

Privacy Policy for APS Students App

Owned and Operated by Arvo

1. General

In this Privacy Policy ("Policy"), the terms "Arvo," "the Company," "Arvo Private Limited" refer to Arvo, the owner and operator of the APS Students App (the "Platform" or "App"). This Policy explains what personal information Arvo collects from students who use the Platform, how that information is used, and the choices available to students, parents, guardians, and schools.

The APS Students App is developed specifically for students of APS, and is intended for use by school students, including students who are minors, in connection with their school-assigned classes and activities.

Because many Users of the Platform are children, Arvo applies additional safeguards described throughout this Policy, in addition to the general protections that apply to all Users. Schools, teachers, or parents/guardians who set up a student's account are responsible for reviewing this Policy and, where required by law, obtaining any necessary consent before a student uses the Platform.

Any User who does not agree with this Policy or Arvo's Terms of Service should not use the Platform. Continued use of the Platform after a parent, guardian, or school has been notified of this Policy will be treated as acceptance of it on the student's behalf, to the extent permitted by applicable law.

If a parent, guardian, or school has inadvertently submitted a student's Personal Information before reading this Policy, or does not agree with how it is collected, stored, or used, Arvo may be contacted using the details in the "Contact and Grievance Reporting" section below to access, correct, or request deletion of that information.

2. Purpose of the Platform

The APS Students App is designed to manage and deliver student learning content within the APS campus environment. Through the Platform, students can access up to eighteen (18) distinct types of learning content assigned by their school or teachers.

Key features of the Platform include:

- Academic Calendar: allows a student to view the schedule of classes and academic events set by the school.
- E-Books: provides digital textbooks and reading material assigned as part of a student's coursework.
- QR Code Functionality: allows a physical or printed QR code to be scanned and linked to specific learning content within the Platform, giving the student direct access to the relevant material.
- Access to the 18 supported content types made available by the student's school or teacher.

These features are provided solely to support the student's educational activities and are not used for any purpose unrelated to learning.

3. Countries Where the Platform Is Available

The APS Students App is currently made available only in the following countries. Arvo does not offer or knowingly permit use of the Platform outside these regions:

- Pakistan
- United States of America (USA)
- United Kingdom (UK)
- Canada
- United Arab Emirates (UAE)
- Saudi Arabia
- Australia

Access to or use of the Platform from any country not listed above is not authorized, and Arvo does not knowingly collect Personal Information from students located outside these countries.

4. Who Can Set Up a Student Account

Student account setup is handled entirely by the campus (the student's school) through its own administrative process. Arvo does not independently create, issue, or approve student accounts.

- The campus is responsible for creating and managing student accounts and for entering the student's account and profile details into the Platform as part of a class or program.
- Students only provide their login credentials (such as a username/ID and password issued by the campus) to sign in and access the account already set up for them by the campus.
- A parent or guardian may create or approve a student account directly, where the Platform is offered to families rather than through a school.
- Arvo relies on schools to have the appropriate authority (such as a school official acting under applicable education law, or parental consent obtained by the school) before enrolling students under a certain age, consistent with applicable law.
- Where required by law, Arvo will obtain verifiable parental or guardian consent before collecting Personal Information directly from a child, or will rely on a school's consent on behalf of parents for school-directed educational use.

5. Personal Information Collected

"Personal Information" means information that identifies a student. This information is primarily entered and managed by the campus (the student's school) as part of account setup and administration, and includes:

- Name (first and last name).
- Class.
- Session (academic year/term).
- Email address.
- Subjects enrolled in.
- School-issued username or ID and password.
- Coursework, quiz results, or activity records generated through use of the Platform.

Students themselves only provide their login credentials to access the Platform; all other Personal Information listed above is handled and maintained by the campus. Arvo does not knowingly collect financial account

information from students, and collects only the information reasonably necessary to provide the educational features of the Platform to a student's class or school.

6. Automatic Information Collection

Like most apps, the Platform also collects limited technical information automatically when a student uses it, including:

- The Internet protocol (IP) address used to connect to the internet.
- Device and connection information such as browser type, operating system, and platform.
- Login and session activity, such as pages viewed, features used, and time spent on activities.
- Class or course enrollment history, used only to operate and improve the Platform's educational features.
- Basic error and performance logs used to keep the Platform working reliably.

This automatically collected information is not used to build advertising profiles of students.

7. How Student Information Is Used

- To provide the core educational features of the Platform, such as assignments, groups, and progress tracking.
- To allow a student's teacher or school to monitor and support the student's participation and progress.
- To maintain the security, integrity, and proper functioning of the Platform.
- To respond to support requests from the student's school, teacher, or parent/guardian.
- For internal research and product improvement, using aggregated or de-identified information wherever possible.

Student Personal Information is not used to serve targeted or behavioral advertising to students, and is never sold.

8. What Arvo Does Not Do

- Arvo does not sell or rent student Personal Information to third parties.
- Arvo does not use student data to create profiles for advertising purposes.
- Arvo does not require students to disclose more Personal Information than is reasonably needed to use the educational features of the Platform.
- Arvo does not knowingly collect Personal Information from children beyond what is provided through a school or parent/guardian-managed account.

9. Sharing of Student Information

Student Personal Information may be shared only in the following limited circumstances:

- With the student's own school, teachers, or parents/guardians, so they can support the student's learning.
- With service providers who help operate the Platform (such as hosting or technical support), who are contractually restricted to using the information only to provide those services.
- Where required by law, regulation, or a valid order from a competent authority.

- Where necessary to protect the safety, rights, or property of a student, the school, Arvo, or the public.
- In connection with a merger, reorganization, or sale of assets, subject to the receiving party continuing to honor the protections in this Policy.

Third-party advertisers are not permitted to collect Personal Information through the Platform.

10. Data Retention

Student Personal Information is retained only for as long as needed to provide the Platform to the student's school or family, or as required by the school's own data retention obligations. Schools and parents/guardians may request deletion of a student's account and associated Personal Information at any time, subject to any records a school is legally required to keep.

11. Information Security

Arvo uses industry-standard safeguards, including Secure Sockets Layer (SSL) encryption for data in transit, to help protect student Personal Information from unauthorized access, use, or disclosure. Schools, teachers, and parents/guardians should also help protect student accounts by keeping login credentials confidential and signing out of shared devices.

12. Rights of Parents, Guardians, and Schools

Parents, guardians, and schools may, at any time:

- Review the Personal Information collected about a student.
- Request correction of inaccurate student information.
- Request deletion of a student's account and Personal Information, subject to any legal or school record-keeping requirements.
- Refuse or withdraw consent for further collection of a student's Personal Information, understanding this may limit the student's ability to use the Platform.

Requests can be made using the contact details in the "Contact and Grievance Reporting" section below.

13. Cookies and Similar Technologies

The Platform may use cookies or similar technologies solely to keep students signed in, remember basic preferences, and understand how the Platform is used so it can be improved. These technologies are not used to track students across other websites or apps for advertising purposes.

14. Third-Party Links

The Platform may occasionally link to third-party websites or resources. Arvo is not responsible for the privacy practices of those third parties, and schools and parents/guardians are encouraged to review any third-party privacy policy before allowing a student to use an external link.

15. Changes to This Policy

This Policy may be updated from time to time. If material changes are made to how student Personal Information is collected or used, schools and/or parents/guardians will be notified in advance, consistent with applicable law, before the changes take effect.

16. Contact and Grievance Reporting

For any complaints, concerns, or grievances regarding the APS Students App or this Policy, or to exercise any of the rights described above, students, parents, guardians, or schools may contact Arvo using the details below:

Company: Arvo

Support Email: support@arvo.com.pk

Phone: +92 0800-78608