Terms & Conditions

Vidyaluma — A product of KRAVIA PRIVATE LIMITED

Published policy · Effective from 1 November 2026

Approved: 1 November 2026

L02 · Version 1.0.0

The institutional service agreement framework, authorized use, responsibilities, remedies and limits for Vidyaluma.

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1. Service provider and contracting parties

1.a — Provider. Vidyaluma is provided by KRAVIA PRIVATE LIMITED. These Terms govern access to the contracted service and authorized use of its websites and apps. The initial subscription customer is a school or institution in India, acting through an adult with appropriate authority. School users do not become personal guarantors or subscription purchasers merely by using school-managed access.

1.b — Formation. A school agreement is formed through the approved order, authorized acceptance and any required execution process. The accepted version, signatory capacity and actual time must be recorded. The effective date of 1 November 2026 does not retrospectively create agreement, notice or payment liability.

1.c — Scope. The order identifies enabled modules, capacity, charges, term and any negotiated service commitments. Public demonstrations, roadmaps and feature lists do not activate unavailable functionality. KRAVIA must accurately describe what it supplies and cannot use this distinction to excuse an express contractual commitment.

2. Document hierarchy and changes

2.a — Order of application. Mandatory law prevails. A properly executed school agreement or negotiated order governs its specifically addressed commercial terms. The Data Processing Agreement (L09) governs instructed personal-data processing; stronger mandatory or specifically agreed protections are not reduced by a general website notice. These Terms and incorporated policies apply within their respective scope.

2.b — No silent override. A Trust statement, footer, marketing claim or later website upload cannot silently amend an existing negotiated agreement. Optional-processing consent remains distinct from contractual acceptance. Access to a new policy version is not evidence that a school agreed to changed terms.

2.c — Updates. Material changes require appropriate notice and any required renewed acceptance. Existing versions are retained. We do not retrospectively increase earned fees, manufacture acceptance events or replace a signed agreement's file with new wording. A new service or market requires a scope review before use.

3. Onboarding and representative authority

3.a — Separate checks. Identity, document integrity, authority to bind the school, execution and activation are separate decisions. An Aadhaar OVSE result or a DigiLocker document does not establish school ownership, accreditation, contracting authority or government endorsement.

3.b — Verification and signing. Where enabled, OVSE is limited to adult representative identity verification; DigiLocker accesses only permitted consented onboarding documents; Leegality executes the identified agreement through the approved method. The representative must be able to review what is requested and the agreement they are signing. Viable permitted alternatives must be considered when a method cannot be used.

3.c — Failure or dispute. Inconsistent names, uncertain authority, failed integrity, withdrawn consent or a disputed signature require controlled review. Manual review cannot bypass invalid integrity or missing permission. The relevant step remains pending, with an explanation and recovery path, rather than appearing successful because a provider page opened.

4. Accounts and authorized use

4.a — School-managed access. Schools authorize student, guardian and staff membership and assign appropriate roles. Identity recovery must not rely only on knowledge of a student's name or an administrator's assertion. Membership in multiple schools must not permit cross-school data access.

4.b — Departures and disputes. The school must promptly report departures and authority changes. KRAVIA must provide secure revocation and handover mechanisms, including terminating affected sessions. A school ownership dispute may justify freezing sensitive changes while authority is independently reviewed, without unnecessarily destroying records or preventing safeguarding activity.

4.c — Account duties. Users must protect credentials, use only authorized accounts, report compromise and comply with L04. Shared passwords, fabricated identities and attempts to defeat school boundaries are prohibited. KRAVIA remains responsible for defects in its authentication, permission and recovery implementation.

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5. Educational and operational responsibilities

5.a — School decisions. Schools remain responsible for teaching, lawful educational recordkeeping, admissions, confirmed marks, attendance verification, discipline, staff decisions, fee setting and supervision. They must provide lawful instructions, accurate relevant inputs and appropriate notices. KRAVIA must not present the software as an independent school authority.

5.b — KRAVIA responsibilities. KRAVIA is responsible for performing its contracted service, protecting information under its control, maintaining appropriate access and correction mechanisms, configuring its integrations responsibly and investigating attributable defects. An instruction to use software does not transfer every technical or security risk to the school.

5.c — Shared errors. For incorrect marks, attendance, guardian access or imported records, the parties examine source accuracy, software behavior, reviewer actions and actual harm. The school corrects academic decisions; KRAVIA addresses processing defects and supports necessary notices and evidence. Responsibility follows cause, control and applicable law.

6. AI assistance and limitations

6.a — Permitted use. Authorized users may use enabled AI tools for task-limited educational assistance under T03. Generated marks, reports and important recommendations remain drafts until a qualified school reviewer confirms them. A prediction is not a guaranteed result or evidence of a medical, psychological or learning-disability diagnosis.

6.b — Prohibited decisions and reuse. AI must not autonomously decide identity, school authority, agreement execution, admission, discipline, employment or final exam results. Private school content must not be used to train general-purpose models. Providers must be reviewed for actual retention and no-training terms before receiving that content.

6.c — Corrections. Users should report questionable output and avoid distributing unreviewed consequential results. KRAVIA must offer a reporting and technical investigation path. Teacher review does not waive a claim arising from a defect attributable to KRAVIA; AI involvement does not make the school responsible for every error.

7. Content, intellectual property and confidentiality

7.a — Existing rights. Schools, users and other original rights holders retain their respective rights in lawful uploaded materials and records. KRAVIA retains its rights in Vidyaluma software, technology and branding. Neither label establishes ownership of a person's statutory data rights or grants exclusive copyright in every AI output.

7.b — Limited service permission. The school grants only the rights necessary for KRAVIA and authorized providers to host, process, secure, deliver and support its instructed content. This does not authorize unrelated marketing, cross-school content sales or AI training. Third-party licensed material remains subject to its applicable terms.

7.c — Confidentiality. Protected school and KRAVIA information is accessible only for an authorized purpose and disclosed only to permitted recipients. Legal disclosures and approved support are bounded exceptions, not general publication rights. Public testimonials, logos and identifiable student images require separate appropriate authorization.

8. Charges, renewals and cancellation

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8.a — Commercial schedule. L07 and the accepted order govern fees, taxes, renewals, limits, refunds and plan changes. No usage upgrade, overage or new recurring mandate may be imposed without valid authorization. The recorded standard directions include a 15-calendar-day payment grace period and at least 30 days' advance notice for applicable price increases, subject to the agreed terms and mandatory rights.

8.b — Cancellation. An authorized school representative may cancel through the verified account route and receive durable confirmation. Cancellation stops future renewals as confirmed; it does not erase already incurred lawful charges or an eligible refund. Individual students must not be forced to pay the school's subscription debt to exercise privacy rights.

8.c — School-fee transactions. Where enabled, schools determine their own student fees and applicable refunds. Vidyaluma facilitates the approved payment workflow; it is not represented as a bank, custodian or merchant of every school transaction. KRAVIA remains accountable for its integration, records and reconciliation failures.

9. Availability, support and external services

9.a — Service levels. L08 describes support and availability practices. A specific uptime percentage, response guarantee, recovery objective or service-credit formula applies only when supported and expressly agreed. We do not promise uninterrupted service or zero loss, but must exercise reasonable care and perform binding commitments.

9.b — Providers. Hosting, network, payment, AI, identity and signing services may affect availability. KRAVIA must select, configure and oversee its providers appropriately, communicate material issues and take reasonable recovery measures. Naming a third party does not automatically release KRAVIA from responsibility for its own service.

9.c — Maintenance and safety. Planned maintenance should minimize school disruption and receive reasonable advance notice. Urgent security work may require immediate action with prompt updates. Vidyaluma is not an emergency dispatch service; an immediate danger must be raised through appropriate emergency and school channels, without excusing a defect in a promised notification function.

10. Restrictions, suspension and termination

10.a — Grounds. Proportionate restrictions may address a serious security threat, unlawful activity, material misuse, disputed authority or unresolved payment breach. We ordinarily identify the issue and give a reasonable opportunity to respond or remedy it. Urgent risk may require immediate narrowly scoped action and subsequent review.

10.b — Safeguards. We preserve relevant evidence, avoid retaliatory suspension for a good-faith complaint, consider less disruptive restrictions and provide appeal information where appropriate. Suspension is not deletion, an academic punishment or a means to confiscate the school's data.

10.c — Exit and shutdown. The standard direction is a 30-calendar-day authorized export window after termination, with necessary exceptions or extensions. Service discontinuation requires appropriate advance notice, secure exit support, eligible prepaid-service remedies and controlled data handling. T07 governs retention and deletion, including backups and legal holds.

11. Remedies, liability and exceptional events

11.a — Attributable failures. The affected party may seek correction, recovery assistance, an appropriate refund, service credit or other available remedy according to the agreement, cause and applicable law. We

investigate substantiated failures rather than rejecting them solely because AI, a provider or a school reviewer was involved.

11.b — Limits require agreement. No numerical liability cap is created by this public draft. A cap or exclusion must be expressly agreed, assessed for enforceability and subject to stated exceptions. Nothing excludes a liability or remedy that cannot lawfully be excluded, or treats gross misconduct, a confidentiality breach or a data incident as automatically exempt without legal analysis.

11.c — Extraordinary events. Events genuinely beyond reasonable control may affect performance only to the extent they cause the relevant failure. The affected party must mitigate, communicate and pursue recovery. Ordinary preventable configuration defects or inadequate capacity are not automatically force majeure. Prolonged failure remains subject to agreed exit and prepaid-service remedies.

12. Notices and disputes

12.a — Communications. Formal notices use the verified school contact and an auditable delivery method, plus any legally required channel. An undelivered message is investigated; mere queue insertion is not proof of receipt. Schools should keep their authorized contact details current.

12.b — Resolution. The parties first seek structured complaint resolution under L10, then may use mutually agreed mediation. Indian law and competent Indian forums apply to the initial offering, subject to mandatory rights and any valid specifically negotiated arrangement. These Terms do not appoint a unilateral arbitrator or select a court without a jurisdictional basis.

12.c — Final protections. An unenforceable clause is limited or severed to the extent permitted without rewriting the bargain unfairly. No failure to enforce a provision automatically waives it. Formal questions may be sent to support@vidyaluma.in for routing to KRAVIA's legal function. Required corporate and officer disclosures must be verified before publication.

Related documents
L01 — Privacy PolicyL04 — Acceptable Use PolicyL07 — Billing, Subscription, Cancellation & Refund PolicyL08 — Support & Service Commitments PolicyL09 — Data Processing AgreementL10 — Grievance, Complaints & Appeals PolicyT03 — Responsible AI PolicyT07 — Data Retention, Export & Deletion Policy

The current published version is shown. Earlier review copies do not create customer acceptance or contractual terms.

Vidyaluma

VidyaLuma

Clear school work, calmer daily decisions, and trusted records in one connected place.

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Built for school teams that need clear, trusted operations. Made in India, with love ♥ Copyright 2026 Vidyaluma. All rights reserved.

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