

## **Privacy Policy**

### **For the School Information Access WhatsApp Application**

**Last Updated:** 07 December 2025

#### **1. Introduction**

This Privacy Policy explains how our WhatsApp-based school information service (“the Service”) collects, uses, stores, and protects personal information. The Service allows parents and guardians to securely access records related to their children from the school management system via WhatsApp Business API.

By using the Service, you agree to the practices described in this policy.

#### **2. Information We Collect**

We may collect the following types of information when you interact with the Service:

##### **2.1 Personal Information Provided by Users**

- Parent/guardian mobile number
- Messages sent by you to the WhatsApp chatbot

##### **2.2 Information Retrieved From the School Management System**

Only after successful verification, the system may retrieve and display information such as:

- Student academic records
- Fee statements and payment status
- Notices or communications related to the learner
- Any other school-related information that the school authorizes for parent access

##### **2.3 Technical Information**

- WhatsApp user ID
  - Message timestamps
  - System logs for audit and security purposes
- No profiling, tracking, or third-party analytics are used.

### 3. How We Use the Information

We use the information solely to:

- Verify the identity of the parent or guardian
- Provide authorized access to student records
- Respond to enquiries and deliver requested information through WhatsApp

We DO NOT:

- Use data for marketing
- Sell, share, or distribute data to external third parties
- Store unnecessary information

### 4. Legal Basis for Processing

We process information based on:

- **Consent** provided when you interact with the Service
- **Legitimate interest** of the school to provide parents with secure access to student information
- **Compliance** with applicable education and data protection laws

### 5. Data Storage and Security

- All data is stored securely by the school or its authorized service provider.
- We implement technical and organizational security measures, including encryption, access control, and audit logging.
- No information is permanently stored on WhatsApp servers beyond WhatsApp's standard message retention rules.

### 6. Data Sharing

We do not share personal information with any third parties except:

- The school that owns the data
- Government or legal authorities when legally obligated

We do **not** transfer data outside the jurisdiction unless required and permitted by law.

## **7. Children's Privacy**

The Service provides access **to parents/guardians only**.

The system does not interact directly with minors or collect data from children.

## **8. User Rights**

You have the right to:

- Access the information we hold about you or your child
- Request correction of inaccurate data
- Request deletion of your data
- Withdraw consent at any time

## **9. Data Deletion Instructions**

To request deletion of your data or your WhatsApp interaction history, you should visit your child's school for assistance.

## **10. Changes to This Privacy Policy**

We may update this Policy periodically. Updates will be posted with a revised "Last Updated" date.