

Privacy Policy

Effective Date: 6-June-2025

Version: 1.0.3

1. Introduction

This Privacy Policy describes how SkyGlow Technologies ("provider", "we," "our," or "us") collects, uses, stores, and protects the personal data of our users. By using our services, you agree to the practices outlined in this policy. We are committed to ensuring the security and protection of your personal information and to providing a compliant and consistent approach to data protection in accordance with international standards.

2. Information We Collect

We collect various types of information in our online software to provide and improve our services. The types of personal data we collect include:

- Full name
- Phone number
- Email address
- Password (encrypted for security)
- Institute name
- Institute address
- City name

We may also collect metadata such as login timestamps, activity logs, your purchased or free plan information, and system usage patterns to enhance system functionality and user experience.

3. Purpose of Data Collection

We use the data we collect for the following purposes:

- Account registration and secure login
- Identifying users and tailoring the user experience

- Providing access to system features such as student and staff management, SMS manager mobile app and software or app related things
- Facilitating backup and restore functions
- System diagnostics, bug fixes, and performance optimization
- Responding to customer support inquiries and issues
- Generating statistical and analytical reports for administrative purposes
- Enhancing software through system upgrades and updates

4. Data Storage and Security

Your data is stored both locally on your device and securely on our servers. To ensure the highest level of protection, we implement:

- AES-256 encryption protocols for sensitive data
- Firewalls, anti-malware tools, and secure servers to prevent unauthorized access
- Access control measures, role-based permissions, and regular security audits
- We are not taking any data backup of your data into our server. We just collection some information from your data time to time for the reasons defined in "Purpose of data collection".

5. Third-Party Sharing

We respect your privacy. We do not sell, rent, or share your personal data with third parties for marketing or commercial purposes. Your data is used solely for internal operations, development, and support. We may only disclose data when required by law or legal process.

6. User Rights

You maintain full ownership and control over your data. Your rights include:

- Accessing your data at any time by using login and backup and restore.
- Updating and correcting your data
- Requesting data deletion or account termination
- Objecting to certain data processing activities
- Receiving information about how your data is used

To exercise any of these rights, please contact our support team by call or message at WhatsApp "+92-307-8516583". We respond to all legitimate requests within a reasonable timeframe.

7. Children's Privacy

Our platform is not intended for use by children under the age of 13. We do not knowingly collect personal information from minors. If we become aware of any such data being collected, we will take immediate steps to delete it.

8. Password Recovery

For security reasons, SkyGlow Technologies does not store or manage user passwords. Therefore, if the password is forgotten, it cannot be recovered by the Provider. The Client is solely responsible for remembering and securely storing their login credentials.

9. Policy Updates

We may update this Privacy Policy to reflect changes to our practices or for legal and regulatory reasons. Updates will be published on our platform. Continued use of the software after updates constitutes acceptance of the revised policy.

Terms and Conditions

1. Introduction

These Terms and Conditions ("Terms") govern your use of our school management software and mobile application and all other software and mobile applications. By accessing or using the software, you accept these Terms in full. If you do not agree with these Terms, you must discontinue use of the software immediately.

2. User Eligibility

Our services are intended for educational professionals, institutions, school administrators, teachers, and authorized staff members. Individuals must have legal authority or institutional permission to register and use the platform.

Intellectual Property

All Apps/software and its content are protected by intellectual property laws. Users may not copy, modify, distribute, or reproduce any part of the App without prior written consent.

Service Availability

We are committed to providing you with reliable and consistent access to the App and strive to ensure its availability at all times. However, there may be occasions when access is temporarily interrupted due to necessary maintenance, system upgrades, or unforeseen technical issues. While we make every effort to minimize such disruptions, we cannot guarantee that the App will always be available, error-free, or uninterrupted. From time to time, we may also need to modify, suspend, or discontinue certain features or services to enhance user experience and performance. Please note that we are not responsible for any direct, indirect, incidental, consequential, or punitive damages that may result from the use or inability to use the App. We appreciate your understanding and continued support as we work to improve our services.

Fees and Payments

Some features of the App may require payment. By using these features, you agree to pay the associated fees. All payments are non-refundable.

3. License and Usage Rights

We grant each registered user a limited, revocable, non-exclusive, and non-transferable license to use the software solely for lawful educational and administrative purposes. Unauthorized use is strictly prohibited, including but not limited to:

- Reverse engineering, decompiling, or disassembling the software
- Copying, distributing, sublicensing, or reselling the software
- Circumventing any security or authentication measures
- Hosting or using the software for illegal, immoral, or unauthorized commercial purposes

The software and all intellectual property rights belong to us. All rights not expressly granted are reserved.

4. User Responsibilities

Users are responsible for the accuracy and completeness of data entered into the App. You agree not to upload any content that is harmful, offensive, or violates any laws or regulations. When using the software, users are expected to act responsibly and with integrity. This includes providing accurate and truthful information during the registration process and throughout their use of the platform. It is important to maintain the confidentiality and security of login credentials to prevent unauthorized access. In the event of any suspected breach or unauthorized activity, users should promptly report it to the appropriate authorities or support team. Users must also ensure their actions comply with all applicable laws and regulations. The software should be used respectfully and ethically, without any malicious intent. This means refraining from uploading harmful files or engaging in activities that could compromise the functionality of the software or negatively impact other users.

5. Service Availability

We strive to provide consistent and uninterrupted access to our software. However, access may occasionally be suspended due to maintenance, upgrades, or technical issues. We are not liable for:

- Temporary unavailability or downtime
- Data loss due to system failures
- User dependency on availability for critical operations

We recommend regular data backups to prevent loss.

6. Payment and Billing

All payments made for software access or upgrades are final and **non-refundable**, unless required by local consumer protection laws. It is the user's responsibility to:

- Review service features before payment
- Maintain valid and updated payment information

We reserve the right to modify our pricing structure and notify users via official channels.

7. Termination

We reserve the right to terminate or suspend access to the platform if a user:

- Violates these Terms or any applicable law
- Engages in fraudulent, illegal, or harmful behavior
- Attempts to bypass security or copy the software
- Infringes upon our intellectual property rights

Upon termination:

- Access to the platform will be revoked
- User data may be deleted, subject to legal obligations
- The user will not be entitled to any refunds

8. Limitation of Liability

To the fullest extent allowed by law, we are not liable for:

- Loss of data or software functionality
- Indirect, incidental, or consequential damages
- Errors, inaccuracies, or defects in the software
- Damages arising from unauthorized use of user accounts

Users assume responsibility for ensuring proper use and taking necessary precautions.

9. Changes to Terms

We may revise these Terms periodically. It is the user's responsibility to review them regularly. Continued use of the software after changes constitutes acceptance. We are not obligated to notify users individually.

10. Password Recovery

For security reasons, SkyGlow Technologies does not store or manage user passwords. Therefore, if the password is forgotten, it cannot be recovered by the Provider. The Client is solely responsible for remembering and securely storing their login credentials.

11. Governing Law

These Terms shall be governed and interpreted according to the laws of the country in which the user resides or operates, including but not limited to:

- United Arab Emirates (UAE)
- United Kingdom (UK)
- Pakistan
- India
- Bangladesh
- Saudi Arabia
- United States of America (USA)
- Canada
- Australia
- South Africa
- Malaysia
- Philippines
- Nigeria
- Egypt
- Kenya
- Indonesia

Disputes will be subject to the jurisdiction of competent courts in the user's country or region.

12. PTA (Pakistan Telecom Authority) SMS Rules

A standard 1 SMS length is 160 characters, more than 160 characters in a SMS will be counted as 2 or more SMS in your SIM's SMS package.

According to PTA (Pakistan Telecom Authority), Every SIM operator has anti-spam filters in order to control spam activity. SMS outgoing services will be blocked automatically if a SIM exceed a frequency of sending more than 150 SMSs/15 minutes, 250 SMSs/1 hour & 750 SMSs in 24 hours.

Purchase Terms and Conditions

Lifetime Purchase of Copy of INK Software and INK SMS Mobile App

These Terms and Conditions ("Agreement") govern the lifetime purchase and use of the Software and/or Mobile App ("Software") provided by SkyGlow Technologies

("Provider") to the purchasing party ("Client" and/or "Institute Owner"). By purchasing and using the Software, the Client agrees to all of the terms outlined below.

1. Usage Restrictions

The purchased copy of the Software is strictly associated with the institution and user information provided. The Client is not permitted to sell, transfer, or share the Software with any other person, organization, or institution. Changing the registered institution or user information is not allowed. However, if you are creating a new branch of your institution—whether within the same city, outside the city, or even in another country—but the institution name remains the same, you do **not** need to purchase a new copy of the Software. Conversely, if the new branch operates under a different institution name than the one originally registered with SkyGlow Technologies, a new copy of the Software must be purchased.

2. Installation File Responsibility

SkyGlow Technologies does not keep any backup of the installation files provided to the Client. It is the Client's sole responsibility to securely store and maintain their activated copy of the Software and its installation files. In the event that the installation file is lost or deleted, the Provider will not be able to supply a replacement.

3. Support and Maintenance

The Client will receive one 15 days of free support starting from the date the payment is received. During this period, any bugs or errors identified in the Software will be resolved at no additional cost. After the initial support period ends, further support will be optional and subject to availability. If support is provided beyond the free period, it may incur a service fee of PKR 5,000, which is subject to change at the Provider's discretion.

4. Software Updates and Feature Enhancements

The copy of the Software provided to the Client is limited to the version delivered at the time of purchase. This Agreement does not include any rights to future updates, upgrades, or newer versions of the Software or mobile app. No new features or modules will be developed or added upon request. SkyGlow Technologies has no obligation to provide enhancements beyond the original version, and backup files from the current version may not be compatible with any future releases.

5. Compatibility Disclaimer

The Software may or may not function correctly on future versions of Windows and Android operating systems released after the time of purchase. The Provider does not guarantee compatibility or performance on these future platforms.

6. Copy Deactivation

SkyGlow Technologies reserves the right to deactivate the Client's copy of the Software and/or mobile app, without notice, if any of the terms stated in this Agreement are violated.

7. Non-Refundable Payment

All payments made for the lifetime purchase of the Software are final and non-refundable. Once payment has been received and the Software has been delivered or activated, no refunds will be issued under any circumstances.

8. Agreement Acceptance

By making payment and using the Software, the Client acknowledges that they have read, understood, and agreed to these Terms and Conditions in full.

Contact Us

If you have any questions about these Terms or our Privacy Policy, please contact us at WhatsApp: **+92-307-8516583**