OneSchools

Privacy Policy

Effective date: 6 September 2026

Important legal review notice: This document is a product draft prepared for the OneSchools public website. It should be reviewed and approved by qualified legal counsel before production publication or contractual reliance.

This draft Privacy Policy is written for the current OneSchools public website and school operating platform. It describes the product context without making unverified claims about customers, certifications or legal status.

1. Scope

This Privacy Policy draft explains the types of information OneSchools may process through the public website, school onboarding workflows and the OneSchools SaaS platform. Depending on the context, a school or school group may determine why student, parent, staff and operational information is processed, while OneSchools provides the technology used to process that information. The precise legal roles and obligations should be confirmed in customer contracts and by legal counsel.

2. Information that may be processed

Public website and onboarding information

School name, management type, contact person, phone number, email address, location, school size, requested modules, preferred rollout information and messages submitted through the registration form.

Account and identity information

Login identifiers, user names, roles, school and branch assignments, authentication and session information, device or security metadata and entitlement information.

School operational information

Depending on enabled modules, this may include student, parent, teacher and staff records; attendance; academic structure; timetable; homework; examinations; report cards; fees and payments; transport; communications; documents; workforce data; reports; audit information and other school records.

Technical and security information

Service logs, error information, browser or device metadata, security events, activity signals and diagnostic information reasonably required to operate and protect the service.

3. Why information may be used

- Provide, configure and support the OneSchools platform and requested modules.
- Authenticate users, apply role-based access and maintain school or branch scope.
- Process school onboarding requests and respond to demo or implementation enquiries.
- Operate academic, administrative, financial, communication, transport and other enabled workflows.
- Maintain security, detect misuse, investigate incidents and preserve auditability.
- Generate reports, operational signals and AI-assisted outputs where enabled and authorized.
- Improve reliability, usability and product performance using appropriately controlled service information.

4. Student and children’s information

Schools may use OneSchools to process information relating to children and students. The school should determine the lawful and appropriate basis for collecting and using that information, provide required notices, configure access carefully and avoid collecting unnecessary information. OneSchools should process such information only for authorized service purposes and under the applicable customer agreement. Legal counsel should review any child-specific notice, consent or age-related requirement before production deployment.

5. Sharing and service providers

OneSchools may rely on authorized infrastructure or service providers for functions such as hosting, object storage, email, communications, maps, payments, video or other integrations. Information should only be shared to the extent reasonably necessary for the requested service and subject to appropriate contractual and security controls. A production privacy program should maintain a current subprocessors list where appropriate.

6. Security

OneSchools is designed around authenticated access, roles, tenant and branch context, entitlement-aware features, controlled operational actions and audit-oriented workflows. No system can guarantee absolute security, and customers also remain responsible for account administration, endpoint security, credential practices and appropriate internal access.

7. Retention

Information should be retained only for as long as reasonably necessary for service delivery, security, contractual, legal or school-record requirements. Specific retention schedules, backup periods and post-termination deletion or export processes should be documented in the applicable customer agreement and internal privacy program.

8. International processing and hosting - counsel review required

If customer data is processed or stored outside the customer’s jurisdiction, appropriate contractual, technical or organizational safeguards may be required. The production policy should describe actual hosting and transfer arrangements once finalized.

9. Requests about personal information

Requests relating to school-managed student, parent, teacher or staff records may need to be directed first to the relevant school because the school may control the purpose and context of that information. Requests relating to the OneSchools public website, onboarding form or OneSchools-managed account information can be sent to OneSchoolssupport@gmail.com. The final process and response obligations should be confirmed for the applicable jurisdictions.

10. Cookies and local device storage

The OneSchools website or application may use browser storage, cookies or similar technologies where reasonably necessary for authentication, session continuity, preferences, security and product operation. Any non-essential analytics or advertising technologies, if introduced, should be documented and managed in accordance with applicable requirements.

11. AI-assisted features

Where AI-assisted features are enabled, relevant school or operational information may be used to generate summaries, insights or recommendations within the authorized workflow. Customers should avoid using AI output

as the sole basis for high-impact decisions and should review the applicable configuration and data-handling arrangements.

12. Changes to this Privacy Policy

This Privacy Policy may be updated as the product, service providers, data practices or legal requirements evolve. The effective date should be revised when material changes are published.

13. Contact

Privacy, onboarding and support questions can be sent to OneSchoolssupport@gmail.com.

Contact	OneSchoolssupport@gmail.com