Accessibility Statement

Vidyaluma — A product of KRAVIA PRIVATE LIMITED

Published policy · Effective from 1 November 2026

Approved: 1 November 2026

L06 · Version 1.0.0

Accessible use, known assessment limits, alternative routes and accountability for removing barriers.

On this page

1. Our accessibility commitment
2. Policy reading and navigation
3. Core school and app tasks
4. Verification and signing alternatives
5. Reporting an accessibility issue
6. Response, prioritization and escalation
7. Testing, limitations and publication

▶ On this page

1. Our accessibility commitment

1.a — Scope. Vidyaluma, a product of KRAVIA PRIVATE LIMITED, is intended to support school leaders, teachers, students, parents and other authorized users, including people with disabilities. This Statement covers the main website, policy readers, enabled app and school workflows, and the assistance available when a task cannot be completed accessibly.

1.b — Standard and status. WCAG 2.2 Level AA is the stated web-accessibility target where applicable, together with appropriate native mobile accessibility practices. A target is not a certification. This Policy does not assert complete conformance for every screen, downloadable document, provider handoff or assistive technology; a current assessment and known-limitations record is required before such claims.

2. Policy reading and navigation

Skip to content

2.a — Document-first reading. Legal and Trust documents must be readable without registration, payment, optional tracking or a third-party policy embed. They use a plain white, single-column layout, clear headings,

recognizable links and generous spacing. Text remains selectable and scalable; browser zoom and ordinary copying are not disabled.

2.b — Structure and controls. Documents require one main title, ordered heading levels, semantic paragraphs and lists, descriptive link names and stable clause anchors. Keyboard users must see focus and reach the Back, download, contents and history controls. Close is used only for an actual dialog with a valid return context.

2.c — Downloads. Printable and downloadable versions must contain the same complete approved text and version details as the webpage. PDF tagging, language, reading order, headings and links require verification. An available PDF does not replace the accessible primary HTML experience, and a visually clean PDF alone is not proof of accessibility.

3. Core school and app tasks

3.a — Interaction. Forms need associated labels, understandable instructions, accessible validation, logical focus order and announced outcomes. Error messages must explain how to recover without erasing useful input. Color, motion or icons alone must not carry essential meaning.

3.b — Display and motion. Text, links and controls require suitable contrast, usable touch targets and responsive reflow. Unnecessary motion must respect reduced-motion preferences. Reports must not rely on unreadable charts without equivalent information. Users should not need rapid gestures or precise dragging where a simpler accessible control is feasible.

3.c — Time and security. Timed authentication, consent and signing tasks should provide suitable explanation and permitted alternatives. Security protections must not be removed merely to resolve an accessibility issue, but an inaccessible implementation must be investigated and a proportionate safe alternative offered.

4. Verification and signing alternatives

4.a — Assisted route. A school representative who cannot use OVSE, DigiLocker or Leegality because of disability, device limitations or a technical barrier may request assisted onboarding or another legally permitted verification/execution method. Mandatory identity, document-integrity and authority checks remain in place.

4.b — No diagnosis requirement. A person need not disclose a medical diagnosis or unrelated sensitive information merely to report an accessibility barrier. We request only the information reasonably needed to understand the task and provide assistance. Any sensitive evidence is handled through an appropriate protected channel.

4.c — Third-party barriers. Provider origin is not an automatic answer to a failed task. KRAVIA must review integration choices, raise the issue with the provider and consider an effective authorized alternative. A method must not be advertised as accessible solely because the provider's general website makes an accessibility claim.

5. Reporting an accessibility issue

5.a — Contact. Contact support@vidyaluma.in with the subject "Accessibility assistance" or use the accessible contact route on the website. Explain the page or feature, the task, the barrier and a preferred reply method. Device/browser or assistive-technology details are helpful but should not be demanded when unnecessary.

5.b — Urgent rights-related tasks. Identify urgent barriers affecting account deletion, a privacy request, subscription cancellation, educational access or a time-sensitive verification step. A blocked interface must not be used to deny an otherwise available right. We seek a reasonable alternative while the underlying issue is addressed.

Skip to content

5.c — Safe evidence. Do not include student records, passwords, OTPs or unredacted private signing links in a screenshot or public message. We can arrange protected evidence collection where needed. Reports should be tracked and routed to a responsible owner.

6. Response, prioritization and escalation

6.a — Review. We assess the affected task, severity, number of users, reproducibility, safety impact and available alternatives. Blocking access to a core or rights-related task warrants priority over a cosmetic inconsistency. A report remains open until the barrier or an appropriate outcome is addressed, not merely because an automated check passed.

6.b — Communication. We communicate a useful next step, available assistance and any realistic remediation expectation. This Statement does not invent a fixed resolution time before staffing and technical dependencies are verified. Applicable legal obligations and specifically agreed service commitments take precedence.

6.c — Appeal. Unresolved concerns can be escalated through L10. Review should include someone able to evaluate the disputed barrier rather than automatically reaffirming the original support decision. A complaint must not result in retaliation or avoidable loss of school access.

7. Testing, limitations and publication

7.a — Evidence. Assessments should cover keyboard navigation, screen readers, zoom/reflow, contrast, mobile controls, relevant user journeys and downloads. Automated tools supplement rather than replace manual and assistive-technology testing. Tested builds, dates and known limitations must be recorded accurately.

7.b — Language. English is the initial drafting language. Reviewed Telugu, Hindi and other versions may be introduced as required for comprehension and applicable duties. A controlling-language clause must not defeat mandatory rights or replace an understandable consent disclosure with text the person cannot understand.

7.c — Review. KRAVIA reviews accessibility after material product changes and at least as part of the annual policy review. The public Statement is changed only through authorized source review and deployment. Current limitations must not be concealed with an unsupported claim of complete conformity.

Related documents
L01 — Privacy PolicyL10 — Grievance, Complaints & Appeals PolicyT02 — Student & School Data Protection NoticeT05 — School Control, Access & Sharing Statement

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

Vidyaluma
VidyaLuma
Skip to content

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

Book a walkthrough **Contact support**

Explore

About
Product
Pricing
Guides
Release notes
FAQs

School support

Book a walkthrough
Contact
Verify partner ID
Status

Trust

Security & Service Reliability Statement
Student & School Data Protection Notice
Responsible AI Policy
Data Use & Purpose Limitation Statement
School Control, Access & Sharing Statement
Subprocessor & International Processing Notice
Data Retention, Export & Deletion Policy
Vulnerability Disclosure Policy

Legal

Privacy Policy
Terms & Conditions
Cookie & Tracking Technologies Policy
Acceptable Use Policy
Disclaimer
Accessibility Statement
Billing, Subscription, Cancellation & Refund Policy
Support & Service Commitments Policy
Data Processing Agreement
Grievance, Complaints & Appeals Policy

School-controlled sharing **Role-aware access** **GST included in public pricing**

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

Legal Trust Privacy request Delete an account Service status Cookie choices Back to top ↑