Privacy Policy

1. Introduction

Zeniushub ("we," "us," or "our") respects your privacy and is committed to protecting personal information collected while using our School ERP platform available at https://zeniushub.in. This Privacy Policy explains the types of information we collect, how we use it, and your rights regarding that information.

2. Information We Collect

Personal Data

We collect data that you or your institution provide, including:

Names, emails, phone numbers, roles (master, admin, instructor, student)

Academic records, attendance, examination results, fee payment details

Contact details of parents or guardians as provided by institutions

Biometric data, only with explicit consent for features like attendance identification

Usage Data

Automatically collected data includes IP addresses, browser types, device information, and interaction logs to help us improve the platform and enhance security.

Cookies and Tracking

We use cookies and similar technologies to manage sessions and provide analytics for system performance and usage trends.

3. How We Use Your Information

To provide and maintain our ERP services and features tailored to each user role.

To administer accounts and verify user identity.

To process payments and manage subscriptions.

To communicate important updates, notifications, and customer support.

To detect and prevent fraud or unauthorized system use.

To analyze usage data for continuous platform improvements.

4. Sharing and Disclosure

Your personal data is not sold or rented to third parties.

Data may be shared with trusted third-party service providers (such as payment processors and cloud hosting services) under strict confidentiality agreements.

We may disclose data when legally required or to protect the rights and safety of users or the platform.

Aggregate, anonymized data may be used for research or statistical purposes.

5. Data Security
We protect your information with industry-standard technical and organizational security measures, including:

Encryption for data transmission and storage

Access controls and role-based permissions

Regular security audits and monitoring

Secure backups and disaster recovery protocols

6. Data Retention
We retain your personal data only as long as necessary to provide our services or comply with legal obligations. Upon account closure or request, data will be securely deleted or anonymized, unless retention is legally mandated.

7. Your Rights
You have rights regarding your personal data, including:

Accessing, correcting, or updating your information

Requesting deletion or restriction of your data processing

Objecting to data processing for marketing or analytics

Withdrawing consent where applicable

To exercise these rights, contact us through your institution or directly at our support channels.

8. Children's Privacy
Our services are designed for educational institutions. We do not knowingly collect personal data from children under the age of 13 without verified parental consent. If you believe we

have inadvertently collected such data, please contact us immediately.

9. Cookies and Similar Technologies
Cookies help us enhance your user experience, maintain sessions, and collect anonymous data for analytics. You can manage cookie preferences through your browser settings.

10. International Data Transfers
Your data may be stored and processed on servers located outside your country. We ensure appropriate safeguards are in place to protect your information in accordance with applicable data protection laws.

11. Changes to This Privacy Policy
We may update this Privacy Policy occasionally to reflect changes in practices or legal requirements. Material changes will be communicated via our platform or email. Continued use of the service indicates acceptance of such changes.

12. Contact Information
For any questions, concerns, or requests related to this Privacy Policy or data handling, please contact us:

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