Privacy Policy

ParentMe360 (ParentMe36O)
Effective: March 2025

Overview

ParentMe36O is committed to protecting your privacy and ensuring the safety of children using our services. This Privacy Policy explains how we collect, use, protect, and share your information in compliance with Indian laws, including:

- The **POCSO Act, 2012**
- The **Information Technology Act, 2000**
- The **Digital Personal Data Protection (DPDP) Act, 2023**
- **This website is governed by Indian law.**

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1. Information We Collect

- **a) Personal Information (from parents/guardians):**
  Name, email, phone number, company name (if applicable), payment and billing information, subscription preferences.
- **b) Child Information (with verifiable parental consent):**
  Name, age, grade level, learning preferences and progress, photos/videos for certificates, participation, or events (only with explicit parental approval).
- **c) Usage Information:**
  IP address, device type, browser type/version, pages visited, time spent.
- **d) Cookies and Tracking:**
  We use cookies and similar tracking technologies to enhance your experience, analyze site traffic, and serve personalized content. You can manage cookie preferences through your browser settings.

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2. How We Use Your Information

- Respond to inquiries, manage enrollments, and send newsletters.
- Personalize learning programs and issue participation certificates.
- Ensure safety and compliance with child protection laws.
- Analyze website traffic and improve user experience.
- Share information with **trusted third-party service providers** for payment processing, hosting, and analytics under strict confidentiality agreements.
- **We do not sell your personal data.**

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3. Data Storage & Retention

- Data is securely stored on **AWS servers located in India**.
- Session recordings are retained for **6 months**, then permanently deleted.
- Other data is retained only as long as necessary (typically up to **3 years**) or as required by law.
- Parents may request **early deletion** of their or their child's data at any time.

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4. Data Security

We use industry-standard measures such as encryption, access control, and regular security audits. However, no system can guarantee complete security. Users should maintain strong passwords and safeguard account credentials.

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5. Parental Consent

- Accounts are managed by parents or guardians.
- Verifiable **parental consent is mandatory** for child-specific data collection.

- Parents can review, update, or delete data by contacting:
  📧 parentme.help@gmail.com

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6. Staff & Child Safety

- All staff are trained in child safety and responsible digital conduct.
- Reports or concerns regarding staff or content are investigated promptly.

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7. Grievance Officer (Temporary)

- **Name:** Ms. Reeti Jain (Founder)
- **Phone:** +91-9654777360
- **Email:** parentme.help@gmail.com
- Handles data privacy complaints and ensures legal compliance.

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8. Third-Party Links & Data Sharing

- We are **not responsible** for external websites linked from our site.
- Data shared with **third-party vendors** (e.g., Razorpay, AWS) is strictly for operations and under confidentiality agreements.

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9. Your Rights Under the DPDP Act

You have the right to:

- Access your or your child’s personal data
- Correct inaccurate or incomplete data

- Request deletion or data portability
- Withdraw consent
- Opt out of marketing emails or newsletters

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10. Child Protection & Legal Compliance

- We **comply fully** with the POCSO Act, IT Act, and DPDP Act.
- Children's data is treated as **sensitive personal data** with enhanced safeguards.

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11. Changes to This Policy

This policy may be updated occasionally. Changes will be reflected here with the updated date mentioned.

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12. Contact Us

For questions, concerns, or data-related requests:
📧 Email: parentme.help@gmail.com
📞 Phone: +91-9654777360