



APPLIES TO EVERY USER OF THE PLATFORM

Acceptable Use Policy

What may and may not be done on Zenkul — binding on subscribing organisations and on every individual who uses the platform.

Zenkul

Trading name of the sole proprietorship concern of Mr. Gulshan Kumar

GSTIN	09EQQPK0683D1ZJ
Udyam Reg. No.	UDYAM-UP-62-0061171
Principal place of business	Building No. 19, Samspur Road, Chak Neknampur, Salon, District Raebareli, Uttar Pradesh – 229127, India
Report abuse	support@zenkul.com
Report a vulnerability	support@zenkul.com

Effective date	Version	Document
2 September 2026	1.1	4 of 5

1. Scope

This Acceptable Use Policy ("AUP") applies to every person and organisation using the Zenkul platform ("Platform") — subscribing organisations, administrators, teachers, staff, students, parents and any other user.

It forms part of the Zenkul Terms and Conditions and the Zenkul End-User Terms of Use. **Breach of this AUP is a breach of those agreements.**

Subscribing organisations are responsible for ensuring their users comply, and are liable for their users' breaches.

2. Absolutely prohibited — immediate termination

NO CURE PERIOD, NO REFUND

The following will result in immediate suspension and may be reported to law enforcement.

1. Any material or conduct involving child sexual abuse, exploitation, grooming, or endangerment of a child.
2. Obscene or sexually explicit material.
3. Harassment, bullying, stalking, threats or intimidation of any person.
4. Hate speech or incitement to discrimination on grounds of religion, caste, race, sex, place of birth, disability or any other protected characteristic.
5. Content promoting violence, terrorism, self-harm or suicide.
6. Impersonating any person, institution, board, regulator or government authority.
7. Fabricating or falsifying marksheets, transcripts, certificates, attendance records, financial records or any other document.
8. Holding out an unrecognised or unaffiliated institution as recognised or affiliated.
9. Collecting fees not lawfully payable, or in breach of a fee-regulation direction or court order.
10. Money laundering, terrorist financing, or routing funds unconnected to legitimate institutional operations.
11. Distributing malware, ransomware, phishing content, or any tool designed to compromise a computer resource.
12. Attempting unauthorised access, privilege escalation, penetration testing or vulnerability scanning against the Platform without written authorisation.
13. Selling, renting or transferring personal data of any student, parent or staff member.

14. Targeted advertising to, or commercial profiling of, a child.

3. Prohibited — suspension, with opportunity to cure

15. Sharing login credentials, or using another person's account.
16. Accessing data beyond your assigned permissions, or another organisation's or school's data.
17. Circumventing seat limits, school limits, storage quotas, rate limits or licensing controls.
18. Reverse engineering, decompiling, or attempting to extract source code, architecture or data models.
19. Building a competing product using the Platform, or benchmarking it for publication without consent.
20. Reselling, sublicensing, or providing Platform access to any third party.
21. Scraping, crawling or automating access outside documented APIs.
22. Placing an unreasonable load on the infrastructure.
23. Uploading content infringing another's copyright — including textbooks, question banks, images, fonts, videos or software.
24. Recording a class, call or chat without the consent required by law and by the school.
25. **Entering personal data of any kind into the AI Tutor.**
26. Using student or parent data for personal or commercial purposes, or for direct marketing.
27. Behavioural monitoring or tracking of a child beyond legitimate educational and safety purposes.
28. Using the Platform as general-purpose file storage or backup unrelated to school operations.
29. Removing or obscuring proprietary notices or branding.

4. Requires prior written approval

30. Use by an entity that is not, and does not operate, an educational institution.
31. Collecting or storing biometric data.
32. Storing health, medical or disability data beyond routine school health notes.
33. Connecting any third-party application to Zenkul APIs.
34. Exceeding the contracted number of schools or billable students.

35. Any cross-border transfer of institutional data beyond that disclosed in the Privacy Policy.
36. Public benchmarking, review or performance publication concerning the Platform.

5. Reporting

Report abuse, security issues or breaches of this AUP to **support@zenkul.com**. Report security vulnerabilities to **support@zenkul.com**.

Security vulnerabilities must be reported privately and not publicly disclosed until we have had a reasonable opportunity to fix them.

CHILD SAFETY

Suspected child safety issues should be reported **immediately** — to Zenkul, to the school concerned, and to the relevant authorities. Do not wait for a response from any one of them before contacting the others.

6. Enforcement

6.1 Zenkul may investigate suspected breaches, remove or disable content, suspend individual users, suspend a school or an entire organisation account, and report matters to law enforcement or a regulator.

6.2 We will normally notify the subscribing organisation first and, where the breach is curable, allow a reasonable opportunity to fix it. We will act without prior notice where there is a risk to a child, to security, or to other users, or where notice would prejudice an investigation or is legally prohibited.

6.3 Enforcement action does not entitle any person to a refund, and does not limit Zenkul's other rights or remedies.

7. Changes

We may update this AUP and will supply the revised version to each subscribing organisation by email. Continued use after the effective date constitutes acceptance.

8. Contact

Mr. Gulshan Kumar

Proprietor and Grievance Officer, Zenkul

Abuse: support@zenkul.com | Security: support@zenkul.com | Grievances:
support@zenkul.com

Address: Building No. 19, Samspur Road, Chak Neknampur, Salon, District Raebareli, Uttar
Pradesh – 229127, India

Hours: Monday to Saturday, 10:00–18:00 IST, excluding public holidays

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END OF ACCEPTABLE USE POLICY

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