

Privacy Policy

Effective Date: March 28, 2026

This Privacy Policy applies to the **NextGen Service** mobile application **NextGen Parent** created by **NextGen Service**. This Service is provided by NextGen Service and is intended for use as is.

1. Information Collection and Use

For a better experience, while using our Service, we may require you to provide us with certain personally identifiable information. The information that we request will be retained by us and used as described in this privacy policy.

- **User Account Information:** We collect your name, email address, and password for authentication and account management.
- **School-Related Data:** To facilitate school management, the App processes student names, student IDs, class details, attendance records, and academic reports.
- **Communication Data:** We collect messages sent through the "Parent-Teacher Chat" or "Messages" modules to provide real-time communication features.
- **Financial Data:** For the Parent App, we display fee schedules and payment statuses. We do not store full credit card details on our servers; payments are processed through secure third-party gateways.

2. Device Permissions

The App requires the following permissions to function correctly:

- **Internet:** Used to sync data with our Laravel backend for real-time dashboard updates.
- **Storage (Read/Write):** Used to download academic reports (PDFs) and upload profile pictures or school documents.
- **Camera:** Used if you choose to take a photo for a student or teacher profile picture.
- **Notifications:** Used to send alerts for timetable changes, exam reminders, and new messages.
- **Microphone/Audio:** Required only if voice messaging features are utilized within the chat system.

3. Log Data

Whenever you use our Service, in the event of an error in the App, we collect data and information (through third-party products) on your phone called Log Data. This may include your

device IP address, device name, operating system version, the configuration of the App, the time and date of use, and other statistics.

4. Service Providers

We may employ third-party companies (e.g., Pusher for real-time chat, AWS or DigitalOcean for hosting, or Google Analytics) to:

- Facilitate our Service;
- Provide the Service on our behalf;
- Perform Service-related services; or
- Assist us in analyzing how our Service is used.

These third parties have access to your Personal Information only to perform these tasks and are obligated not to disclose or use it for any other purpose.

5. Data Security

We value your trust in providing us your Personal Information. We use secure login mechanisms and encrypted connections (HTTPS) to protect your data. However, remember that no method of transmission over the internet or electronic storage is 100% secure, and we cannot guarantee its absolute security.

6. Children's Privacy

Our App facilitates the management of student data. While students under 13 may have their information (name, grade) stored in the system by their school or parents, the **App is intended for use by Teachers and Parents only**. We do not knowingly collect personal information directly from children under 13. If you are a parent and discover your child has provided us with personal info without consent, please contact us.

7. Changes to This Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page and updating the "Effective Date" at the top.

8. Contact Us

If you have any questions or suggestions about our Privacy Policy, do not hesitate to contact us at: **Email:** emmanuelaleem098765@gmail.com