

# AURELIA

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*Turning everyday teaching into a private, evidence-backed growth cycle — powered by peers and coaches, assisted (never judged) by AI.*

## Privacy Policy & Terms of Service

Legal Agreement governing the use of the AURELIA platform

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**Applies to:** aurelia.app, the AURELIA web application, and all associated services

**Operated by:** AURELIA (the “Company”, “we”, “us”)

**Jurisdiction:** Republic of India

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# 1. About This Document

## 1.1 Who we are and what AURELIA does

AURELIA is a web platform that helps educational institutions develop their teachers through observation, structured reflection, and evidence — never through automated scoring. Its guiding principle is simple: artificial intelligence assists, but it never grades a teacher. Every machine-generated observation is reviewed by a human peer and a coach before it reaches anyone.

The platform runs the ALfA Pedagogy™ four-part improvement cycle — *Catalyze* (prepare with training modules, coaching videos and a pre-test), *Apply* (teach, record and upload the lesson with class outcomes), *Reflect* (an AI transcript and rubric-based observations are generated, then peers and a coach add feedback and the teacher writes their own reflection), and *Evaluate* (the teacher optionally contributes a finding back to the community).

This document is a single combined legal agreement. **Part A (Privacy Policy)** explains how we handle personal information. **Part B (Terms of Service)** sets out the rules for using AURELIA. Together they form a binding agreement between you and the Company.

## 1.2 Acceptance and scope

By creating an account, accessing the platform, submitting feedback through a survey link, or otherwise using any part of AURELIA, you confirm that you have read, understood and agreed to both Parts of this document. If you are using AURELIA on behalf of an institution, you represent that you are authorised to bind that institution to these terms. If you do not agree, you must not use the platform.

## 1.3 Important disclaimer

This document is a comprehensive template prepared to reflect the AURELIA platform's described functionality and to align with general privacy and consumer-protection expectations, including those under India's Digital Personal Data Protection Act, 2023 and the Information Technology Act, 2000. It is provided for the Company's use and convenience and is **not legal advice**. Before publishing or relying on these documents, the Company should have them reviewed and adapted by a qualified lawyer in each jurisdiction where AURELIA operates. Bracketed placeholders (for example, the registered company name, address and contact emails) must be completed with accurate information.

# Part A — Privacy Policy

## A.1 Introduction

This Privacy Policy describes how AURELIA collects, uses, shares, stores and protects personal information when you use the platform. We have designed AURELIA to be privacy-first: we collect only what we need to operate the teaching-growth cycle, we gate sensitive actions behind explicit consent, and we keep individual growth private rather than competitive.

We act as the **data fiduciary / controller** for account and platform data we determine the purposes of, and as a **data processor** when we handle classroom and survey data on behalf of an institution. Where an institution decides what data is collected and why, that institution is the controller and this Policy operates alongside the institution's own arrangements with us.

## A.2 Definitions

Term	Meaning
Personal Data	Any information relating to an identified or identifiable individual, such as a name, email address, voice or image in a recording, or feedback attributable to a person.
Processing	Any operation performed on Personal Data — collection, storage, use, transcription, analysis, disclosure, retention or deletion.
Classroom Evidence	Lesson recordings (video/audio), transcripts, class outcome data, and related uploads submitted during the Apply and Reflect stages.
Survey Response	Structured, anonymous-but-attributed feedback submitted by students or parents through a signed survey link.
Institution	A school, college or other educational organisation that uses AURELIA, including its administrators and coaches.
Sub-processor	A third-party service engaged by us to help deliver the platform (listed in Section A.10).

## A.3 Information we collect

### (a) Account and profile information

Name, email address, role (teacher, coach, institutional admin, group admin, super admin), institution and cohort affiliation, subject and grade assignments, preferred language (English or Hindi), and authentication credentials managed through our auth provider.

### (b) Classroom evidence

Lesson recordings you upload, the AI-generated transcript of those recordings, rubric-based observations, your written reflections, peer feedback, coach feedback, and class outcome / performance data entered during the Apply stage.

### (c) Recognition and learning records

Your progress through training modules, pre-test results, Gems earned (Crude, Silver, Gold, Ruby, Sapphire), certifications, and your peer-review activity.

### (d) Student and parent survey responses

Feedback submitted through public survey links. These responses are anonymous to the teacher being reviewed but are attributed at the system level for integrity. No account is required to submit a survey.

### (e) Technical and usage data

IP address, device and browser type, log data, error reports, timestamps, and basic interaction events used to operate, secure and improve the platform.

### (f) Communications

Emails we send and your responses, and any support requests you make through the platform's help and support features.

**What we do not seek:** AURELIA does not require or encourage the collection of special-category data (such as religion, caste, health or biometric identifiers) for its core function. Please do not upload such data unless strictly necessary and lawfully justified by your institution.

#### A.4 How we collect information

We collect information (i) directly from you when you register, upload evidence, write reflections or review peers; (ii) from your institution when it provisions accounts, cohorts and content; (iii) from students and parents who submit survey responses through signed links; and (iv) automatically through cookies, logs and our error-reporting system as you use the platform.

#### A.5 How we use information & legal bases

Purpose	Examples	Legal basis
Operating the growth cycle	Hosting recordings, generating transcripts, routing peer and coach reviews, recording reflections	Performance of contract; legitimate interest of the institution
Authentication and security	Logging you in, verifying survey links, anti-tampering checks	Performance of contract; legal obligation; legitimate interest
Recognition	Awarding Gems and issuing verifiable certifications	Performance of contract
Analytics for institutions	Longitudinal, rubric-based proof of teaching growth across cohorts, grades and subjects	Legitimate interest of the institution; consent where required
Communications	Transactional emails, review notifications, support replies	Performance of contract; consent for non-essential messages
Improving the platform	Fixing errors, improving rubrics and prompts in aggregate	Legitimate interest
Legal compliance	Responding to lawful requests, enforcing terms	Legal obligation

We do not sell Personal Data, and we do not use classroom evidence or survey responses to make any final decision about a teacher by automated means.

#### A.6 AI and automated processing

AURELIA uses AI to *assist* reflection — specifically, automated transcription of lesson recordings and the generation of draft, rubric-based observations. These outputs are tools, not judgments.

- **No automated grading.** AI never assigns a grade, score or evaluation that reaches a teacher or institution without human review.
- **Human-in-the-loop.** Every machine-generated observation is reviewed by a human peer and a coach before it is shared.
- **Processing route.** Long-running media tasks (transcription, rubric analysis, peer-reviewer assignment) are processed asynchronously and securely through our queue and serverless functions.
- **Model providers.** Transcription and analysis are performed using third-party AI services (see Section A.10). Content sent to these services is limited to what is needed for the task.

#### A.7 Peer review and cross-institution sharing

A defining feature of AURELIA is fair, unbiased peer review. To support this, a teacher's classroom video may be reviewed, against a shared eight-point rubric, by teachers from a *different* institution who share the same subject and grade. By using the platform, teachers and institutions understand and accept that:

- Classroom evidence may be made visible to assigned cross-institution reviewers strictly for the purpose of structured review;
- Reviewers are bound by confidentiality obligations (see Part B, Section B.8) and may not copy, redistribute or use the evidence for any other purpose;
- The identity of the reviewed teacher and reviewers is managed to keep feedback fair, and recognition remains private rather than published on any public leaderboard.

## A.8 Students' and children's data

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Students and parents may submit survey feedback without creating an account. We treat this data with particular care:

- Survey links are signed and subject to anti-tampering checks so responses cannot be forged or altered;
- Survey responses are designed to be anonymous to the teacher being reviewed;
- Where a survey involves children, the responsible institution is in the best position to obtain any verifiable parental consent required by law (for example, under the Digital Personal Data Protection Act, 2023) and warrants that it has done so;
- We do not knowingly use children's data for advertising, profiling or tracking, and we do not build behavioural profiles of children.

If you believe a child's data has been provided to us without appropriate consent, contact our Grievance Officer (Section A.18) and we will act to delete it.

## A.9 Consent

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AURELIA gates sensitive actions behind explicit consent. Recording, uploading and sharing classroom evidence requires affirmative consent from the participating teacher, and institutions are responsible for ensuring that any consent required from other individuals appearing in a recording (for example, students) has been validly obtained. You may withdraw consent at any time, although withdrawal does not affect processing already carried out and may limit your ability to use parts of the platform.

## A.10 Sharing and disclosure (sub-processors)

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We share Personal Data only as needed to run the platform, and with parties bound by appropriate confidentiality and data-protection obligations. Our principal sub-processors are:

Provider	Role in the platform	Data involved
Appwrite Cloud	Core data, authentication, storage, teams and serverless functions	Account data, classroom evidence, platform records
OpenAI	Transcription (Whisper) and rubric-based analysis (GPT)	Recording audio/transcript content submitted for processing
Upstash QStash	Asynchronous job queue for long-running media tasks	Job metadata and references
Amazon Web Services (S3)	Storage of survey records	Survey responses
Resend	Transactional email delivery	Email address and message content
Error reporting (Sentry)	Diagnosing and fixing platform errors	Technical/log and error data

We may also disclose Personal Data (i) to your institution, in line with its administrative role; (ii) to comply with law, legal process or a lawful government request; (iii) to enforce our Terms or protect rights, safety and security; and (iv) in connection with a merger, acquisition or asset sale, subject to this Policy continuing to apply.

## A.11 International data transfers

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Some sub-processors may store or process data outside India. Where data is transferred internationally, we take steps to ensure an adequate level of protection through contractual safeguards and provider commitments, and we transfer only where permitted by applicable law. The Company will not transfer Personal Data to any country or territory restricted by the Government of India.

## A.12 Data retention

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We keep Personal Data only as long as necessary for the purposes described in this Policy, to provide longitudinal evidence of teaching growth to institutions, to meet legal obligations, and to resolve disputes. Retention periods are set with the relevant institution. Classroom evidence and survey records are deleted or anonymised when no longer required, or earlier on a valid deletion request, subject to legal holds.

## A.13 Security

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We use a layered, privacy-first approach including a two-layer permission model, explicit consent gating, signed survey links, anti-tampering checks, encryption in transit, access controls, and continuous error monitoring. No system is perfectly secure; we cannot guarantee absolute security, but we work to protect data and to notify affected parties and authorities of any reportable breach as required by law.

#### A.14 Cookies and tracking technologies

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We use strictly necessary cookies to keep you signed in and to secure the platform, and limited functional cookies (for example, to remember your English/Hindi language choice). We do not use third-party advertising cookies. You can control cookies through your browser, though disabling necessary cookies may break core functionality.

#### A.15 Your rights

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Subject to applicable law, you may have the right to: access the Personal Data we hold about you; correct inaccurate data; request deletion; withdraw consent; obtain a copy of your data; nominate another person to exercise rights on your behalf (where the law provides for this); and lodge a complaint with us or with the relevant data protection authority. To exercise any right, contact our Grievance Officer (Section A.18). We may need to verify your identity before acting, and some rights are subject to exceptions (for example, where retention is legally required). For data we process on behalf of an institution, we may direct your request to that institution.

#### A.16 Third-party links

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The platform may contain links to third-party sites or resources. We are not responsible for the privacy practices of those third parties, and this Policy does not apply to them.

#### A.17 Changes to this Privacy Policy

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We may update this Policy from time to time. We will post the updated version with a new “Last updated” date and, for material changes, provide reasonable notice (for example, by email or an in-platform notice). Continued use after the effective date of an update constitutes acceptance of the revised Policy.

#### A.18 Grievance Officer and contact

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For privacy questions, requests or complaints, contact our Grievance Officer:

<b>Grievance Officer</b>	[Name of Grievance Officer]
<b>Email</b>	privacy@aurelia.app (or [insert official email])
<b>Postal address</b>	[Registered company name and address, India]
<b>Response time</b>	We aim to acknowledge within 72 hours and resolve within the timelines required by applicable law.

## Part B — Terms of Service

### B.1 Acceptance of terms

These Terms of Service (“Terms”) govern your access to and use of the AURELIA platform. By using AURELIA you agree to these Terms and to the Privacy Policy in Part A. If you are accepting on behalf of an institution, you confirm you have authority to bind it, and “you” includes that institution.

### B.2 Definitions

Capitalised terms have the meanings given in Part A (Section A.2) and the following: **“Platform”** means the AURELIA web application, its APIs and related services; **“User Content”** means any material you submit, including classroom evidence, reflections, feedback and survey responses; **“Account”** means your registered access to the Platform.

### B.3 Eligibility and accounts

You must be authorised by an institution (or be a duly registered user) to hold an Account, and you must provide accurate registration information and keep it current. You are responsible for safeguarding your credentials and for all activity under your Account. Notify us immediately of any unauthorised use. We may refuse, suspend or reclaim accounts that violate these Terms.

### B.4 User roles and permissions

The Platform uses a two-layer permission model with the following roles, each with different capabilities:

Role	Capabilities
Teacher	Learn, upload classroom evidence, reflect, review peers, and earn private recognition Gems.
Institutional admin (principal)	Manage the school’s teachers, cohorts, content, reviews, coaching and analytics.
Group admin	Oversee a family of schools while each retains its own admin.
Super admin	Operate the Platform — institutions, modules, rubrics, AI prompts and governance.
Parents & students	Provide structured, anonymous-but-attributed feedback through public survey links; no account required.

You must use only the access granted to your role and must not attempt to gain access to data or functions beyond your permissions.

### B.5 Licence to use the Platform

Subject to these Terms, we grant you a limited, non-exclusive, non-transferable, revocable licence to access and use the Platform for its intended educational purpose. We reserve all rights not expressly granted.

### B.6 Acceptable use policy

You agree not to:

- upload content you do not have the right to share, or that infringes any third party’s rights;
- upload unlawful, defamatory, harassing, obscene or harmful content, or content that endangers children;
- use the Platform to surveil, harass, retaliate against or unfairly penalise any teacher, student or staff member;
- tamper with survey links, forge responses, or defeat anti-tampering or consent controls;
- attempt to reverse engineer, scrape, overload, disrupt or gain unauthorised access to the Platform or its data;
- misuse AI features, including attempts to extract another institution’s data through them;
- use the Platform to create a public ranking or leaderboard of teachers, contrary to its private-growth design;
- violate any applicable law or the rights of others.

### B.7 User content and classroom recordings

**Ownership.** You (and/or your institution) retain ownership of your User Content. We do not claim ownership of classroom evidence, reflections or survey responses.

**Licence to us.** You grant us a worldwide, non-exclusive, royalty-free licence to host, store, transcribe, analyse, transmit and display User Content solely to operate and improve the Platform and to provide the services described in this document, including routing content to sub-processors and assigned reviewers. This licence ends when the content is deleted, except to the extent retention is required by law or for backups in the ordinary course.

**Your responsibilities.** You represent that you have all rights and consents needed to upload User Content, including consent from individuals appearing in recordings, and that your use complies with your institution's policies and applicable law.

## B.8 Peer review and confidentiality

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If you are assigned as a reviewer, you agree to review fairly against the shared rubric and to treat all classroom evidence, identities and feedback you access as **strictly confidential**. You must not copy, record, screenshot, redistribute, or use such material outside the Platform or for any purpose other than the assigned review. These obligations survive termination of your Account. Reviewed teachers likewise agree to receive feedback in good faith as part of a developmental, non-punitive process.

## B.9 AI-assisted features — no grading

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**Core commitment:** AURELIA's AI assists reflection but never grades a teacher. AI-generated transcripts and observations are drafts that must be reviewed by a human peer and a coach before reaching anyone. AI output may contain errors and must not be treated as a final, authoritative or automated evaluation.

You acknowledge that AI features are provided "as is", that transcription and analysis may be inaccurate or incomplete, and that the human-in-the-loop process — not the AI — is the basis for any feedback. Institutions must not use AI output alone to make employment, disciplinary or other consequential decisions about teachers.

## B.10 Gems, recognition and certifications

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Gems (Crude, Silver, Gold, Ruby, Sapphire) and certifications are private forms of recognition awarded within the Platform. They have no monetary value, are non-transferable, and may be adjusted to correct errors or abuse. Certifications are verifiable within the Platform but are not professional licences and do not by themselves confer any external qualification.

## B.11 Student and parent surveys

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Surveys are collected through signed public links and are designed to be anonymous to the reviewed teacher. By submitting a survey, a respondent agrees that their feedback may be used for the teacher-development purposes described in this document. Institutions are responsible for distributing survey links appropriately and for obtaining any consent required for participation by minors.

## B.12 Institutional responsibilities

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Institutions (and their admins) are responsible for: provisioning and de-provisioning users; obtaining all necessary consents from teachers, students and parents; configuring cohorts, content and reviews lawfully; ensuring their use of analytics is fair and non-punitive; and complying with applicable education, employment and data-protection laws. Institutions act as the controller for data they determine, and indemnify the Company for claims arising from their failure to obtain required consents.

## B.13 Intellectual property

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The Platform, its software, design, rubrics, training content, the ALfA Pedagogy™ methodology, and all related trademarks, logos and materials are owned by the Company or its licensors and are protected by intellectual-property laws. Except for the limited licence in Section B.5, nothing in these Terms transfers any intellectual-property right to you. You must not use our marks without prior written permission.

## B.14 Third-party services

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The Platform relies on third-party services (Section A.10) and may interoperate with other tools. Those services are governed by their own terms, and we are not responsible for their acts or omissions. Your use of integrated third-party services is at your own risk.

## B.15 Fees and subscriptions

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Access to AURELIA may be provided under a separate commercial agreement or subscription between the Company and an

institution. Where fees apply, they are set out in that agreement, are payable as stated, and are non-refundable except as required by law or expressly agreed. We may change fees on reasonable notice for future billing periods.

## B.16 Disclaimers and warranties

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To the maximum extent permitted by law, the Platform is provided **“as is” and “as available”** without warranties of any kind, whether express, implied or statutory, including implied warranties of merchantability, fitness for a particular purpose, accuracy and non-infringement. We do not warrant that the Platform will be uninterrupted, error-free, or that AI output will be accurate. You use the Platform at your own risk.

## B.17 Limitation of liability

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To the maximum extent permitted by law, the Company and its affiliates, officers, employees and suppliers will not be liable for any indirect, incidental, special, consequential, exemplary or punitive damages, or for loss of profits, data, goodwill or reputation, arising out of or relating to your use of the Platform, even if advised of the possibility. To the extent liability cannot be excluded, the Company’s total aggregate liability is limited to the amount paid (if any) by the relevant institution for the Platform in the twelve months preceding the event giving rise to the claim, or, where no fees were paid, a nominal amount of INR 1,000. Nothing in these Terms limits liability that cannot lawfully be limited.

## B.18 Indemnification

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You agree to indemnify and hold harmless the Company and its affiliates from any claim, demand, loss or expense (including reasonable legal fees) arising out of your User Content, your breach of these Terms, your violation of any law or third-party right, or, for institutions, your failure to obtain required consents.

## B.19 Term, suspension and termination

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These Terms apply for as long as you use the Platform. We may suspend or terminate your access immediately if you breach these Terms, create risk to the Platform or others, or as required by law, and institutions may terminate accounts under their administration. You may stop using the Platform at any time. On termination, your licence ends; provisions that by their nature should survive (including confidentiality, intellectual property, disclaimers, liability limits and indemnities) will survive. We will handle your data on termination as described in the Privacy Policy.

## B.20 Governing law and dispute resolution

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These Terms are governed by the laws of the Republic of India, without regard to conflict-of-laws rules. Subject to applicable law, the courts at [insert city, India] will have exclusive jurisdiction, and the parties may agree to resolve disputes through arbitration under the Arbitration and Conciliation Act, 1996, seated at [insert city], conducted in English. Before commencing formal proceedings, the parties will attempt in good faith to resolve disputes amicably.

## B.21 Changes to these Terms

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We may modify these Terms from time to time. We will post the updated version with a new effective date and, for material changes, provide reasonable notice. Continued use after the update’s effective date constitutes acceptance. If you do not agree, you must stop using the Platform.

## B.22 Miscellaneous

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- **Entire agreement.** This document, together with any commercial agreement with an institution, is the entire agreement between the parties regarding the Platform.
- **Severability.** If any provision is held invalid, the remaining provisions continue in full force.
- **No waiver.** Our failure to enforce a provision is not a waiver of it.
- **Assignment.** You may not assign these Terms without our consent; we may assign them in connection with a reorganisation, merger or sale.
- **Force majeure.** We are not liable for delays or failures caused by events beyond our reasonable control.
- **Notices.** We may give notice by email or in-platform; you may contact us using the details below.
- **Language.** The Platform supports English and Hindi; in case of conflict between translated versions of this document, the English version prevails unless the law requires otherwise.

## B.23 Contact

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<b>Company</b>	[Registered company name]
<b>General enquiries</b>	support@aurelia.app (or [insert official email])
<b>Legal / privacy</b>	privacy@aurelia.app
<b>Address</b>	[Registered address, India]

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