Kumo Study Privacy Policy

Last updated: September 2026

Kumo Study Pty Ltd ("Kumo Study", "we", "us" or "our") respects your privacy and is committed to protecting the personal information we collect and hold.

This Privacy Policy explains how Kumo Study collects, uses, stores, discloses and protects personal information when you use Kumo Study's website, Chrome extension, applications and related services.

We manage personal information in accordance with the Privacy Act 1988 (Cth) and other applicable privacy laws.

We may update this Privacy Policy from time to time to reflect changes to our services, technology, operations or applicable laws. The most recent version will be available on our website.

1. Who we are

Kumo Study Pty Ltd provides digital study, productivity and educational support tools designed to help students manage their learning and study activities.

Our services may be provided directly to individuals or through educational institutions, including schools, universities and other education providers.

If you have any questions about this Privacy Policy or how we handle your personal information, please contact us at:

Email: hello@kumostudy.com

2. Information we collect

The information we collect depends on how you use Kumo Study and which features you access.

Personal information we may collect includes:

- Name and contact details, such as email address and phone number;
- Account and authentication information;
- Educational institution, course or other education-related information;
- Information provided when you communicate with us;
- Information relating to your use of Kumo Study;
- Information you voluntarily provide through Kumo Study features;
- Sensory profile information and results where you choose to complete a sensory profile;

- Technical information relating to your device, browser and use of our services; and
- Other information reasonably necessary to provide and improve our services.

Where appropriate, we will explain why information is being collected and how we intend to use it.

Kumo Study browser extension and the data we collect

When you use the Kumo Study Chrome Extension, we collect the following information:

- Account: your name, email address, university, student ID and occupation;
- Sensory Preferences: your self-reported ADHD/neurodivergent status and sensory profile questionnaire answers, used to personalise your study tools;
- Study data: tasks, due dates, bookmarked pages, saved text and citation notes;
- Site blocker: the sites you choose to block or allow, and your usage statistics (such as focus time and blocks triggered); and
- Login: your email address and password, used only to keep you signed in.

What we don't collect

We do not collect your general browsing history, cookies, clipboard content, keystrokes, or anything from sites you are not actively using the extension on.

How it's stored

Your data is encrypted in transit and at rest, and stored on servers in Australia.

Who we share it with

- Microsoft Azure: our cloud host, which stores and processes the data above;
- Stripe: receives billing and payment data only.

We do not sell your data, and we do not use it for anything outside supporting your studies. We do not use any third-party analytics or trackers in the extension.

3. How we collect information

We may collect personal information:

- Directly from you when you create an account or use Kumo Study;
- When you complete forms, quizzes, sensory profiles or other features;
- When you use the Kumo Study website or Chrome Extension;
- When you communicate with us;
- From an educational institution that provides Kumo Study to you;
- From service providers supporting our services; and
- From other sources where permitted by law.

Where reasonable and practicable, we will collect personal information directly from you.

4. How we use information

We collect and use personal information for purposes including:

- Providing and operating Kumo Study;
- Creating and managing user accounts;
- Providing study, productivity and educational support features;
- Providing sensory profile functionality and related recommendations;
- Supporting educational institutions in providing services to their students;
- Communicating with you about your account or our services;
- Providing customer and technical support;
- Maintaining, securing and improving our services;
- Understanding how our services are used;
- Conducting research and analysis using aggregated or de-identified information where appropriate;
- Meeting legal and regulatory obligations;
- Protecting the security and integrity of our services; and
- Other purposes that you consent to or that are permitted or required by law.

We will not use personal information for purposes that are incompatible with the purpose for which it was collected unless required by law or with your consent

5. Webpage and browsing-related information

The Kumo Study Chrome Extension may require access to webpages or browser information in order to provide certain features.

Where the extension accesses webpage information, this access is used only for the purposes necessary to provide the relevant Kumo Study functionality.

For example, this may include functionality relating to:

- website blocking/focus functionality;
- webpages or bookmarks;
- highlighting or annotation;
- adding information from webpages to Kumo Study;
- other functionality

Kumo Study does not sell browsing history or webpage information to third parties or use it for advertising.

6. Sensory Preference Quiz

Kumo Study includes an optional Sensory Preference Quiz designed to help students better understand their individual sensory preferences and how these preferences may relate to their study and productivity environment.

The Sensory Preference Quiz is not a diagnostic tool and does not provide a medical or clinical diagnosis. It is intended for educational and self-awareness purposes only.

Information provided through the Sensory Preference Quiz may include responses about how a student experiences and responds to different sensory environments and stimuli.

We may use this information to:

- Generate a student's sensory preference profile;
- Help students better understand their individual sensory preferences;
- Provide personalised study and productivity suggestions within Kumo Study;
- Support relevant Kumo Study features and resources; and
- Provide aggregated or de-identified insights to participating educational institutions, where applicable.

Students are not required to complete the Sensory Preference Quiz to use Kumo Study generally, unless a particular feature or program requires it.

We do not use the Sensory Preference Quiz to diagnose ADHD, autism, sensory processing disorder or any other medical or psychological condition.

Where information provided through the Sensory Preference Quiz constitutes personal or sensitive information under applicable privacy laws, Kumo Study will handle that information in accordance with those laws.

7. When we disclose information

We may disclose personal information where reasonably necessary to provide our services or where permitted or required by law.

This may include disclosure to:

- Educational institutions that provide Kumo Study to their students, where applicable;
- Service providers that help us operate Kumo Study;
- Technology and cloud service providers;
- Authentication and account management providers;
- Professional advisers;
- Government, regulatory or law enforcement authorities where required or authorised by law; and
- Other parties where you have provided consent.

We take reasonable steps to ensure that third parties who handle personal information on our behalf do so appropriately and in accordance with applicable privacy obligations.

8. Third-party service providers

Kumo Study currently uses Microsoft Azure to host and process Kumo Study application and database data. Stripe is used for payment processing and receives billing and payment information only. We do not currently use third-party analytics or advertising trackers within the Kumo Study Chrome Extension. Other internal business tools used by Kumo Study do not have access to Student Data unless expressly stated in this Privacy Policy.

Where third-party providers process personal information on our behalf, we take reasonable steps to ensure that appropriate privacy and security protections are in place.

9. Data storage and international transfers

Azure stores and processes data in Australia (Azure Australia East).

10. Data security

Kumo Study takes reasonable steps to protect personal information from misuse, interference, loss and unauthorised access, modification or disclosure.

Security measures may include appropriate access controls, authentication, technical safeguards and organisational procedures.

Access to personal information is limited to people who have a legitimate business or service-related reason to access it.

However, no method of electronic transmission or storage can be guaranteed to be completely secure.

11. Data retention and deletion

We retain personal information only for as long as reasonably necessary for the purposes for which it was collected, to provide our services, to comply with legal obligations or for other legitimate purposes.

When personal information is no longer required, we will take reasonable steps to securely destroy, delete or permanently de-identify it, subject to any legal or contractual requirements that require us to retain it.

When a user deletes their account, personal information associated with that account is deleted from our active systems. Backup copies may be retained for up to 7 days following account deletion, after which they are deleted in accordance with our standard backup processes.

Analytics and usage information that is directly associated with the user's account is also deleted with the account. We may retain aggregated or anonymised information that cannot reasonably be linked back to the individual user.

Kumo Study does not currently use browser tracking or behavioural monitoring technologies for analytics purposes. We may analyse information provided through or generated by the use of our services to understand usage and improve our services.

12. Access and correction

You may request access to the personal information we hold about you and request that inaccurate or incomplete information be corrected, subject to applicable legal exceptions.

To make a request, please contact: hello@kumostudy.com

We may need to verify your identity before providing access to personal information.

13. Cookies and analytics

Kumo Study and certain third-party services we use may use cookies or similar technologies to operate our services, remember preferences, understand usage and improve our services.

You may be able to control cookies through your browser settings. Disabling certain cookies may affect the functionality of some services.

14. Data breaches

Kumo Study maintains procedures for responding to actual or suspected data breaches.

Where we reasonably believe that a data breach has occurred that is likely to result in serious harm, we will take appropriate steps to contain, assess and respond to the incident and provide notifications where required under applicable law.

This may include notifying affected individuals and the relevant privacy regulator where required.

15. Children's privacy

Kumo Study may be accessed by students under the age of 18. However, Kumo Study does not currently license or provide its services directly to primary or secondary schools or other school-aged education institutions.

Our current institutional partnerships are primarily with tertiary education providers, including universities and other post-secondary education institutions.

Where a person under the age of 18 uses Kumo Study, we will handle their personal information in accordance with applicable privacy laws and any relevant requirements that apply to the provision of the service.

Where applicable, users or their authorised representatives may contact us regarding the collection, use, access or correction of personal information by contacting: hello@kumostudy.com.

16. Your rights

To access, correct, or delete your data, please contact us at hello@kumostudy.com

17. Complaints

If you have a concern or complaint about how Kumo Study has handled your personal information, please contact us first at: hello@kumostudy.com

We will investigate and respond to your complaint within a reasonable period.

If you are not satisfied with our response, you may have the right to contact the relevant privacy regulator.

18. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to our services, technology, operations or applicable laws.

The current version will be made available on our website.

19. Contact us

If you have any questions about this Privacy Policy, our handling of personal information or your privacy rights, please contact:

Kumo Study Pty Ltd Email: hello@kumostudy.com

Applicable legislation

Kumo Study seeks to comply with applicable privacy legislation, which may include:

- Privacy Act 1988 (Cth);
- New South Wales privacy legislation;
- Australian Capital Territory privacy legislation;
- Victorian privacy legislation;
- Tasmanian privacy legislation;
- Western Australian privacy legislation;
- Northern Territory privacy legislation; and
- South Australian privacy requirements,

as applicable to our operations and the individuals whose information we handle.