

Child Safety & Protection Policy

Last Updated: 7 January 2026

Company: Syloedge Technologies Private Limited

Email: hello@sylo.in

Website: www.sylo.in

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

Throughout these Terms, the words “Company,” “SYLO,” “we,” “us,” and “our” refer to Syloedge Technologies Private Limited.

At SYLO, the safety, dignity, and well-being of every child is our highest priority. This Child Protection Policy outlines the standards, procedures, and responsibilities required to ensure that all SYLO programs operate in a secure, transparent, and child-friendly environment.

For the purposes of this Policy, a “Child” means any person below the age of 18 years, in line with the Protection of Children from Sexual Offences Act, 2012 (POCSO Act) and other applicable Indian laws.

(This definition is aligned across SYLO’s Privacy Policy, Terms & Conditions, and all child-related policies.)

1. Introduction

SYLO is committed to providing safe, supervised, and nurturing spaces where children can learn extracurricular skills with confidence. Our policies are designed to prevent harm, respond swiftly to concerns, and promote high standards of conduct among trainers and staff.

2. Purpose of This Policy

This policy ensures that SYLO:

- Protects children from abuse, neglect, exploitation, or harm
- Establishes clear safety protocols for society- and school-based programs
- Defines behavioural expectations from trainers, staff, and volunteers
- Provides parents with clarity and trust in our safety processes
- Sets procedures for identifying, reporting, and addressing concerns

3. Scope

This policy applies to:

- All SYLO trainers (full-time & part-time)
- SYLO operations staff
- Society and school coordinators working with SYLO
- Volunteers or third-party instructors associated with SYLO
- Anyone representing SYLO or interacting with children under SYLO programs

4. Trainer Recruitment, Screening & Onboarding

SYLO conducts a structured and strict onboarding process that includes:

4.1 Background Checks

- ID verification
- Address verification
- Police verification where applicable
- Reference checks with previous employers or academies

4.2 Qualification Verification

- Skill/subject tests
- Demo class evaluation
- Behavioural and communication assessment

SYLO maintains **zero tolerance** for misconduct of any kind.

5. Code of Conduct: Behavioural Expectations

All trainers, staff, and volunteers **MUST**:

5.1 Respect & Dignity

- Treat every child with kindness, patience, and respect
- Use positive reinforcement instead of punishment
- Maintain appropriate language and tone

5.2 Boundaries

Trainers must **never**:

- Be alone with a child in a closed or isolated area
- Touch a child inappropriately
- Use physical punishment or harsh criticism
- Engage in personal communication with a child outside class hours
- Offer private classes outside SYLO without company knowledge
- Share child images/videos publicly without consent

5.3 Professional Interaction

- Maintain visibility by staying in open, accessible spaces
- Encourage safe physical interactions (spotting only when required and professionally appropriate)
- Report any behavioural or emotional concerns to parents and SYLO management

6. Physical Environment Safety

SYLO ensures:

- Classes are conducted **inside secure society or school premises**
- Entry/exit is monitored during class time
- Children do not leave unsupervised
- Equipment is safe, age-appropriate, and regularly checked

- Adult-to-child ratios are maintained for safe supervision

Society staff/security may be engaged to support access control.

7. Health, First-Aid & Emergencies

7.1 Immediate Action

In case of injury, illness, or distress:

- The trainer immediately stops the activity
- Administers basic first-aid where applicable
- Contacts the parent/guardian
- Notifies the SYLO operations team

Parents must inform SYLO of any allergies, health conditions, or learning needs beforehand.

8. Photography, Video & Media Safety

SYLO may capture photos/videos for:

- Sharing class updates with parents
- Progress tracking
- Internal training and quality checks

Strict guidelines apply:

- No child's identity is shared publicly without explicit consent
- No photos are taken in restrooms, changing areas, or compromising positions
- Trainers may only share photos **through official SYLO channels** (app, WhatsApp broadcast, or dashboard)
- Parents may opt out anytime by emailing **hello@sylo.in**

9. Digital & Online Safety

While SYLO primarily operates offline, the following applies to all digital interactions:

- No direct messaging between trainer and child
- All communication must go through parents or official platforms
- Child data is never posted publicly
- Online sessions (if any) follow strict visibility and recording rules
- Trainers may not share their personal numbers with children

10. Reporting Concerns & Red Flags

Anyone—parent, child, trainer, staff—can report concerns regarding:

- Trainer misconduct
- Safety issues
- Suspicious behaviour
- Emotional distress in children
- Bullying or peer conflict
- Inappropriate physical or verbal interaction

Reporting Channels

- Email: **hello@sylo.in**
- Society administrator
- Direct escalation to SYLO operations manager

Reports will be handled **confidentially**, with full seriousness.

11. Mandatory Reporting under POCSO

SYLO acknowledges and complies with its legal obligations under the POCSO Act.

1. Any offence, suspicion, or credible concern falling under the POCSO Act, 2012 will be reported to the appropriate law enforcement authorities without delay
2. Internal investigation does not replace mandatory police reporting
3. SYLO fully cooperates with authorities in such cases

This obligation applies to SYLO management, trainers, staff, and partners.

12. Response to Concerns

SYLO's response protocol includes:

4. Immediate assessment of the concern
5. Speaking with the concerned trainer or staff
6. Taking temporary action (including suspension)
7. Detailed internal investigation
8. Documentation of findings
9. Informing parents where necessary
10. Escalation to authorities in serious cases (as per Indian law)

SYLO follows a **zero-tolerance policy** for abuse, harassment, or endangerment.

13. Parent Responsibilities

Parents/guardians are expected to:

- Ensure timely drop-off and pick-up
- Communicate any medical or behavioural conditions
- Support respectful behaviour from their child
- Avoid leaving children unattended before/after class
- Report concerns promptly

14. Non-Solicitation & Trainer Boundaries

To maintain safety, accountability, and professional standards:

- Parents may NOT directly hire SYLO trainers for private classes outside SYLO
- Trainers may NOT meet children privately

- Any private engagement without SYLO involvement violates safety protocols

This prevents unregulated, unsupervised interactions with minors.

14. Policy Review

This Child Protection Policy will be reviewed:

- Annually or before
- When there are legal or regulatory updates
- When new risks, activities, or processes are introduced

Updates will be published on www.sylo.in.

15. Contact Information

For any concerns or queries regarding child safety, please contact:

Mail: hello@sylo.in

Website: www.sylo.in

Address: Syloedge Technologies Private Limited, 101 UNIT, OXFORD TOWER,
139, HAL OLD AIRPORT RD, Hulsur Bazaar, Bangalore – 560008, India