

PRIVACY POLICY

Risely : Learn the “Why?”

Last Updated: January 2026

IQM Tech (“we”, “our”, “us”) operates the **Risely : Learn the “Why?”** mobile application (“App”). This Privacy Policy explains how we collect, use, store, and protect user information.

By using the App, you consent to the practices described below.

1. Information We Collect

a. Personal Information

We may collect:

- Name
- Email address
- Phone number
- Class / standard
- School name (optional)

b. Usage & Analytics Data

We collect non-personal data such as:

- App interactions
 - Feature usage
 - Performance and crash logs
 - Device-related analytics
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2. How We Use Information

Information is used to:

- Create and manage user accounts
- Personalize learning experiences
- Improve App performance and content quality

- Enable AI-based educational assistance
 - Communicate essential service updates
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3. AI & Automated Features

- The App includes AI-powered tools such as chatbots and automated question/answer generation.
 - AI-assisted features support learning and provide suggestions.
 - **Not all content on the App is AI-generated.**
 - AI-generated content does not replace human judgment, professional advice, or formal instruction.
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4. Data Sharing & Third Parties

- We do not sell, rent, or trade user data.
- We do not share personal data with third parties for advertising or marketing.
- We use services such as **Firestore and analytics tools** solely for:
 - Performance monitoring
 - Usage analytics
 - Crash reporting

All such services comply with applicable data protection standards.

5. Data Storage & Security

- Data is stored securely using industry-standard safeguards.
 - While we take reasonable measures, no digital system can guarantee absolute security.
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6. Children's Privacy

- The App is intended for users aged **12 years and above**.
- The App is designed for educational use, including by minors.
- We do not knowingly collect sensitive personal information from children.
- Parents or guardians may contact us to access, update, or delete a child's data.

7. User Rights

Users have the right to:

- Access their personal data
- Correct inaccurate information
- Delete their account and associated data
- Withdraw consent by discontinuing App use

Account deletion can be completed directly within the App or via email request.

8. Account Suspension & Termination

We may suspend or permanently terminate user accounts in accordance with our **Terms and Conditions** in cases of misuse or policy violations.

9. Data Retention

- Data is retained only as long as necessary to provide services or comply with legal obligations.
 - Upon account deletion, personal data is permanently removed unless required by law.
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10. Cookies & Tracking Technologies

- The App may use cookies or similar technologies for analytics and performance purposes.
 - These technologies do not collect unnecessary personally identifiable information.
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11. Changes to This Privacy Policy

- This Privacy Policy may be updated periodically.
- Continued use of the App after changes indicates acceptance of the updated policy.

12. Governing Law

This Privacy Policy is governed by the laws of **India**.

12. Data deletion request

To request the deletion of your personal data, please follow these instructions:

1. **Compose an Email:** Use the template provided in the "Data Delete" section.
 2. **Subject Line:** Set the subject line of the email as: **Data Delete - [Insert Your Username] and [Insert Your Email Address]**
 3. **Recipient:** Send the email to the **Email Address** listed in **Section 13: Contact Information** of this Privacy Policy, which is: **info@iqmonline.in**
 4. **Complete the Template:** Fill in all the placeholders in the provided email template, including:
 - [Insert Company Name or Data Protection Officer Name, if known]
 - [Insert Your Username] (or Account Identifier)
 - [Insert Your Email Address]
 - [Insert Your Full Name] (if applicable)
 5. **Send:** Send the completed email. We aim to respond to all legitimate requests within **15 working days**.
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13. Contact Information

For privacy-related queries or data requests, contact:

 **info@iqmonline.in**

 **IQM Tech, Pakyong, Sikkim, India**

This Privacy Policy should be read in conjunction with our **Terms and Conditions**.

Child Safety & Parental Consent

- **Risely : Learn the “Why?”** is an educational application intended for users aged **12 years and above**.
- The App may be used by minors strictly for educational purposes.
- By allowing a minor to access the App, **parents or legal guardians consent** to the collection and use of limited personal data as described in our Privacy Policy.
- We do **not knowingly collect sensitive personal information** from children.
- Parents or guardians have the right to:
 - Review the personal information collected from their child
 - Request correction or deletion of such data
 - Request suspension or deletion of the child’s account
- We take reasonable measures to ensure a **safe learning environment** and actively monitor and restrict:
 - Harassment, abuse, or inappropriate language
 - Misuse of interactive or communication features
- Any content or interaction found to be unsafe or inappropriate may result in immediate account suspension or termination.