



bACEic Labs

PRIVACY POLICY

How bACEic Labs collects, uses, protects and manages personal information across its websites, applications and education platform.

Effective Date	Version	Applies To
19 August 2026	1.0	bACEic websites, LMS and related services

Important: This document is a practical privacy-policy draft for bACEic Labs. Before publishing it as a legally binding policy, bACEic Labs should have counsel review it and replace the bracketed contact details with the organisation's actual legal and grievance-contact information.

At bACEic Labs, we build technology to help education organisations manage their digital presence, teaching, learning, assessments and day-to-day workflows. We recognise that education platforms handle information about administrators, teachers, students and parents, and we treat that responsibility seriously.

This Privacy Policy explains what information we may collect, why we collect it, how we use it, when we may share it, and the choices available to individuals and education organisations using our services.

1. Who We Are

This Privacy Policy applies to **bACEic Labs** (“bACEic”, “we”, “us” or “our”), in relation to the bACEic website, education platform, applications, services and related products.

For institute-managed accounts, the education organisation may determine why certain student, parent or teacher information is collected and how it is used. In those situations, bACEic may process information on the organisation’s behalf to provide the requested service.

The legal entity name, registered address and privacy/grievance contact should be inserted before publication: **[Legal Entity Name], [Registered Address], [Privacy / Grievance Email]**.

2. Information We Collect

Account and profile information: name, email address, phone number, profile details, role, institute affiliation and account credentials or authentication identifiers.

Student and academic information: class, section, course enrolment, attendance, assignments, assessments, marks, grades, learning activity, progress, submissions, teacher feedback and related academic records.

Parent information: parent/guardian name, contact details, relationship to a student, communication preferences and information required to provide student updates.

Institute and teacher information: institute details, staff information, course and class information, schedules, teaching materials, attendance and gradebook information.

Content you provide: documents, PDFs, worksheets, question papers, images, recordings, assignments, questions, responses and other material submitted to the platform.

Technical and usage information: device type, browser, operating system, IP address, approximate location derived from IP where applicable, log information, session information, feature usage and diagnostic information.

Transaction information: subscription, invoice and payment-related information. Payment card or banking credentials are generally handled by the relevant payment provider rather than stored directly by bACEic.

Communications: messages, support requests, enquiries, feedback and information you provide when contacting us.

3. Information About Children and Students

bACEic is designed for education environments and may process information relating to students, including children, when an institute, teacher or parent uses the platform.

Where an education organisation creates or manages student accounts, the organisation is responsible for ensuring that it has the appropriate authority, notices and permissions required to provide student information to bACEic and to use the platform.

We use student information to provide educational and administrative services requested by the institute, such as enrolment, learning delivery, attendance, assessments, progress reporting and communication.

We do not knowingly use student information for unrelated targeted advertising. Institute and parent controls should be used to determine who can access student information.

4. How We Use Information

We may use personal information to create and manage accounts; provide courses, classes, assessments and learning services; maintain question banks and academic records; support communication between authorised users; process subscriptions and transactions; provide customer support; personalise or improve platform experiences; detect fraud, misuse and security threats; troubleshoot and maintain our services; measure product performance; and comply with legal obligations.

We may also use aggregated or de-identified information for analytics, service improvement, capacity planning and product development where the information is not reasonably used to identify an individual.

5. AI Features and AI-Generated Content

bACEic may provide AI-assisted features for activities such as extracting questions from uploaded material, organising content, creating questions, generating assessments or supporting teachers.

Where an AI feature uses an external AI service, the relevant information may be sent to that service only as necessary to provide the requested feature and subject to the applicable service configuration and agreements.

Users may also choose to use their own preferred AI service outside bACEic by copying information or prompts from the platform. Once information is moved to another service, that service's privacy policy and terms apply.

AI-generated content should be reviewed by a teacher or authorised institute user before being used for high-stakes academic decisions. bACEic does not represent that AI-generated content is always accurate or suitable without human review.

6. When We Share Information

We may share information with the institute or organisation that manages your account, with other authorised users according to the role and permissions configured by that organisation, with service providers that help us operate the platform, with payment and communication providers, with analytics or infrastructure providers, or when required by law.

Service providers are expected to process information only for the purposes for which we engage them and to apply appropriate safeguards.

We do not sell personal information as a commercial data-broker product.

If ownership of bACEic Labs or substantially all of its assets changes, information may be transferred as part of that transaction subject to applicable law and appropriate safeguards.

7. Cookies and Similar Technologies

Our websites and applications may use cookies, local storage, pixels and similar technologies to keep users signed in, remember preferences, understand usage, improve performance and protect the service.

Where required, we will provide appropriate choices or notices for non-essential cookies and similar technologies.

8. Data Security

We use reasonable technical and organisational measures intended to protect personal information from unauthorised access, alteration, disclosure, loss or destruction.

Depending on the service, safeguards may include authentication controls, role-based access, encryption in transit, controlled access to production systems, logging, backups and security monitoring.

No internet service can guarantee absolute security. Users and institutes should use strong passwords, protect login credentials and promptly report suspected unauthorised access.

9. Data Retention and Deletion

We retain personal information for as long as reasonably necessary to provide the service, maintain legitimate business and security records, resolve disputes, enforce agreements and meet applicable legal or regulatory requirements.

When information is no longer required for a stated purpose, we may delete, anonymise or securely dispose of it, subject to contractual, legal and operational retention requirements.

For institute-managed data, the institute may control account lifecycle and deletion according to its agreement with bACEic.

10. Your Choices and Rights

Depending on applicable law and the user's role, individuals may have rights relating to access to information, correction, updating, withdrawal of consent, deletion or erasure, grievance/complaint handling and other rights provided by law.

Requests should normally be made through the institute or account administrator where the information is controlled by that organisation. You may also contact bACEic using **[Privacy / Grievance Email]**.

We may need to verify identity and authority before fulfilling a request. Certain information may need to be retained where required by law or necessary for security, fraud prevention, dispute resolution or other legitimate purposes.

11. Institute Responsibilities

Institutes using bACEic are responsible for configuring roles and permissions appropriately, providing required notices to students, parents and staff, collecting any permissions or consents required by applicable law, maintaining accurate information, and using the platform in accordance with applicable education and privacy requirements.

Institutes should avoid uploading information that is not necessary for the service and should promptly remove or correct information that is no longer accurate or required.

12. Third-Party Services and Links

The platform may integrate with or link to third-party services such as video conferencing, authentication, cloud infrastructure, payment providers, communication services and AI tools.

Third-party services operate under their own terms and privacy policies. bACEic is not responsible for the privacy practices of third parties that operate independently of us.

13. International Processing

Depending on the infrastructure and service providers used, personal information may be processed or stored in India or other countries. Where information is transferred internationally, we intend to apply safeguards required by applicable law and our contractual arrangements with service providers.

14. Data Breach and Security Incidents

If bACEic becomes aware of a personal-data breach that requires notification under applicable law, we will follow the applicable legal and regulatory requirements, including required notifications to affected parties and authorities where applicable.

Users should report suspected security incidents promptly to **[Security / Privacy Email]**.

15. Changes to This Privacy Policy

We may update this Privacy Policy when our services, data practices or legal requirements change. We will publish the updated version through appropriate channels and update the effective date.

Where a change materially affects how personal information is used, we will provide additional notice or obtain consent where required by applicable law.

16. Contact and Grievance Handling

Privacy / Grievance Contact: [Name / Role]

Email: [Privacy / Grievance Email]

Address: [Registered Office Address]

Website: [bACEic Website]

Please include the above details before publishing this policy. For institute-managed accounts, users may also contact their institute administrator or the relevant authorised contact.

17. Governing Framework

This policy is intended to operate with applicable privacy and data-protection laws and regulations. For India, bACEic should maintain its privacy practices with reference to the Digital Personal Data Protection Act, 2023 and the Digital Personal Data Protection Rules, 2025, as and when their respective provisions apply.

The Act and Rules use concepts including Data Principal, Data Fiduciary and Data Processor. The exact role of bACEic and an institute can depend on the service and relationship involved.

Publication Checklist

Before publishing this document on the bACEic website or inside the product, complete the following:

- Replace [Legal Entity Name] with the exact legal entity that operates bACEic.
- Add the registered office / business address.
- Add a monitored privacy and grievance email address.
- Add a security incident / security contact if different from the privacy contact.
- Confirm the actual third-party services used by bACEic (cloud hosting, email/SMS, payments, analytics, authentication, AI providers and video services).
- Confirm actual data retention periods for accounts, student records, assessment records, logs and backups.
- Confirm the actual locations/countries where production data and backups are stored.
- Review institute/customer contracts so responsibilities for institute-controlled student and parent data are consistent with this policy.
- Have Indian privacy counsel review the final published version, particularly the treatment of children, consent, institute-managed data, international processing and grievance handling.

Regulatory note

India's Digital Personal Data Protection Act, 2023 was enacted on 11 August 2023. The Digital Personal Data Protection Rules, 2025 were notified on 13 November 2025 with a phased commencement timeline. This draft is written to be adaptable to that framework rather than claiming that every provision is already applicable on the publication date.

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