

# Privacy Policy

Last Updated: 7 January 2026

**Website:** [www.sylo.in](http://www.sylo.in)

**Company:** Syloedge Technologies Private Limited

**Address:** 101 UNIT, OXFORD TOWER, 139, HAL OLD AIRPORT RD, HULSUR BAZAAR, BANGALORE – 560008

## INTRODUCTION

The SYLO applications and websites (including the SYLO Parent App, SYLO Trainer App, SYLO Society or School Dashboard, and the SYLO website – [www.sylo.in](http://www.sylo.in)) are hereinafter collectively referred to as the “Platform” and are operated by Syloedge Technologies Private Limited.

For the purposes of the Digital Personal Data Protection Act, 2023 (DPDP Act), Syloedge Technologies Private Limited is the “Data Fiduciary”, and users of the Platform are “Data Principals”.

Throughout this Policy, the terms “Company”, “SYLO”, “we”, “us”, and “our” refer to Syloedge Technologies Private Limited. The Company offers the Platform - including all information, tools, and services available through it - to you, the “User”, conditioned upon your acceptance of all terms, conditions, policies, and notices stated here.

By accessing or using the Platform, you acknowledge that you have read, understood, and agreed to this Privacy Policy.

### 1. Information We Collect

We collect information to deliver safe, structured extracurricular programs within residential communities and schools.

We may collect information through the app, website, WhatsApp, onboarding forms, or offline enrolment.

#### 1.1 Parent / Guardian Information

- Full name
- Mobile number
- Email address
- Gender & DOB
- Residential address & society details
- Emergency contact information

#### 1.2 Child Information

(Provided voluntarily by parents or guardians)

- Name
- DOB & class
- Activity preferences
- Attendance records
- Learning progress notes
- Photos or videos captured during classes

SYLO **does not** collect information directly from children.

### 1.3 Society or School Information

- Society name, address, block, and amenities
- School name and admin contact(s)
- Class schedules and venue details

### 1.4 Payment Information

- UPI, card, or bank transaction details
- Billing information
- Invoices and transaction IDs

**Note:** Payment processing is done through secure third-party processors (Razorpay). SYLO does **not** store card numbers, CVV, or sensitive payment data.

### 1.5 Trainer Information

- Name, mobile number, email
- Qualifications & certifications
- Background verification records and Bank Details
- Attendance, ratings, performance logs

### 1.6 Usage & Device Information

Automatically collected during app or website use:

- IP address
- Device identifiers
- Operating system/browser details
- App usage patterns
- Crash logs & performance analytics
- Location (only if permission is granted)

### 1.7 Communication Data

- Emails, WhatsApp chats, calls
- Feedback forms & reviews
- Support queries
- Survey responses
- Voice notes shared for support

## 2. Verifiable Parental Consent (Children's Data)

Where personal data of a child is processed, verifiable parental consent is obtained in accordance with the DPDP Act. Consent is verified through one or more of the following methods:

- Parent account creation with mobile verification
- Explicit consent checkbox during enrolment

- OTP-based or payment-linked verification
- Written consent during offline enrolment

Consent records are securely stored and linked to the parent/guardian account. Parents may withdraw consent at any time, subject to service implications, by contacting [hello@sylo.in](mailto:hello@sylo.in)

### 3. How We Use Your Information

We use your data **only for legitimate purposes**, including:

#### 3.1 To Deliver and Manage Classes

- Student enrollment
- Batch scheduling & venue management
- Trainer assignment
- Attendance tracking
- Sharing class updates, images, and progress
- Coordinating make-up classes
- Managing student kits, materials, or deliveries

#### 3.2 To Improve our Services

- Analyse participation trends
- Enhance curriculum or program quality
- Improve app functionality and experience
- Resolve bugs or performance issues

#### 3.3 Communication

We may contact you for:

- Class reminders or schedule changes
- Payments, invoices, and renewals
- Feedback & satisfaction surveys
- Important operational updates
- Promotional messages

#### 3.4 Internal Analytics & Reporting

We may use **anonymised or aggregated data** (never personally identifiable) for:

- Curriculum improvement
- Demand forecasting
- Operational planning
- Product development

### 4. Consent for Photos & Videos

During classes, trainers may capture **short photos or videos** (e.g., 10–20 second learning moments) for:

- Sharing updates with parents
- Training and internal quality reviews
- Limited use in marketing material

Parents may opt out of media usage anytime by emailing [hello@sylo.in](mailto:hello@sylo.in).

## 5. How We Share Your Information

We **do NOT** sell, rent, or trade your personal information.

We only share information with:

### 5.1 SYLO Trainers

Only relevant information needed for conducting sessions:

- Child's name & age group
- Attendance and learning needs
- Society/school schedule details

### 5.2 Internal SYLO Operations Team

For support, training, scheduling, and safety monitoring.

### 5.3 Third-Party Service Providers

Such as:

- Payment gateways
- Background verification agencies
- Cloud hosting providers
- Customer support tools
- Analytics tools

These partners follow strict data protection standards.

### 5.4 Legal, Safety & Compliance

We may disclose information if required to:

- Comply with Indian law, court orders, or government requests
- Prevent fraud or misuse
- Protect the safety of children, parents, or trainers
- Enforce SYLO policies

## 6. Data Security

We take the security of your information seriously and use:

- Encrypted databases
- Secure servers
- Access-controlled systems

- Regular internal audits
- Limited employee access to sensitive data

If a data breach occurs, SYLO will notify affected users promptly.

## 7. Data Retention & Deletion

We retain personal data for clearly defined periods:

Data Category	Retention Period
Parent & Child Account Data	Active account + 36 months
Attendance & Progress Records	36 months
Payment & Transaction Data	As required under tax & accounting laws
Trainer Records	Contract period + 36 months
Marketing Data	Until consent is withdrawn

### Deletion Triggers

- Account closure
- Withdrawal of consent
- Expiry of legal retention obligations

Deletion requests can be made at [hello@sylo.in](mailto:hello@sylo.in).

## 8. Your Rights

You have the right to:

- Access your personal data
- Correct inaccuracies
- Withdraw consent
- Request deletion
- Know how your data is processed
- File a grievance

To exercise your rights, email us at [hello@sylo.in](mailto:hello@sylo.in).

## 9. GRIEVANCE OFFICER

In accordance with Information Technology Act 2000 and rules made thereunder, the contact details of the Grievance Officer are:

**Mr. Adesh Agrawal**

Syloedge Technologies Private Limited  
101 UNIT, OXFORD TOWER, 139, HAL OLD AIRPORT RD,  
HULSUR BAZAAR, BANGALORE – 560008

Email: [adesh@sylo.in](mailto:adesh@sylo.in)

It is further stated that the Grievance Officer shall redress your grievances with respect to the Personal Information provided within 1 (one) month from the date of receipt of your written grievance to the contact details mentioned under this Clause.

If you have any questions about this Policy, you can also email us at [hello@sylo.in](mailto:hello@sylo.in)

**10. Children's Privacy**

- SYLO does **not** collect data directly from children under 18
- All information is submitted by parents/guardians
- Photos/videos are shared only with enrolled parents or society groups
- Sensitive child information is never disclosed publicly
- Parents may request removal of any child's photo/video

If you believe we collected data from a child improperly, contact us immediately.

**11. Third-Party Links**

The Platform may contain links to third-party websites. SYLO is not responsible for their privacy practices. We encourage users to read the privacy policies of those sites.

**12. Updates to this Privacy Policy**

SYLO may update this Policy periodically. When we make significant changes, we will notify you through the app, website, email, or WhatsApp. The latest version will always be available on [www.sylo.in](http://www.sylo.in).

**13. Contact Us**

If you have questions about this Privacy Policy or your data rights, contact us:

Mail: [hello@sylo.in](mailto:hello@sylo.in)

Website: [www.sylo.in](http://www.sylo.in)

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