

## ***Privacy Policy for Connect v2 by Edentu Learning Solutions Private Limited***

Last Updated: 28/11/2023

Thank you for choosing Connect v2, provided by Edentu Learning Solutions Private Limited. This Privacy Policy outlines how we collect, use, disclose, and safeguard the personal information of registered users under specific institutions when using our software and WhatsApp Business API integration. By using Connect v2, you consent to the practices described in this policy.

### **1. Information We Collect**

#### **1.1 User Information**

We collect basic user information to provide our services effectively. This may include:

- Contact Information: Names, phone numbers, and email addresses.
- User IDs: Unique identifiers associated with registered users.
- Device Information: Information about the devices used to access Connect.

#### **1.2 WhatsApp API Data**

Connect utilizes the WhatsApp Business API to send notifications and updates to users, students, and their parents. This involves processing WhatsApp phone numbers and associated data for message delivery purposes.

### **2. How We Use Your Information**

We use the collected information for the following purposes:

**Communication:** To send notifications and updates via the WhatsApp Business API.

**User Support:** To address inquiries, provide technical support, and enhance user experience.

**Analytics:** To analyze usage patterns and improve our services.

### **3. Data Security**

We prioritize the security of your information. We employ industry-standard measures to protect data against unauthorized access, disclosure, alteration, and destruction. However, no method of transmission over the internet or electronic storage is entirely secure; therefore, we cannot guarantee absolute security.

### **4. Information Sharing**

We do not sell, trade, or otherwise transfer your personal information to outside parties. However, we may share information with trusted third parties who assist us in operating our

software, conducting our business, or servicing you, as long as those parties agree to keep this information confidential.

## **5. Consent**

By using Connect, you consent to our Privacy Policy.

## **6. Changes to the Privacy Policy**

We reserve the right to modify this Privacy Policy at any time. Any changes will be effective immediately upon posting. We encourage you to review this policy periodically for updates.

## **7.Limited Usage**

Connect v2 is intended for use by registered users under specific institutions. We do not provide access to the general public. Our services are focused on the educational environment and the users associated with these institutions.

## **7. Contact Information**

If you have any questions or concerns about this Privacy Policy, please contact us at [itmanager@edentu.com](mailto:itmanager@edentu.com).

Thank you for entrusting Connect v2, operated by Edentu Learning Solutions Private Limited, with your information. We are committed to protecting your privacy and providing a secure user experience within the educational context..