The Pedagogy Community®
Impactful Teacher Learning

Privacy Policy

thepedagogycommunity.org · Effective Date: 19 October 2026

1.

Introduction

Welcome to The Pedagogy Community. We respect your privacy and are committed to protecting your personal data in compliance with the Digital Personal Data Protection Act, 2023 (DPDPA) and the Information Technology Rules, 2011.

This Privacy Policy explains how we (the “Data Fiduciary”) collect, use, store, and protect the personal information of our users (“Data Principals”) when interacting with our services: our public website (**thepedagogycommunity.org**), the **myTPC platform** used by teachers, which includes the myTPC website and the myTPC app for iOS and Android, and the **Learning Management System (LMS)** used by school administrators.

Age Restriction: Our platform is strictly designed for adult educators and school staff. We do not knowingly collect or process the personal data of anyone under the age of 18.

2.

Information We Collect

To provide and improve our services, we collect the following categories of data:

- **Identity & Professional Data:** Full Name, Email Address, OASIS ID, and professional Designation.
- **Performance & Compliance Data:** Course completion dates, assessment scores, progression percentages, CBSE Training Program Tracking IDs, specific training topics (including Domain 1, 2, and 3 classifications), total hours earned, and target training hours.
- **Technical & Usage Data:** When you access the myTPC platform via phone or laptop, we automatically collect IP addresses, mobile device IDs, browser types, and operating systems to ensure security and analyse usage trends.
- **Usage and Analytics Data:** With your consent, we record how you use our website (thepedagogycommunity.org), the myTPC website and the myTPC app: pages and screens you visit, buttons you click, the trainings, webinars and resources you open, enrol in or complete, searches (only their length and the number of results, never what you typed), certificates you view or share, invites you send, and your consent choices. If you arrived through an ad, an email, a WhatsApp message or a colleague’s invite, we record that link’s campaign details and invite code so we know which channels work.

- **Session Recordings (myTPC website only):** If you allow analytics, we may record how pages on the myTPC website respond to your clicks and scrolling, so we can find and fix problems. Everything you type is hidden from these recordings, and they are not made on sign-in, account, profile, certificate or live-webinar pages.
- **Profile Details Used for Analysis:** Your board, school, subjects and grade band, so we can understand which programmes are useful for which teachers and schools.
- **Financial Data:** All payments are processed securely through our third-party payment gateway, Razorpay. **We do not collect, store, or process full credit card numbers, bank account details, or other sensitive financial information on our servers.**

3.

How We Use Your Data

We process your data strictly for the following purposes:

- **Service Delivery:** To allow teachers to learn, track progress, and earn hours via webinars and courses on the myTPC platform.
- **Compliance & Reporting:** To populate the LMS, allowing school administrators to generate CBSE compliance reports, view professional metrics, and track completed courses and earned hours (linked via the teacher's email ID).
- **Security & Analytics:** To authenticate users, prevent fraudulent activity, and monitor technical performance.
- **Communication:** To send essential utility, authentication, and service-related messages.
- **To Improve the Platform:** Using the usage data above, if you have allowed analytics.
- **To Measure Our Advertising:** If you have allowed marketing, we share a one-way scrambled (hashed) copy of your email address and phone number, and the ad click identifier, with Meta and Google when you create an account or make a purchase. This lets them tell us whether an ad led to a sign-up. They can't reverse the hash, and we don't share your name, school, or what you do on the platform.
- **To Send You Marketing Messages:** About trainings, webinars and membership by email, WhatsApp or app notification, if you have allowed marketing. Service messages (registration confirmations, joining links, reminders, certificates, payment and autopay alerts) are sent whether or not you allow marketing.
- **To Check Our Messages Work:** We leave a random 10% of people out of each marketing campaign and compare outcomes. This never applies to service messages.

4.

Data Sharing & Third-Party Processors

We share data only with the following authorised entities:

- **School Administrators:** Relevant professional metrics and training records are made visible to your designated school administrators via the LMS for official compliance reporting.
- **Zoho (Data Processor):** Name and email data are shared securely with Zoho to facilitate customer support, ticketing, and business communications. See: zoho.com/privacy.html
- **Razorpay (Data Processor):** Transaction data is securely passed to Razorpay for payment processing. See: razorpay.com/privacy/
- **PostHog (Data Processor):** Analytics and session recordings, with data stored in the EU: usage data linked to your account ID, plus your profile details for analysis. Never your name. If you have allowed marketing, your sign-up and purchase events also carry your email address and phone number in hashed form, so they can be matched by Meta and Google.
- **Meta and Google:** Advertising measurement, only if you have allowed marketing: a hashed email address and phone number, the ad click identifier, and the type and value of the sign-up or purchase.
- **Interakt (Data Processor):** WhatsApp messages: your name and phone number.
- **Amazon SES (Data Processor):** Email delivery, part of the AWS services described under Data Storage & Security: your name and email address.
- **Google Firebase Cloud Messaging (Data Processor):** App notifications: a device token.

We do not sell your personal data, and we don’t let these providers use it for their own purposes beyond the service they provide to us.

5.

Data Storage & Security

Your personal data is hosted securely on Amazon Web Services (AWS) servers located within India (**AWS ap-south-1**, Mumbai region), ensuring data sovereignty. We implement robust, industry-standard security measures and conduct regular assessments to protect against unauthorised access, alteration, or data breaches.

Your account, training and payment data stay in India, on AWS in Mumbai and with Razorpay. Some data is processed outside India by the providers listed above: analytics data with PostHog in the European Union, and, if you have allowed marketing, hashed contact details with Meta and Google, which may process them in the United States. Analytics data is linked to your account ID, never your name; your email address and phone number appear only in hashed form, and only if you have allowed marketing. We discard IP addresses before it is stored. Each provider is bound by a data processing agreement with us.

6.

Data Retention

We retain your personal data only for as long as necessary to fulfil the purposes outlined in this policy and to comply with legal obligations:

- **Compliance Records:** Due to the regulatory nature of our platform, training records, earned hours, and tracking IDs are retained for a period of **8 years** to satisfy educational board audit requirements.
- **Account Data:** General account information is retained for as long as your account is active.
- **Analytics Data:** Analytics events are kept for up to **7 years**, then deleted. They aren't part of the training records kept for the 8-year audit period. Closing your account or asking us to erase your data doesn't delete them early. They are linked to an account ID, never your name, and once your account is anonymised that ID no longer points to you. If you allowed marketing, your sign-up and purchase events also carry your email address and phone number in hashed form, which are kept with them.

7.

Your Rights (Data Principal Rights)

Under the DPDPA 2023, you have the right to:

- **Access & Rectification:** Request a summary of your personal data and correct any inaccuracies (e.g., updating your designation or OASIS ID).
- **Erasure (Right to be Forgotten):** You may request the deletion of your personal account data by emailing us. *Please note:* Because we are legally obligated to maintain audit trails for school administrators, fulfilling a deletion request will result in the **anonymisation** of your personal profile. Your name and direct identifiers will be removed, but the underlying training data and earned hours will remain intact within the admin LMS to satisfy the 8-year compliance retention period. Analytics data is not deleted either; see Data Retention.
- **Withdrawal of Consent:** You may withdraw your consent for future data processing at any time, though this may restrict your ability to use the platform.
- **Nomination:** You have the right to nominate an individual to exercise your privacy rights in the event of death or incapacity.

To exercise any of these rights, please email info@thepedagogycommunity.org.

You can change your analytics and marketing choices at any time:

- **myTPC app and website:** Account → Privacy & consent.
- **thepedagogycommunity.org:** the "Cookie settings" link in the footer.

Turning analytics off stops collection immediately. Turning marketing off stops marketing messages and stops sharing with Meta and Google from then on.

8.

Cookie Policy

We use essential cookies on our website to maintain authenticated sessions and keep you signed in. Our website (thepedagogycommunity.org) and the myTPC website each ask about analytics separately, with a banner at the bottom of the page.

- **Before you answer,** we count visits without cookies or any identifier stored on your device, and nothing is linked to you.
- **If you accept,** we set a PostHog cookie so we can recognise your visits over time, including the campaign or invite link that brought you. When you follow a link from our website to myTPC, an anonymous visitor identifier is added to the link so the two visits can be joined if you also accept on myTPC. On myTPC, when you sign up or sign in, your earlier visits are linked to your account, and your answer is saved as your analytics choice.
- **If you decline,** no analytics cookie is set and nothing is sent. If you declined on myTPC before signing in, we'll ask you once more after you sign in.
- **When you complete your myTPC profile** (website or app), we ask whether you allow usage analytics and marketing messages. You must answer, but either answer is fine, and saying no doesn't limit what you can use.
- **In the app,** nothing is collected before you sign in and choose.

To change your answer, use "Cookie settings" in the footer of our website, or Account → Privacy & consent in myTPC.

9.

Changes to this Policy

We may update this Privacy Policy to reflect changes in legal requirements or our operational practices. We will notify all active users of significant changes via email and by posting a prominent notice on thepedagogycommunity.org.

10.

Grievance Redressal

In accordance with the DPDPA 2023 and the IT Rules 2011, if you have any questions, wish to exercise your data rights, or need to report a privacy concern, please contact our designated Grievance Officer at info@thepedagogycommunity.org or WhatsApp +91 93051 21253. We will acknowledge all grievances within 48 hours and aim to resolve them within the legally mandated timelines.

Grievance Officer

For questions, data-rights requests, or privacy concerns, contact us at info@thepedagogycommunity.org or WhatsApp +91 93051 21253. We respond within 48 hours and resolve within legally mandated timelines.

The Pedagogy Community · Regus Alacrity Business Centre, 10th Floor, Levana Cyber Heights, Vibhuti Khand, Gomti Nagar, Lucknow – 226010, India