

SchoolApp Privacy Policy

Last updated: 18 October 2026

1. Introduction

This Privacy Policy explains how Lumiowl Private Limited (“Lumiowl”, “we”, “us” or “our”) collects, uses, shares and protects personal information when you use the SchoolApp mobile application and our website at lumiowl.com (together, the “Services”). The Services are currently offered only in India, and this policy is written to comply with the Digital Personal Data Protection Act, 2023 (“DPDP Act”) and the Information Technology Act, 2000 and its rules.

SchoolApp is a school management platform used by schools, colleges and institution groups (“Institutions”) and by their staff, parents and students. It covers attendance, classes and timetables, exams and marksheets, tasks and approvals, calendar events, admissions, billing and notifications.

By downloading, accessing or using the Services, you agree to the collection and use of information as described in this policy. If you do not agree, please do not use the Services.

Contact: Lumiowl Private Limited • General: info@lumiowl.com • Privacy and grievances: grievance@lumiowl.com

2. Information we collect

We collect only the information needed to run the Services for your Institution. Most of it is entered by the Institution (its administrators and staff); some is entered by you or collected automatically from your device.

2.1 How accounts are created

- **No public sign-up.** Institutions join SchoolApp through our sales team or by requesting a demo on lumiowl.com.
- **The Institution creates user accounts.** It adds staff, parents and students using their email address. We email each user a temporary password, which they can change at any time using “Forgot password” in the app.
- **Age rule.** Students aged 16 and above may have their own account. Information about younger students is accessed through a parent or guardian account.

2.2 Information provided by you or your Institution

Category	Examples
Account and login	Name, email address, mobile number, the temporary password we email you and the password you set (stored only in hashed form), one-time passwords (OTP) sent by email for verification and password reset
Profile	First, middle and last name, date of birth, gender, profile photo, current and permanent address, email and mobile verification status
Identity documents	ID type and ID number (for example a government-issued ID) and an attached copy, where your Institution requires it

Parent and guardian details	Names, mobile numbers, email addresses and occupation of up to two parents or guardians of a student
Student academic records	Admission number, batch, class and department, subjects, timetable, attendance (daily or period-wise), exam schedules, marks and marksheets
Staff records	Employee ID, date of joining, role, assigned classes and subjects
Admissions	Applicant details entered during the admission process
Tasks, approvals and calendar	Tasks, homework and approval requests, their descriptions, due dates, acknowledgements and approvals; calendar events
Fees and billing	Fee and subscription invoices, amounts payable and paid, due dates, payment status and payment references (for example a Razorpay order or payment ID). Parents pay school fees on our website through Razorpay; we never receive or store full card numbers, UPI PINs or bank login details
Demo and contact requests	Name, email address, phone number, school name, role and message submitted through the demo and contact forms on lumiowl.com
Communications	Emails you send to info@lumiowl.com or grievance@lumiowl.com

2.3 Information collected automatically

- **Device and app data:** device model, operating system version, app version, language, and a push-notification token (Firebase Cloud Messaging token) used to deliver notifications to your device.
- **Usage data:** screens visited, features used and in-app events, collected through Firebase Analytics with a pseudonymous user ID and your role (for example staff, parent or student). We do not send your name, phone number or email address to analytics.
- **Crash and diagnostic data:** crash reports, stack traces and device state at the time of a crash, collected through Firebase Crashlytics.
- **Location data (only where the feature is enabled):** precise location while the app is in use, for live school bus tracking. See section 4.
- **Website data:** IP address, browser type, pages visited and cookies, collected through Google Analytics when you visit lumiowl.com. See section 10.

2.4 Information we do not collect

We do not access your contacts, SMS, call logs, microphone or files other than the images you choose to upload. We do not sell personal information.

3. How we use your information

We use personal information to provide the Services to your Institution and to you, and for no unrelated purpose.

Purpose	What it involves	Basis
Provide the Services	Create and manage accounts, show classes, timetables, attendance, exams, tasks and	Consent given by you or on your behalf by the Institution;

	calendars to the right people	our contract with the Institution
Account setup and security	Email temporary passwords and OTPs, keep you signed in, prevent unauthorised access and fraud	Consent; legitimate use; legal obligation
Notifications	Send push and email notifications about tasks, approvals, attendance, events and account activity	Consent (you can turn push notifications off)
Fees and billing	Generate invoices, process school fee payments made through Razorpay on our website, and show payment status to authorised administrators	Consent; legal obligation (tax and accounting)
Sales and onboarding	Respond to demo and contact requests from our website and set up new Institutions	Consent (you submit the form)
Support and grievances	Respond to questions, requests and complaints	Consent; legal obligation
Improve and fix the Services	Understand which features are used, diagnose crashes and performance issues	Consent; legitimate use
Configuration	Turn features on or off and roll out changes safely using Firebase Remote Config	Legitimate use
Legal compliance	Respond to lawful requests, enforce our terms, protect rights and safety	Legal obligation

We do not use student data for advertising, and we do not build advertising profiles of any user.

4. App permissions

The app asks for a device permission only when you use the feature that needs it. You can deny or revoke any permission in your device settings; the related feature will then not work, but the rest of the app will.

Permission	Why we ask	When
Camera	Take a profile photo or a staff or student photo	When you choose to take a photo
Photos and media	Choose an existing image to upload as a profile photo	When you choose an image; only the selected image is accessed
Notifications	Show push notifications about tasks, approvals, attendance and events	During onboarding or later in settings
Precise location	Share live bus location for school transport tracking. A persistent notification is shown	Only for users assigned to bus tracking, after you

	while tracking is active	allow it
Internet and network state	Connect to our servers and detect when you are offline	Always (no prompt)
Foreground service and wake lock	Keep bus tracking and notification delivery running reliably	Only while those features are active

Location data collected for bus tracking is used only to show the vehicle's position to authorised users of your Institution. It is not used for advertising and is not sold.

5. Third-party service providers

We use a small number of trusted providers to run the Services. Each receives only the data it needs and processes it under its own privacy terms.

Provider	Purpose	Data shared	Privacy policy
Amazon Web Services (AWS), Mumbai region	Hosting, database and file storage for the Services	All data held in the Services	AWS privacy
AWS email service	Sending temporary passwords, email OTPs and email notifications	Email address, message content	AWS privacy
Razorpay	Processing school fee payments on our website	Payer name and contact details, amount, payment references; card and UPI details you enter go directly to Razorpay	Razorpay privacy
Google Firebase Analytics	App usage analytics	Pseudonymous user ID, role, app events, device data	Firebase privacy
Google Firebase Crashlytics	Crash reporting	Crash logs, device and app data	Firebase privacy
Google Firebase Cloud Messaging	Push notifications	Device push token, notification content	Firebase privacy
Google Firebase Remote Config	Feature configuration	App instance ID, app version	Firebase privacy
Google Play services	Bus location (where enabled) and in-app update prompts	Location, app version	Google privacy
Google Analytics	Website analytics	IP address, browser, pages visited, cookies	Google privacy

We use no other third parties to process your personal information, and we do not allow these providers to use it for their own marketing.

6. How information is shared

We share personal information only in the ways below. We do not sell or rent it.

6.1 Within your Institution (role-based access)

Access inside SchoolApp follows the role and privilege level your Institution assigns.

- **Administrators and owners** can see and manage institution-wide data, including admissions and billing.
- **Staff** see the classes, students, attendance, exams and tasks they are assigned to, according to their read or write privilege.
- **Parents** see information about their own children: attendance, exams, marksheets, timetable, tasks and events.
- **Students** see their own records, tasks and schedule.

Billing and admissions information is shown only to administrators and owners.

6.2 With service providers

With the providers listed in section 5, only to perform services on our behalf.

6.3 For legal reasons

When required by law, court order or a government authority, or to protect the rights, property or safety of Lumiowl, our users or the public.

6.4 Business transfers

If Lumiowl is involved in a merger, acquisition or sale of assets, personal information may be transferred. We will notify affected Institutions and users and require the recipient to honour this policy.

6.5 With your consent

In any other case, only with your or your Institution's consent.

7. Children's privacy and the role of the Institution

SchoolApp is used by schools, so it processes information about students. Under the DPDP Act, anyone under 18 is a child.

- **The Institution decides.** We sign a contract with each Institution. The Institution decides which student information is entered and who can see it, and is the data fiduciary for it. Lumiowl processes that information on the Institution's behalf (data processor), under that contract.
- **Parental consent.** The Institution is responsible for obtaining verifiable consent from a parent or lawful guardian before entering information about a student under 18.
- **Own accounts from 16.** Only students aged 16 and above get their own login, created by the Institution. Younger students' information is seen through a parent or guardian account.
- **No tracking or ads.** We do not carry out tracking, behavioural monitoring or targeted advertising directed at children, and we do not use children's data for any purpose other than providing the Services.

If you believe a child's information has been provided without proper consent, contact the Institution or write to grievance@lumiowl.com and we will work with the Institution to delete it.

8. Data retention, security and transfers

8.1 Retention

Data	How long we keep it
Account and academic records	While the Institution's subscription is active and the account exists
Institution data after the subscription ends	Deleted or anonymised within 90 days, unless the Institution asks us to return it first or the law requires us to keep it
A user account deleted on request	Deleted within 60 days of the request
Backups	Kept for up to 60 days, then overwritten, so deleted data leaves our backups within 60 days
Fee, payment and invoice records	As long as tax and accounting laws require (typically 8 years)
Demo and contact requests	Until the enquiry is closed, and no longer than 2 years
App analytics and crash data	Up to 14 months (analytics) and 90 days (crash reports), under Firebase's retention settings
Push-notification tokens	Deleted from our servers when you sign out

8.2 Security

We use reasonable security practices and procedures, including:

- Encryption in transit (HTTPS/TLS) for all communication between the app, the website and our servers.
- Encryption of sign-in tokens stored on your device using the Android Keystore.
- Device backups of app data are disabled, so your session is not copied to cloud backups.
- Role-based access controls and least-privilege access for our staff.
- Clearing your session and notification token from the device when you sign out.

No method of transmission or storage is completely secure. If a personal data breach occurs, we will notify the Data Protection Board of India, the affected Institution and affected users as required by law.

8.3 Where data is stored

App data is stored on Amazon Web Services servers in Mumbai, India. App analytics and crash data (Google Firebase) and website analytics (Google Analytics) may be processed by Google outside India, subject to Google's safeguards and any restrictions notified under the DPDP Act.

9. Your rights and choices

Under the DPDP Act you have the following rights over your personal information:

- **Access:** ask for a summary of the personal information we hold about you and how it is processed.
- **Correction and completion:** correct inaccurate or incomplete information. Many profile fields can be edited in the app; others are updated by your Institution.
- **Erasure:** ask us to delete your account and personal information (see Account deletion below).
- **Withdraw consent:** withdraw consent at any time, for example by turning off notifications in your device settings or asking us to delete your account. This does not affect processing already done.
- **Grievance redressal:** raise a complaint with our Grievance Officer (section 10) and, if it is not resolved, with the Data Protection Board of India.
- **Nominate:** nominate another person to exercise your rights in case of your death or incapacity.

How to make a request

Email grievance@lumiowl.com from the email address linked to your account, with the subject “Privacy request”. We may need to verify your identity. We respond within 30 days.

Because most data is part of your Institution’s records, we may forward requests about student or staff records to the Institution and act on its instructions.

Account deletion

The app does not yet have a delete-account option; we plan to add one. Until then, to delete your SchoolApp account and data:

1. Email grievance@lumiowl.com from the email address linked to your account, with the subject “Delete my account”. You can also ask your Institution’s administrator.
2. We confirm your identity and, where needed, inform your Institution.
3. We delete your account and personal data within 60 days, including from backups.

We may keep records the law requires (for example fee and invoice records) or that your Institution must keep as academic records.

10. Website, changes and contact

10.1 Cookies on our website

Our website, lumiowl.com, uses cookies to keep it working and to understand how visitors use it.

Type	Purpose	Can you turn it off?
Essential	Security and form submissions (demo and contact forms)	No, the site needs them
Analytics (Google Analytics)	Count visits and see which pages are used	Yes, through your browser settings or our cookie banner

You can block or delete cookies in your browser settings, or install the [Google Analytics opt-out add-on](#). We do not use cookies for advertising.

10.2 Links to other sites

The Services may link to websites we do not control. This policy does not cover them; please read their privacy policies.

10.3 Changes to this policy

We may update this policy from time to time. We will change the “Last updated” date above and, for significant changes, notify you in the app or by email before they take effect. Continued use of the Services after that means you accept the updated policy.

10.4 Contact and Grievance Officer

For questions, requests or complaints about this policy or your personal information:

Lumiowl Private Limited

- Grievance Officer: Karthik S S, Co-founder · grievance@lumiowl.com
- General enquiries: info@lumiowl.com
- Website: lumiowl.com
- Registered office: Flat No. 107, First Floor, “Jai Grand” Apartments, 2nd Cross, Devasandra, Bangalore North, Bengaluru 560036, Karnataka, India · CIN: U62010KA2026PTC228076

We acknowledge grievances within 48 hours and aim to resolve them within 30 days.

10.5 Governing law

This policy is governed by the laws of India. Any dispute is subject to the exclusive jurisdiction of the courts at Bengaluru, Karnataka.