



FOR TEACHERS, STAFF, STUDENTS AND PARENTS

End-User Terms of Use

The rules that apply when you use Zenkul with an account created for you by your school.

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
Email	support@zenkul.com
Web	www.zenkul.com

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Version

1.1

Document

2 of 5

1. Who these terms are for

These End-User Terms ("**User Terms**") apply to you if you access the Zenkul platform ("**Platform**") using an account created for you by a school, college or educational organisation ("**your School**"). They apply whether you are a member of staff, a teacher, a student, or a parent or guardian.

If you are **18 or over**, then by logging in or continuing to use the Platform you accept these User Terms. If you do not accept them, do not use the Platform, and tell your School.

IF YOU ARE UNDER 18 — PLEASE READ THIS WITH YOUR PARENT

Indian law says that a person under 18 cannot make a contract. So these User Terms are **not a contract with you**, and you are not being asked to sign anything.

They are the **rules your School requires you to follow** when you use the Platform. Your parent or guardian agrees to them on your behalf, and your School must get your parent's permission before your account is created.

If you break these rules, your School can deal with it the way it deals with any other school matter, and Zenkul can suspend your account. But nobody will hold you to a contract.

This is an electronic record under the Information Technology Act, 2000 and does not require a signature.

2. Your School is in charge, not us

THE MOST IMPORTANT THING TO UNDERSTAND

2.1 Zenkul supplies software to your School. **Your School decides everything that happens on it** — who gets an account, what each person can see and do, what marks and attendance are recorded, what fees are charged, what announcements are sent, and when an account is closed.

2.2 Your School, not Zenkul, is responsible for your data. If you want to see, correct, or delete your information, or if you have a complaint about how it is being used, **you must contact your School first**. Zenkul cannot change your records on your own request — we act only on your School's instructions.

2.3 Zenkul is not your school, your employer, your teacher or your examiner, and does not make any academic, disciplinary, employment, admission or fee decision about you.

2.4 If your School stops using the Platform, your access ends.

3. Your account

3.1 Your account is personal to you. Do not share your password, let anyone else use your login, or use anyone else's.

3.2 Change any temporary password you are given, immediately.

3.3 Tell your School — and, if it is urgent, email us at support@zenkul.com — as soon as you think someone else has used your account.

3.4 You are responsible for what is done using your account.

3.5 You must give accurate information and keep your contact details up to date with your School.

4. If you are a student

4.1 If you are under 18, your School must have obtained your parent's or guardian's consent before creating your account.

4.2 Your parent or guardian, as recorded by your School, can see your attendance, marks, progress, fee records, transport details and school communications.

4.3 Use the Platform for your studies. Do not use it to bully, threaten, abuse or embarrass anyone, and do not share anything obscene, hateful or frightening.

4.4 Do not cheat, copy, or submit someone else's work as your own. That is a matter for your School.

4.5 If anything on the Platform makes you feel unsafe or uncomfortable, tell a teacher or your parent straight away.

5. If you are a parent or guardian

5.1 You can see records only for the children your School has linked to you. If a linkage is wrong, missing, or should be restricted — for example because of a court order about custody — **tell your School immediately**. Zenkul cannot verify guardianship and acts only on what your School records.

SCHOOL FEES

5.2 Fees shown on the Platform are set by your School. **Zenkul does not receive, hold or keep any school fee.** Payments go to your School's own bank account through a payment provider. Any question about a fee amount, discount, penalty, receipt, tax or refund is for your School. Zenkul does not issue receipts or invoices for school fees and has no role in your School's tax treatment of them.

5.3 If a payment fails, is delayed, or is deducted without the payment being recorded, contact your School and your bank or the payment provider. Zenkul cannot reverse, refund or release any payment.

5.4 You are responsible for the security of the device and email account you use to access your child's records.

6. If you are a teacher or member of staff

6.1 Use the Platform only for your work, and only within the permissions your School has given you.

6.2 Student and parent information is confidential. Do not download, copy, photograph, forward or keep it outside the Platform except as your School permits, and do not use it for any personal or commercial purpose.

6.3 Check your entries. Attendance, marks, grades and fee entries you make become your School's record and affect real people.

6.4 Do not attempt to access records outside your permissions, or share your login with a colleague.

6.5 Your access ends when your role at the School ends. Any data you created remains your School's.

7. What you must not do

You must not:

- (a) use the Platform unlawfully, or to harass, bully, threaten, defame or discriminate against anyone;
- (b) upload anything obscene, sexually explicit, hateful, violent, or harmful to a child;
- (c) impersonate any person;
- (d) upload viruses or malicious files;

- (e) try to break, test, scan or get around the Platform's security or permissions;
- (f) copy, reverse engineer or attempt to extract the Platform's code or design;
- (g) scrape, bulk-download or automate access to data;
- (h) record, screenshot or share a live class, chat or any other person's data without permission;
- (i) share, sell or publish anyone else's personal information; or
- (j) do anything prohibited by the Zenkul Acceptable Use Policy.

Breaking these rules can lead to your access being suspended by your School or by Zenkul, and may be reported to your School, to your parents, or to the police.

8. Chat, messages and live classes — please read

MESSAGES ARE NOT END-TO-END ENCRYPTED

8.1 Messages and chat on the Platform are **encrypted while stored, but they are not end-to-end encrypted**. Zenkul holds the keys and is technically able to read message content. We access it only to support your School, investigate a security problem or abuse report, or where the law requires.

8.2 Zenkul does not read, monitor, moderate or filter messages as a **matter of routine**. Your School is responsible for supervision and safeguarding.

8.3 Your School decides whether classes or calls are recorded, and is responsible for telling you and obtaining any consent needed. Do not record anyone yourself without permission.

8.4 Treat anything you write on the Platform as a school record that can be seen by school staff.

9. The AI Tutor — please read

AI ANSWERS CAN BE WRONG

9.1 The AI Tutor is a study aid. It produces answers automatically and **can be wrong, out of date, incomplete, or completely made up.**

9.2 Do not rely on it for exam answers, homework you will submit as your own, or anything that matters. Check with your teacher.

9.3 Never type anyone's name, roll number, admission number, phone number, address, Aadhaar number, bank details, health information or any other personal detail into the AI Tutor. What you type is sent to a third-party AI service outside the Platform.

9.4 The AI Tutor is switched off by default for users under 18. Your School decides whether to turn it on, and can turn it off at any time.

10. Content you upload

10.1 You keep ownership of what you create and upload. You give Zenkul permission to store, process and display it only so that the Platform works for you and your School.

10.2 You are responsible for having the right to upload it. Do not upload copyrighted textbooks, question papers, images, videos or software you do not have permission to use.

10.3 Zenkul may remove content that breaks these User Terms or the law, and may tell your School.

11. Availability, and no promises about accuracy

11.1 The Platform is provided "**as is**". We do not promise it will always be available, error-free or uninterrupted.

11.2 We do not promise that any mark, grade, report card, attendance record, fee amount, timetable, transport assignment, analysis or AI answer shown to you is accurate. **Those come from what your School entered and configured.**

11.3 The Platform is not a safety, emergency or tracking system. **Never rely on it to know where a child is.**

11.4 Nothing on the Platform is legal, financial, medical or psychological advice.

12. Our liability to you

12.1 Zenkul's contract is with your School. **Zenkul has no financial liability to you as an individual user**, except where liability cannot be excluded by law.

12.2 Zenkul is not liable for anything done by your School, by a teacher, by another user, by a payment provider, or by any third-party service.

12.3 Nothing here limits liability for death or personal injury caused by our negligence, or for fraud.

13. Suspension

Your access may be suspended or ended at any time by your School, or by Zenkul where we reasonably believe these User Terms have been broken or there is a security or safety risk.

14. Your privacy

How your data is handled is set out in the **Zenkul Privacy Policy**, which your School can give you and which is available on request to support@zenkul.com. In short: your School decides what is collected and why; Zenkul processes it on your School's instructions; and requests about your data go to your School first.

15. Complaints

15.1 Complaints about your marks, attendance, fees, a teacher, another student, or your account go to **your School**.

15.2 Complaints about the Platform itself, or about how Zenkul has handled data, go to our Grievance Officer:

Mr. Gulshan Kumar

Proprietor and Grievance Officer, Zenkul

Email: 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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We will acknowledge within 24 hours and try to resolve within 15 days. You may also complain to the Data Protection Board of India.

16. Changes, law and disputes

16.1 We may update these User Terms. We will give the new version to your School, and your School will make it available to you. If you are 18 or over, continuing to use the Platform means you accept the updated version. If you are under 18, your parent or guardian is asked to accept it on your behalf.

16.2 These User Terms are governed by Indian law. The courts at Raebareli, Uttar Pradesh have exclusive jurisdiction.

16.3 If any part is found unenforceable, the rest continues to apply.

END OF END-USER TERMS OF USE

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