

Terms of Use

LIFTeracy · www.padhaipal.com

Effective date: October 2026

In short

- LIFTeracy is free. Families pay only for their own mobile data.
- The WhatsApp account belongs to the parent or guardian, who agrees to these terms on the child's behalf.
- Teachers and officials must keep children's information private and use it only to support their learning.
- LIFTeracy is reading practice. It is not an official school assessment, and we can't promise results.

1. About these terms

These terms cover:

- the LIFTeracy WhatsApp reading bot, known in schools as PadhaiPal;
- the teacher and official dashboards;
- the LIFTeracy reading games;
- our website, www.padhaipal.com.

Together these are "LIFTeracy". "We" means LIFTeracy and the partner organisations that help deliver it in schools. Partner organisations also comply with these terms.

When parents join, the bot explains the key points of these terms in Hindi. By giving consent in the bot, or by using a dashboard, you agree to these terms. How we handle personal data is set out in the LIFTeracy Privacy Policy.

2. Who can use LIFTeracy

- **Children** aged about 6 to 10, mainly in government primary schools. A child uses LIFTeracy on a parent's or guardian's phone and cannot sign up alone.
- **Parents and guardians.** They join through a teacher's invitation link and give consent by voice. One phone can be used for more than one child.
- **Teachers.** They invite families and follow their students' progress on a dashboard.
- **Block, district and state officials, and partner organisations' field staff.** They see progress across the schools they are responsible for.
- **Anyone** can play the reading games or visit the website.

3. Parents and guardians

- Please answer the consent question yourself. Do not let the child answer it.
- Give your child's real first name and age. This means lessons start at the right level and the teacher can recognise your child.
- Lessons work best for about 5 to 10 minutes a day, with you nearby.

- You can stop at any time. Tell the teacher or email us, and we will delete your child's data if you ask.

4. Teachers, officials and field staff

Having dashboard access means you are trusted with information about children. You agree to:

- treat your dashboard link like a password, and not share or forward it;
- use children's names, recordings and scores only to support their learning and run the programme;
- not download, screenshot, forward or post children's recordings or full names, including in WhatsApp groups (progress messages drafted by the dashboard are safe to share as they are);
- never contact a child directly, and contact parents only through school channels;
- never pressure a family to join, or treat a child differently because of whether they use LIFTeracy;
- follow the LIFTeracy Child Protection Policy, including reporting any concern you hear in a recording.

We may switch off a dashboard link at any time, for example when a teacher moves school or a link has been shared.

5. What LIFTeracy does, and its limits

The bot uses speech recognition to judge what a child read aloud. It also uses AI tools to help write reading passages and messages to teachers. These tools sometimes make mistakes. They may mark a correctly read word as wrong, or a wrong word as correct, especially when there is background noise or a regional accent.

- Scores and levels are a guide for practice. They are not an official assessment, and should not be used on their own to judge a child, teacher or school.
- We review every reading passage to check it suits young children. If you ever hear something unsuitable, please tell us at once.
- We do not promise any particular reading result.

6. Recordings and other content

Recordings remain the family's. With Part A consent, the parent allows us to store the child's voice notes and process them, including through third-party AI services, to teach the child and improve LIFTeracy. With optional Part B consent, we may also use selected recordings in reports, presentations or social media. These are never shown with the child's name, school or contact details. We use recordings for nothing else, and we never sell them.

The lessons, passages, tutor voice, games and software belong to LIFTeracy or the people who license them to us. You are welcome to use them for children's learning, but please don't copy or sell them as your own.

7. Acceptable use

Please don't:

- send the bot anything abusive or sexual, or anything that is not reading practice;
- pretend to be a parent, teacher or official;

- try to get into someone else's dashboard or data, or disrupt or copy the system;
- use LIFTeracy to contact, collect information about, or harm a child.

We may suspend a phone number or dashboard that breaks these rules. Where a child may be at risk, we act under our Child Protection Policy.

8. Cost and messages

LIFTeracy is free. Your phone provider sets any WhatsApp and mobile data charges. The bot replies only when someone messages it. It sends no advertising, and sends nothing outside the 24 hours after your last message. WhatsApp is run by Meta under its own terms. We are not responsible for outages or delays on WhatsApp or mobile networks.

9. Changes and availability

We improve LIFTeracy all the time, so lessons, levels and features will change, and the bot may sometimes be slow or unavailable. If we change these terms in a way that affects families, the bot will tell parents in Hindi before the change takes effect.

10. Responsibility

We provide LIFTeracy free of charge and in good faith, "as is". As far as Indian law allows, we are not responsible for indirect losses arising from using LIFTeracy, and our total liability is limited to ₹5,000. Nothing in these terms limits any liability that cannot be limited by law, or your rights under the DPDP Act.

11. Law and disputes

These terms are governed by the laws of India. If you have a problem, please contact us first so we can try to resolve it. If that does not work, the courts in Lucknow, Uttar Pradesh, will decide the dispute.

12. Contact

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