHAT TO DO State how long you keep each kind of data and how a person can ask for deletion.

Age check where children may sign up — Needs your answer

QUESTION FOR THE OWNER If under-18s could sign up, do you check age and get a parent's consent?

3. Payments — 2 gaps

RBI rules on recurring payments and card storage, plus payment gateway onboarding requirements

What it can cost: An unclear renewal is a dark pattern. The lowest penalty the consumer authority ordered for one in 2026 was ₹1 lakh. Gateways also hold activation until policy pages are live.

Policy pages gateways ask for — Gap

WHAT WE FOUND The refund page is missing. The other pages payment gateways ask for are live.

WHAT TO DO Publish the missing pages. Gateways check for privacy, terms, refund and cancellation, and contact pages before activating an account.

Auto-renewal disclosed before payment — Gap

WHAT WE FOUND The pricing page shows monthly and yearly plans, but nothing on the site says they renew automatically.

WHAT TO DO State next to the price and the pay button that the plan renews automatically, how often and for how much.

Notice sent before each recurring charge — Needs your answer

QUESTION FOR THE OWNER Does the customer get a notice at least 24 hours before each recurring charge?

Card details kept off your servers — Needs your answer

QUESTION FOR THE OWNER Do card numbers stay with your payment gateway, never on your own servers?

4. AI features — 2 gaps

IT Act and Rules, MeitY advisories on AI, and the DPDP Act for data sent to AI providers

What it can cost: Undisclosed sharing with AI providers falls under the same DPDP Act ceiling as data protection, and is left out of the estimate for the same reason.

Users told when they're talking to AI — Needs your answer

QUESTION FOR THE OWNER Are users told when a reply or result comes from AI, not a person?

Policy says whether user data trains models — Gap

WHAT WE FOUND The homepage advertises an AI assistant. The privacy policy and terms don't say whether customer data is used to train models.

WHAT TO DO State in your privacy policy whether customer data is used to train models, yours or a provider's, and how to opt out.

AI providers named as data recipients — Gap

WHAT WE FOUND The privacy policy mentions "service providers" in general. No AI provider is named as receiving user data.

WHAT TO DO List each AI provider that receives user data in your privacy policy, with what is sent and why.

AI-generated content labelled — Needs your answer

QUESTION FOR THE OWNER Is AI-generated content labelled as such where users or the public see it?

5. Contracts

1 gap

Indian Contract Act, 1872 and the IT Act, 2000

What it can cost: No statutory penalty, but weak terms leave your liability open in a dispute.

Terms and conditions published — OK

Found on the pages read. Nothing to change.

Liability and warranty limits — OK

Found on the pages read. Nothing to change.

Governing law and dispute clause — Gap

WHAT WE FOUND The terms have no clause on governing law, jurisdiction or how disputes are raised.

WHAT TO DO Add a clause naming Indian law, the city whose courts have jurisdiction, and how disputes are raised.

Data processing agreement for business customers — Needs your answer

QUESTION FOR THE OWNER Do you offer business customers a data processing agreement?

6. Company and tax

1 gap

Companies Act, 2013 and GST law

What it can cost: Companies Act, 2013, section 12: ₹1,000 a day up to ₹1 lakh, for the company and each officer.

Legal name, CIN and registered address on the site — Gap

WHAT WE FOUND The footer shows a private limited company name, but no CIN and no registered office address.

WHAT TO DO Add your company's legal name, CIN, registered office address, phone and email to the site footer or contact page.

Contact email and phone shown OK

Found on the pages read. Nothing to change.

GSTIN on invoices Needs your answer

QUESTION FOR THE OWNER If you are registered for GST, is your GSTIN on every invoice?

7. Security

1 gap

IT Act, 2000, CERT-In Directions, 2022 and DPDP security safeguards

What it can cost: The DPDP Act sets a ceiling of ₹250 crore for failing to keep reasonable security safeguards. No penalties have been ordered under it yet.

HTTPS on every page OK

Found on the pages read. Nothing to change.

Security headers set Gap

WHAT WE FOUND The server doesn't send Strict-Transport-Security, Content-Security-Policy or X-Frame-Options.

WHAT TO DO Set Strict-Transport-Security, Content-Security-Policy, X-Content-Type-Options and X-Frame-Options on every response.

Process to report incidents to CERT-In Needs your answer

QUESTION FOR THE OWNER Do you have a written process to report a security incident to CERT-In within 6 hours?

Logs kept for the required period Needs your answer

QUESTION FOR THE OWNER Do you keep system logs for 180 days, stored in India?

8. Marketing and messaging

No gaps seen

TRAI commercial communication rules and the ASCI advertising code

Claims on the site you can back up OK

Found on the pages read. Nothing to change.

Unsubscribe link in marketing emails Needs your answer

QUESTION FOR THE OWNER Does every marketing email carry a working unsubscribe link?

SMS sender registered on DLT Needs your answer

QUESTION FOR THE OWNER If you send SMS, are your sender ID and templates registered on a DLT platform?

Action plan

The 14 fixes, in the order to do them. Tick them off, then run the audit again.

Fix first: what a user or a payment gateway can act on today

- [ ] **Refund and cancellation policy published** — Consumer protection
  Publish a refund and cancellation policy that says who gets a refund, how to ask and how many days it takes, and link it in the footer and at checkout.
- [ ] **Cancelling is as easy as subscribing** — Consumer protection
  Add a cancel button inside account settings that works without emailing or calling support.
- [ ] **Policy pages gateways ask for** — Payments
  Publish the missing pages. Gateways check for privacy, terms, refund and cancellation, and contact pages before activating an account.
- [ ] **Auto-renewal disclosed before payment** — Payments
  State next to the price and the pay button that the plan renews automatically, how often and for how much.

Fix next: regulator and contract gaps

- [ ] **Privacy notice lists what you collect and why** — Data protection
  Publish a privacy policy that lists every kind of personal data you collect and the specific purpose for each, and link it from every page footer.
- [ ] **Consent asked before trackers load** — Data protection
  Add a consent banner that holds analytics and ad scripts back until the visitor says yes, with a reject button as prominent as accept.
- [ ] **Withdrawing consent is as easy as giving it** — Data protection
  Say in your privacy policy how consent can be withdrawn, and offer a link or setting that does it in one step.
- [ ] **Grievance contact published** — Data protection
  Name a grievance contact with an email address in your privacy policy and contact page.
- [ ] **Retention and deletion period stated** — Data protection
  State how long you keep each kind of data and how a person can ask for deletion.
- [ ] **Policy says whether user data trains models** — AI features
  State in your privacy policy whether customer data is used to train models, yours or a provider's, and how to opt out.
- [ ] **AI providers named as data recipients** — AI features
  List each AI provider that receives user data in your privacy policy, with what is sent and why.
- [ ] **Governing law and dispute clause** — Contracts
  Add a clause naming Indian law, the city whose courts have jurisdiction, and how disputes are raised.

- [ ] **Legal name, CIN and registered address on the site** — Company and tax

  Add your company's legal name, CIN, registered office address, phone and email to the site footer or contact page.

- [ ] **Security headers set** — Security

  Set Strict-Transport-Security, Content-Security-Policy, X-Content-Type-Options and X-Frame-Options on every response.

Still to answer

These 11 checks can't be seen from outside the site. In your own report you answer each with Yes, No or Doesn't apply, and the totals update straight away.

1	If under-18s could sign up, do you check age and get a parent's consent?	Data protection
2	Does the customer get a notice at least 24 hours before each recurring charge?	Payments
3	Do card numbers stay with your payment gateway, never on your own servers?	Payments
4	Are users told when a reply or result comes from AI, not a person?	AI features
5	Is AI-generated content labelled as such where users or the public see it?	AI features
6	Do you offer business customers a data processing agreement?	Contracts
7	If you are registered for GST, is your GSTIN on every invoice?	Company and tax
8	Do you have a written process to report a security incident to CERT-In within 6 hours?	Security
9	Do you keep system logs for 180 days, stored in India?	Security
10	Does every marketing email carry a working unsubscribe link?	Marketing and messaging
11	If you send SMS, are your sender ID and templates registered on a DLT platform?	Marketing and messaging

How the audit was done

- The scan reads public pages only: the homepage, the policy pages it links to and the headers the server sends.
- It does not log in, submit forms or go through checkout.
- Each check is compared against the law named beside it.

What this report is not

- It is an automated reading, not legal advice on your specific situation.
- It matches wording and page structure, so it can miss things and it can be wrong. Check what was found under each result.
- Sector rules, such as lending, insurance, health, food and medicines, are not covered in detail.

PolicyPass by AirLegal

Want a lawyer to go through your report?

AirLegal works with lawyers who can review your report with you, tell you which gaps matter most for your business and advise on the fixes. Ask from your report.

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