

Privacy Statement, Terms of Service and Trust and Safety

Chapter 1 - Privacy Statement

HiOnSkool is committed to protecting your privacy: it's the foundation for a safe and trusted community. Our HiOnSkool Privacy Statement describes our privacy practices when you use our HiOnSkool services or visit our public website.

Because HiOnSkool is a learning environment for children, we take additional measures to safeguard children's privacy, including for children under the age of 18. Please see our children's privacy statement below.

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Our Privacy Statement

HiOnSkool offers a service where registered parents or guardians ('Parents') can enroll learners ('Learners') in online small-group classes. Additionally, registered teachers ('Teachers') can create, publicize, and deliver these classes, collectively referred to as the 'Services.' This Privacy Statement outlines the personal information collected from registered Parents, Teachers, and Learners using the HiOnSkool Services. It also details how personal information is gathered and utilized from visitors to our public website and mobile app ('Sites'). Learners accessing the HiOnSkool Services operate in a learner mode known as Learner Space (Learner Area), which affords additional protections, particularly for children under the age of 18, as outlined in our Children's Privacy Statement.

Information We Collect

When you browse our website, we may gather information about you that could potentially identify you, your device, or your household ('Personal Data'). This includes details you provide directly to us while using the site, such as when you sign up for a HiOnSkool account to access our services. The Personal Data we may collect from you includes:

Contact Information:

- Name or publicly displayed name from a Facebook-linked account
- Email address
- Phone number
- Postal and billing address

Payment Information:

- Credit card or other payment details

Demographic Data: We may also collect demographic information such as age, month and year of birth, gender, pronouns, marital status, and similar details. This data may be provided voluntarily, for instance, when you fill out the 'about me' section of your profile or engage in communication with us.

Sensitive Information: Parents have the option to voluntarily furnish sensitive details, such as health or disability-related information, either within forms or messages directed to Teachers, with the intention of aiding in the learning process. Furthermore, parents have the ability to enroll their children in specialized classes designed for those with disabilities. It's strictly prohibited for Teachers and Learners to engage in discussions that may lead to the sharing of sensitive information.

In cases where we suspect that a learner may be over the age of 18, for the safety of other learners, we may request that a parent provide documentation verifying the learner's age, such as a birth certificate, passport, or driver's license. This documentation may contain sensitive data, including the full date and place of birth, as well as government ID numbers. Aside from the month and year of birth, we do not retain this information. Additionally, we may receive sensitive criminal history information about Teachers when background reports are obtained.

Content and Data:

- Classes in which you are enrolled
- Automatically recorded video and audio of your image and voice during classes
- Content and communications you contribute or upload, such as profile photos, images, documents, and messages shared with the class or groups
- Your voluntarily provided profile picture or Facebook picture linked to your account
- Information voluntarily provided in the "about me" section of your profile
- Information provided through reviews
- Information Teachers provide to facilitate background checks and background check reports received from third parties
- Notes provided to Teachers about yourself or your Learner during enrollment in a class

Passive Data Collection: When utilizing our Site, we and our third-party partners may automatically collect, receive, and store certain data. For instance:

- Usage data, such as login times, search terms used, and viewed pages
- Identifiers and device information, including IP Address, cookie identifiers, mobile device identifiers, device operating system type, and browser type
- Inferred data generated from other collected data, including likely interests and general geographic location
- Aggregated Personal Data, utilized for various purposes without personally identifying individuals

Required Personal Data: Certain Personal Data is mandatory, such as credit card information for Parents making class purchases and verified parental consent. Teachers are also obligated to provide access to Personal Data required for background checks and must have their cameras active while teaching live classes. Learners are required, with authorized exceptions, to enable video at least at the start of class to verify their identity for the safety of other learners. However, you have the option to decline providing certain Personal Data.

Sources of Personal Data: The primary source of Personal Data we possess is provided directly by you. Additionally, we may obtain information from third parties, including:

- Third-party partners, such as social networks with which you interact through our services
- Co-Branding/Joint Partners with whom we collaborate on services or marketing initiatives
- Service providers who collect or provide data on our behalf, such as companies determining device location based on IP address
- Publicly available sources like government databases and background check services utilized for Teachers

Our Use of Your Personal Data

Our Utilization of Your Personal Data:

We may employ any of the aforementioned categories of your Personal Data for the following purposes:

- Enhancing and maintaining the HiOnSkool Sites, including troubleshooting, improving, and customizing the user experience.
- Conducting business operations, such as processing payments for HiOnSkool Services, managing billing and accounting, enhancing internal processes, ensuring system security, identifying fraudulent or unlawful activities, and fulfilling legal obligations.
- Sending emails or newsletters that you've subscribed to, including updates on new and recommended classes, groups, events, and other marketing content aimed at Parents and Teachers.

- Engaging in communication with you to confirm registrations, provide updates, offer customer support and security alerts, and relay other administrative messages.
- Conducting research and developing new services or features, analyzing website and Site feature usage, content, and page views.
- Performing background checks if you're a Teacher.

We amalgamate data collected from various sources to achieve these objectives and provide you with a more seamless, consistent, and personalized experience.

HiOnSkool Teachers have access to recordings of their classes, which they may utilize to enhance their curriculum and classes. They may also share these recordings with Parents and Learners for viewing. Additionally, HiOnSkool may utilize class recordings to offer feedback to Teachers, provide customer support, and fulfill compliance requirements.

If you're a Parent or Teacher, HiOnSkool may utilize your contact information for marketing and advertising endeavors, including informing you about services and opportunities we believe may interest you. Each promotional email we send will contain instructions enabling you to opt-out of future promotional communications. Moreover, if you wish to discontinue receiving any further communications or have your contact details added to our opt-out lists, please contact us at hello@hioutskool.com. Please be aware that we will continue to communicate with you via email to address requests and deliver our services.

Storage and Transfer of Personal Data

Your data, including Personal Data, may be transferred to and stored on computers located outside of your state, province, country, or other governmental jurisdiction where data protection laws may vary from those in your region. If you are situated outside Portugal and opt to provide us with information, please be aware that we transfer and process the data, including Personal Data, in Portugal.

Our Disclosure of Your Personal Data

We may disclose your Personal Data to specific third parties with your explicit consent or authorization, and with whom you have knowingly engaged. Such sharing is undertaken to fulfill your transactions and provide the requested services. For instance, we enlist third-party processors to handle credit card payments.

Furthermore, your data may be shared in the following circumstances:

1. Teachers and Teacher Organizations: Parents agree that Teachers may access certain Personal Data about them and their Learners, including the classes taken by the Learner. While Teachers are not our employees, agents, or service providers, we provide guidance and restrictions on their handling of Personal Data. We act as limited agents for Teachers in processing payments from Parents. In some instances, classes are conducted by a Teacher Organization, where access to class recordings may extend beyond individual Teachers.

2. **Business Transfers:** In the event of a merger, acquisition, bankruptcy, or transition of service, your information may be transferred to a successor or affiliate, along with other assets.
3. **Service Providers:** We enlist third-party service providers for functions such as payment processing. These providers may access your Personal Data to assist in marketing, delivering, and/or improving our Sites.
4. **Legal Requirements:** We may disclose your Personal Data to comply with legal obligations, protect rights or property, maintain Site security, ensure user safety, or address legal liability. Teachers are mandated to report suspected cases of child abuse or neglect to HiOnSkool and may also have reporting obligations to local authorities.
5. **Compliance, Certification, and Regulation:** Wix covers cybersecurity-related aspects.
6. **Third-Party Analytics and Advertising Companies:** Third-party vendors collect Personal Data through our Site, such as location data, usage data, and device information, to enhance analytics. This data may be combined across multiple sites for analytical purposes. For instance, we use Google Analytics to analyze user interactions on our Site.

Please be aware that our Site may contain links or references to third-party entities with distinct privacy practices. Teachers may recommend third-party resources to Parents and Learners. If you provide Personal Data to such third parties or permit us to share Personal Data with them, their privacy policies govern the data.

Publicly Posted Information

You may have the option to share Personal Data, including communications, with third parties, including the general public, through our Site. However, we encourage you to refrain from sharing Personal Data and to avoid sharing sensitive Personal Data in particular.

We expect all users to uphold the privacy of others and adhere to our community standards, guidelines, and restrictions regarding posting and sharing activities. This includes refraining from sharing private materials, communications, or information, as well as avoiding sharing Personal Data about others that could lead to harm, embarrassment, or conflict. It's important not to encourage Learners or others to disclose any Personal Data about themselves or their families.

User Profile: As a user of our Services, you'll have a publicly available user profile (the "User Profile"). While you're not obligated to include any Personal Data in your User Profile, you have the option to include various types of Personal Data, such as your first name, last name, biographical information, geographical location, and avatar or personal photograph. Please be aware that any information published in your User Profile becomes accessible to the public, and we advise careful consideration before including any Personal Data.

Online Classrooms and Pages: If you're a Teacher leading our online classes, you may publicly display and share your video and photographic image, name and/or username, as well as certain other information like your profile, demographic data, content and files, and general location data (such as city or state).

Public Forums: Our Services offer Teachers and Parents the opportunity to share information on various topics through public forums (the "Public Forums"). Participation in these forums is voluntary, but it's important to note that any information shared in Public Forums becomes accessible to all HiOnSkool Users without restrictions. We do not actively monitor the content of Public Forums.

Messages: Learners can communicate with Teachers, Parents can message each other, and Parents and Teachers can message each other through the Service. Parents have access to messages exchanged between their Learners and Teachers. After publication, posting, or messaging, we do not control how this information is utilized or disseminated, so we advise careful consideration before sharing any Personal Data through our Service.

Social Media: Parents and Teachers may log into the Service using a Facebook account. When logging in, we receive your name, profile picture, and email address from Facebook, and Facebook records our access to this data. Your Facebook login information is provided directly to Facebook, not to HiOnSkool. The usage, storage, and disclosure of your information by Facebook are governed by Facebook's policies, and HiOnSkool bears no responsibility for Facebook's privacy practices or actions.

Security

We implement reasonable measures to safeguard the Personal Data submitted through the Site against loss, misuse, unauthorized access, disclosure, alteration, or destruction. However, it's important to acknowledge that the Internet cannot be entirely secure, and we cannot guarantee the absolute security of any content or information you provide. Additionally, you play a vital role in maintaining the security of your account credentials. It's essential to never disclose your password and to protect your username, password, and personal credentials used to access the Services. Avoid using the same username and password combination for our Services with any other platforms.

Furthermore, it's worth noting that all aspects of password security protection are managed by the Wix system. Therefore, we do not have access to view client passwords.

Choice and Control

Browser Cookie Management: Typically, web browsers are configured to accept cookies by default. However, if you prefer otherwise, you can adjust your browser settings to learn how to delete or decline cookies. It's important to note that opting to delete or reject cookies may impact certain features or services on our website. Additionally, deleting cookies may result in the removal of settings and preferences controlled by those cookies, including advertising preferences, which may need to be reconfigured.

Mobile Identifier and Permission Management: iOS and Android operating systems offer privacy options within your device settings. You have the ability to restrict tracking, reset advertising identifiers, and modify permissions related to push notifications, camera access, and photo access.

This functionality is a default feature provided by Wix and will be incorporated into the HiOnSkool website along with the SEO optimization. You can learn more about this feature through Wix's support documentation: <https://support.wix.com/en/article/cookies-and-your-wix-site>

Email Web Beacon Controls: Many email clients offer settings that allow you to prevent the automatic loading of images, including web beacons. This action prevents the automatic connection to web servers hosting those images.

Do Not Track Preference: Do Not Track is a browser preference that signals to websites your desire not to be tracked. You can enable or disable Do Not Track by accessing the Preferences or Settings page of your web browser. While we currently do not support Do Not Track signals, we handle the data of all visitors to our site in accordance with this Privacy Statement, regardless of their Do Not Track setting.

Accuracy; Correcting Personal Data.

We use reasonable efforts to keep your Personal Data accurate and up-to-date, and we will provide you with mechanisms to correct, amend, delete, or limit the use of your Personal Data. As appropriate, this amended Personal Data will be transmitted to those parties to which we are permitted to disclose your information. Having accurate Personal Data about you enables us to give you the best possible service.

European Data Protection Rights

If our processing of Personal Data is subject to European Union data protection law, you have certain rights with respect to that data:

- You can request access to, and rectification or erasure of, Personal Data;
- If any automated processing of Personal Data is based on your consent or a contract with you, you have a right to transfer or receive a copy of the Personal Data in a usable and portable format;
- If the processing of Personal Data is based on your consent, you can withdraw consent at any time for future processing;
- You can to object to, or obtain a restriction of, the processing of Personal Data under certain circumstances; and
- For residents of France, you can send us specific instructions regarding the use of your data after your death.

To make such requests or contact our Data Protection Officer, please use the contact information at the bottom of this statement. When we are processing Personal Data on behalf of another party that is the “data controller,” such as certain relationships we have with schools, you should direct your request to that party. You also have the right to lodge a complaint with a supervisory authority, but we encourage you to first contact us with any questions or concerns.

We rely on different lawful bases for collecting and processing Personal Data about you, for example, with your consent and/or as necessary to provide the services you use, operate our

Site and business, meet our contractual and legal obligations, protect the security of our systems and our customers, or fulfil other legitimate interests.

Retention of Personal Data

We store Personal Data for the duration necessary to deliver the requested services, fulfill transactions, adhere to legal requirements, settle disputes, enforce agreements, and pursue other legitimate and lawful business objectives. Given that retention needs may differ based on data types, service contexts, and various factors such as user expectations, data sensitivity, automated deletion controls availability, and legal or contractual obligations, actual retention periods can vary significantly. For instance, Class Recordings are retained for a period of 90 days following the respective Class date.

Cookie Policy

What are cookies?

Cookies are tiny text files comprising a sequence of characters, capable of being stored on your computer or mobile device, thereby uniquely identifying your browser or device. These cookies are often utilized alongside web beacons and similar technologies. Web beacons are electronic images, also referred to as single-pixel or clear GIFs, embedded within a website or email. They have the capability to read cookies placed on your device.

What are mobile device IDs?

Mobile device identifiers are employed to recognize your device within our app, allowing us to gather data such as usage data, identifiers, and device information for mobile analytics purposes and to operate our mobile applications. These identifiers are generated by mobile operating systems (iOS and Android) and can be accessed and utilized by apps similarly to how websites access and use cookies. Our apps are equipped with software enabling us and our third-party analytics partners to access these mobile identifiers.

What are cookies used for?

Cookies, along with mobile device identifiers and similar technologies, enable a website or service to identify whether your computer or device has previously visited that website or service. These technologies facilitate understanding of how the website or service is utilized, aid in efficient navigation between pages, assist in retaining your preferences, and generally enhance your browsing experience. We, along with our analytics and advertising partners, utilize cookies and other identifiers, such as IP addresses, and technologies on our Sites to gather Personal Data (such as pages visited, clicked links, and similar usage data) when utilizing our Sites. This includes Personal Data pertaining to your online activities across

various websites or online services over time. Cookies and similar technologies are also utilized by us and our analytics and advertising partners to deliver targeted advertising.

How to control and review cookies

HiOnSkool utilizes third-party analytics and advertising providers both on our website and in our emails. For further information regarding their privacy practices and instructions on opting out of their use of specific cookies and other technologies for analytics and advertising on our Site and in our emails, please refer to our Choice and Control section and explore our approach further here.

Please be aware that the choices outlined in our cookie article, linked above, pertain to the browser and device currently in use. If you access our Site from multiple devices or browsers, opting out will need to be done separately on each of those devices and browsers.

Changes to Our Privacy Statement

We may change this Privacy Statement at any time. If we decide to change this Privacy Statement in the future, we will post or provide an appropriate notice. If we make material changes to the statement, we will provide notice or obtain consent regarding such changes as may be required by law. The date on which the latest update was made is indicated at the top of this document.

Contact Us

Please feel free to contact us if you have any questions about HiOnSkool 's Privacy Statement or the information practices of our Sites.

You may contact us as follows: You may send an email to hello@HiOnSkool.com.

Children's Privacy Notice

This section delineates our procedures concerning the collection, disclosure, parental consent, and parental choice mechanisms regarding information supplied by Learners, including children under the age of 17 ("Child" or "Children"). These policies align with regulations in Portugal and Europe, particularly adhering to relevant data protection laws such as the General Data Protection Regulation (GDPR). For further details about GDPR and recommendations for safeguarding children's online privacy, please refer to relevant resources provided by European regulatory authorities.

Information Gathering: HiOnSkool collects Personal Data concerning Children directly from Parents and, upon obtaining verified parental consent, directly from Children through our website and mobile application. After the initial setup process, our mobile apps are configured to operate exclusively in children's mode ("Learner Space"). Similarly, for our website service, Children are encouraged to utilize the children's mode (i.e., the "Learner Space") selected by Parents when accessing our Services. It's imperative for Children to access the Learner Space to attend online classes ("Classes") and participate in online forums with other Children ("Learner Groups"). Enrollment in Classes or Learner Groups is not possible directly through the Learner Space.

Children may have the option to indicate their interest in Classes or Learner Groups, which Parents can view. However, Children can only attend Classes or Learner Groups if their Parents enroll them. We maintain records of marked and enrolled Classes, which may help infer a child's interest in various topics to inform recommendations and Class offerings. Parents provide us with their Child's name and age, and may additionally furnish descriptions of their Child's schooling, local time zone, and additional notes for the Teacher. During online classes, Children may also share information about themselves. These Class sessions and Learner Groups are conducted via online videos, wherein video images and audio of the Children are recorded in our systems. We may collect other Personal Data about Children in the Learner Space, including passively collected data, as outlined in our general Privacy Notice. Notably, we do not gather payment information from Children or permit third parties to utilize Personal Data collected through analytics or advertising cookies for their own purposes. Furthermore, our participation requirements for Children in our Services do not involve the collection of more Personal Data than reasonably necessary.

Utilization and Disclosure: Upon obtaining verified parental consent, Personal Data collected from Children may be utilized and shared for purposes akin to those described in our general Privacy Notice. We offer recommendations for Classes, Learner Groups, and new features to Parents and Children based on their activities on our Site, such as marking classes or Learner Groups, enrolling in classes or Learner Groups, and utilizing our mobile app or website. Notifications regarding these recommendations may be sent to Children and Parents through push notifications if Parents opt for this feature in the mobile app. Additionally, Parents may receive emails about these recommendations, as well as surveys and informational emails. However, promotional emails are not sent to Children, nor do we permit third-party analytics or advertising providers to collect Personal Data for their own purposes through the Learner Space.

HiOnSkool shares, or enables Parents to share, specific information such as the Child's name, age, postal address, local time zone, and any notes provided by Parents to the Class Teacher. This facilitates the Teacher in conducting Classes, managing Learner Groups, and distributing supplies to Children. Children can also privately message Teachers of the Classes they're enrolled in, with Parents receiving notifications and copies of these messages. Children's video images, voice audio, and potentially background images of their home and family members are shared with the Teacher and the rest of the Class during Class participation. To address privacy concerns, Parents are encouraged to utilize virtual backgrounds for their Children. Additionally, Children may voluntarily share information about themselves, including content, images, and videos, with the Teacher and classmates during Class sessions. While HiOnSkool expects Teachers and all Users to adhere to our standards of conduct, and takes reasonable steps to monitor certain communications and posts, it's important to note that we cannot control or monitor all Personal Data Children may

share with Teachers or classmates, nor the actions of these third parties regarding such information.

Parents have the option to enroll Children in Learner Group chat sessions, with a short video of the Child requested for verification purposes before participation. Only Children are permitted to interact in Learner Groups, with Teachers potentially participating or leading these sessions. Content shared within these group chat learning sessions is moderated by HiOnSkool for compliance with community standards, guidelines, and safety protocols. Parents can log in as their Child to view these chats but are not allowed to post in these forums.

We urge you to talk to your Children to follow our community standards when posting content and messages in Class or in Learner Groups. You should encourage your Children to also think about their own privacy and safety when choosing what to share with others. In particular, Children should be encouraged to avoid sharing Personal Data like their address or contact information with other Children in Classes or in Learner Groups.

At times, we may allow Children and Parents to submit content, including photos and artwork, along with other information about the Child (like age, first name or initials and city, state, and country) that you may allow us to display publicly. Parents should review Children's submissions and avoid uploading any private information in the Content about the Children, family members, or others. HiOnSkool is not responsible for what other third parties do with information you choose to share publicly.

Some Teachers may ask Child Learners and their Parents to use third-party sites and services. Parents should review the privacy notices for those third party sites and services to understand their privacy practices. These third parties are not our service providers, and we are not responsible for and may not have reviewed those third-party sites and services.

Class Video Recordings: As described above, HiOnSkool records video of Children and Teachers during HiOnSkool classes ("Class Recordings"). The Class Recordings are made available by HiOnSkool to the Teacher of the class and may be shared by the Teacher for the entire class (and their Parents) to view (the "Permitted Recipients").

Please note that in some cases, classes are taught by a "Teacher" that is actually an organization, group, or team of instructors ("Teacher Organization"). In such cases, Class Recordings may be accessed by the entire Teacher Organization, and access would not necessarily be limited to a single individual instructor. HiOnSkool may share information with, and use Class Recordings, to provide feedback to Teachers, for customer support, and for compliance purposes.

HiOnSkool will obtain additional parental consent before we use any Class Recordings for promotional or other unexpected purposes. We request that Teachers refrain from creating copies of the Class Recordings or from sharing the Class Recordings with anyone aside from Permitted Recipients, and also request that Permitted Recipients not download or re-share the Class Recordings. While we expect Teachers and Permitted Recipients to abide by our standards of conduct, please note that we cannot control or monitor what such third parties ultimately do with Class Recordings.

Parental Consent: HiOnSkool sends a direct notice with these privacy disclosures and obtains verifiable parental consent before collecting, using, and sharing Personal Data from your Child as described in this Notice. HiOnSkool requires that you provide your credit card information to verify you and to register your Child for and pay for an HiOnSkool Class. If you do not consent or withdraw consent, then we will not collect, use, or disclose any Personal Data about your Child, except as needed for legal compliance and enforcement purpose, and your Child will not be allowed to use the Services in any way. If you do not provide consent within a reasonable time from the date the direct notice was sent, and are not using our services for any other purposes, such as for teen children, we will also delete your online contact information from our records.

Parental Choices and Controls: At any time, you can review and refuse to permit us to collect further Personal Data from your Children in association with your account. You can also request that we delete from our records the Personal Data we have collected in connection with that account. Please keep in mind that a request to delete records may lead to a termination of an account, membership, or other service. You may review and update certain of your Child's information by logging onto your account. In your account, you can review topics of interest we have inferred based on your Child's likes and past classes. You can choose to opt-out of recommendations based on your Child's activities and instead choose the learning topics you want to hear about. You can contact HiOnSkool to request access to, change, or delete your Child's Personal Data, or revoke consent for our collection, use, and sharing of Personal Data, by sending an email to us at hello@HiOnSkool.com. A valid request to delete Personal Data will be accommodated within a reasonable time. In addition to the foregoing, we will exercise commercially reasonable efforts to delete Personal Data collected from Children when it is no longer needed for the purpose for which it was collected.

For users of our mobile app, Parents can choose permissions to allow push notifications to, and camera and photo access by, Children. Parents should consider enabling parental controls to help prevent Children from changing permissions you have chosen. Most devices provide ways to set these controls through device settings.

Chapter 2- Terms of Service

HiOnSkool ("HiOnSkool," "we," "us," "our") offers its services (as described below) to you through its website located at HiOnSkool.com (the "Site") and through its mobile applications and related services (collectively referred to as the "Services"), in accordance with the following Terms of Service (as amended from time to time, the "Terms of Service"). We reserve the right, at our sole discretion, to amend or modify parts of these Terms of Service at any time. If we do so, we will post the changes on this page and indicate the date of the last revision at the top of this page. Additionally, we will notify you through the Services user interface, by email, or by other reasonable means. Any such changes will take effect no earlier than fourteen (14) days after they are posted, except for changes addressing new functions of the Services or changes made for legal reasons, which will be effective immediately. Your continued use of the Services after the effective date of any such changes constitutes your acceptance of the revised Terms of Service. Please carefully review these

Terms of Service, as they include an agreement to arbitrate and other important information regarding your legal rights, remedies, and obligations. The arbitration agreement stipulates (with limited exceptions) that you must submit claims against us to binding and final arbitration, and further (1) you may only pursue claims against HiOnSkool individually, not as a plaintiff or class member in any class or representative action or proceeding, and (2) you may only seek relief (including monetary, injunctive, and declaratory relief) on an individual basis. When utilizing certain aspects of the Services or using specific Services, you will be subject to any additional terms applicable to such services that may be posted on the Service from time to time, including, but not limited to, our Privacy Policy, Community Standards, Class Content Policy, and Help Center. All such terms are hereby incorporated by reference into these Terms of Service..

The Services offered entail an online marketplace and platform enabling Teachers to offer Classes for sale to Parents, who can purchase these Classes for their children's benefit. While HiOnSkool endeavors to maintain high service standards, you acknowledge and agree to the following: (1) HiOnSkool is not a party to agreements between Teachers and Parents, (2) HiOnSkool merely provides tools facilitating the purchase, sale, and provision of Classes, (3) Parents directly contract for classes with Teachers, (4) HiOnSkool is not a broker, agent (except as expressly indicated below), or insurer, and (5) HiOnSkool disclaims all liability for the actions of Teachers, Parents, or any other Users of the Site or Classes. Different sections of the Site and Terms of Service apply differently to Teachers and Parents, thus it's essential to carefully review these Terms of Service.

Key Terms

“User” “you” or “your” means a person, organization or entity using the Services, including Parents and Teachers.

“Parent(s)” means a parent or legal guardian who completes HiOnSkool ’s account registration process to purchase Classes on the Site for the purpose of enrolling their child.

“Teacher(s)” means a person who completes HiOnSkool ’s account registration process to sell Classes on the Site, or an organization that executes an agreement with HiOnSkool to sell Classes on the Site.

“Class(es)” means any online class(es) submitted by a Teacher for sale on the Site.

Access and Use of the Service

Service Description: HiOnSkool operates as an online marketplace catering to children aged 3 to 17. Our platform enables parents to discover and reserve classes for their children while empowering teachers to promote, sell, and conduct their classes. We act solely as a facilitator, providing the platform for class transactions and serving as a limited agent for teachers to receive payments from parents. It's important to note that HiOnSkool neither owns nor controls the classes offered on our platform. While we endeavor to foster a safe environment, users assume all risks associated with interactions on our platform, including those involving misrepresented identities. We cannot guarantee the quality, safety, legality, or authenticity of classes offered.

Registration Requirements: To access certain features, users must register with accurate and up-to-date information. Users must be of legal age to form a binding contract, typically 18 years old. If not, parental consent is required for registration. Parents providing consent are bound by our Terms of Service regarding their child's use of the platform.

Account Security: Users are responsible for maintaining the security of their accounts and passwords. Prompt reporting of any unauthorized account activity is required. HiOnSkool is not liable for losses due to failure to comply with security measures.

Service Modifications: HiOnSkool reserves the right to modify or discontinue the service, with or without notice, and is not liable for any resulting inconvenience or loss.

General Usage Guidelines: HiOnSkool may establish usage limits and practices, including data retention periods and storage space allocation. We hold no responsibility for data loss or account termination due to inactivity. These guidelines may change at our discretion, with or without notice.

Class Recordings: are not conducted by the HiOnSkool but the teachers can record them. Classes that take place through HiOnSkool's video chat platform are not automatically recorded by HiOnSkool ("Class Recordings"). We value student and Teacher privacy, and our use of Class Recordings is extremely limited, only the teacher can record after informing the class, using the zoom link. If that is the case, specifically, Class Recordings are made available only to the students in class providing the Class in question, in order to allow them to (1) provide a viewable copy to students who missed the Class, or who wish to review the Class, for their personal educational purposes; and (2) review the Class Recording personally in order to improve their Classes. Please note that in some cases, Classes are taught by a Teacher that is actually an organization, group, or team of instructors. In such cases, Class Recordings may be accessed by the organization, and access would not necessarily be limited to a single individual instructor. In addition, HiOnSkool teachers may use Class Recordings to provide feedback to themselves (Teachers), to improve their Services, and for compliance purposes. HiOnSkool does not retain Class Recordings but the teachers can keep the class recordings for 90 days after the date of the applicable Class, subject to the Privacy Policy, after which they are deleted. Notwithstanding the foregoing, the teacher of HiOnSkool may also delete Class Recordings earlier than 90 days under the following circumstances: (a) upon the request of a Parent for the deletion of their child's personally identifiable information, or (b) upon the reasonable determination of HiOnSkool that a Class Recording should be removed to protect the privacy of certain Users or because of violations of these Terms of Service. The teachers will not use Class Recordings containing images of you (or your children) for promotional or any other purposes without your express written consent. By using the services, you consent to you and/or your child appearing in Class Recordings for the limited purposes set forth above.

Teachers utilize their individual Zoom accounts to create links for classes. Each teacher has their own Zoom account. To receive payment, teachers are required to record all classes and submit the recordings at the end of each month. Currently, there isn't an option for a shared Zoom account for all teachers to use.

Certain Teacher Obligations

Marketplace Procedures: As a teacher, you are required to furnish HiOnSkool with all requested information necessary for listing your classes on its platform. This includes, but is not limited to, class descriptions and pricing details. HiOnSkool holds exclusive discretion over the selection of classes to be listed on the marketplace, reserving the right to decline or remove any class for any reason. Additionally, HiOnSkool retains the discretion to edit class descriptions to meet marketplace standards.

Furthermore, HiOnSkool maintains sole discretion in accepting teachers into the marketplace, reserving the right to refuse any potential teacher and to suspend or remove any teacher from the platform at its discretion. While HiOnSkool may choose to conduct background checks and interviews on teachers, it is not obligatory. However, in the event such checks or interviews are conducted, teachers are expected to provide written and/or electronic consent and to participate truthfully.

Community Standards: When you join the HiOnSkool community, you agree to follow our policies, including our community standards. Those expectations include thoughtful and professional communications with our community (colleagues, parents, children), modeling appropriate behavior for our learners, and acting professionally. In addition, you agree to use social media, blogs, and other online forums, in an appropriate manner. Inappropriate behavior in any HiOnSkool -affiliated online forum includes, but is not limited to: behavior intended to provoke, bully, demean, or cause harm to others, or to create conflict; or any other posts or content that HiOnSkool, in its discretion, believes to be uncondusive to a respectful and welcoming community for all. Inappropriate behavior in any online forum includes, but is not limited to: posting online or speaking to the media on HiOnSkool's behalf without prior written authorization from HiOnSkool; posts that HiOnSkool, in its discretion, finds to be offensive or inappropriate based on race, sex, age, gender, sexual orientation, gender identity or expression, national origin, disability or medical condition, veteran status, or any other legally protected characteristic; derogatory, disparaging, or disrespectful comments about learners, teachers, parents, or HiOnSkool staff, even if the target is not identified by name; sharing any private material, communication, or information regarding parents of learners, including but not limited to students' or parents' names, photos, conversations, emails, student academic or performance information, screenshots of student work, or any other personal identifying information; posts that may be harmful to HiOnSkool's ongoing business operations; sharing content that contains or promotes hate speech, threats of violence, or the endangerment of children; and any other violation of HiOnSkool's community standards.

Learner Safety:

Learner Protection: According to Portuguese law, each teacher is obligated to promptly notify HiOnSkool of any suspected instances of child abuse or neglect observed during their engagement with HiOnSkool students. In accordance with Portuguese legislation, including the Child Protection Act, HiOnSkool defines "abuse or neglect" as any recent act or failure to act by a parent or guardian leading to death, serious physical or emotional harm, sexual abuse, exploitation, or presenting an imminent risk of serious harm. Teachers may also have a legal obligation to report suspected abuse or neglect to local authorities, and HiOnSkool

expects all teachers to fulfill their individual reporting duties. HiOnSkool itself reserves the right to report instances of suspected abuse or neglect as it deems necessary under Portuguese law.

Teaching School Learners: From time to time HiOnSkool has the opportunity to work with schools across Europe and other Continents to offer educational experiences on the HiOnSkool platform to young learners through their school (“School Learners”). When this is the case, applicable law requires that HiOnSkool Teachers learn about and familiarize themselves with their obligations under student data and privacy protection laws and the related legally-mandated HiOnSkool safeguards. Teachers interested in offering their classes to School Learners must therefore complete the information requested and a possible training can be provided.

Teacher Responsibilities:

Each Teacher bears full responsibility for acquiring all necessary licenses and permissions to offer or conduct any classes, and HiOnSkool holds no liability for any failure by a Teacher to obtain such licenses or permissions or to comply with relevant laws, regulations, or rules.

You acknowledge and accept that HiOnSkool does not act as an insurer, agent, or employer for you as a Teacher. Any contractual arrangement entered into with a Parent who purchases your classes is solely between you and the Parent, and HiOnSkool is not party to such agreements. However, HiOnSkool is authorized to act as a limited agent solely for the purpose of accepting payments from Parents on your behalf and remitting those payments to you, deducting our Fees. You explicitly acknowledge that, as a Teacher, you are accountable for your actions and omissions while utilizing the Services.

Except for students enrolled in the respective class and/or their Parents, you agree not to share any Class Recordings provided to you by HiOnSkool with third parties. Nonetheless, sharing these recordings with other Teachers within your organization is permissible.

As a Teacher utilizing the Services, you agree to adhere to the terms outlined in our Help Center.

Payment Terms

General: Each Parent commits to paying all applicable fees for Classes ("Enrollment Fees") as indicated on the Site. All Enrollment Fees are to be settled in the currency specified on the Site at the time of purchase. You are responsible for any taxes associated with the Services, except for Portuguese taxes based on the Company's net income. By confirming a purchase, the Parent authorizes HiOnSkool to charge the Parent's payment method, and further agrees to settle any resulting charges. In the event of a dispute over charges, the Parent must inform HiOnSkool within sixty (60) days from the date of the charge.

Teacher Payment: HiOnSkool will promptly transfer the Enrollment Fees to the Teacher's PayPal account for each sale of a Class (or set of Classes, as applicable) to a Parent, deducting HiOnSkool's service fees ("HiOnSkool Fee"), in accordance with the schedule and policies outlined in our Help Center. To facilitate the transfer of funds to the Teacher's PayPal account, the Teacher must have a PayPal account registered. HiOnSkool reserves the right to act on behalf of the Parent and withhold the Enrollment Fees from the Teacher if the Parent reports that the Classes were not provided or completed adequately. This includes scenarios where a Teacher fails to attend a Class or delivers a Class of unsatisfactory quality. HiOnSkool will conduct an independent review of such cases, soliciting feedback from both the Parent and the Teacher, and may, at its sole discretion, issue a refund to the Parent. All decisions made by HiOnSkool regarding refunds shall be final and binding on both the Parent and the Teacher..

Each Teacher designates HiOnSkool as their limited payment collection agent solely for the purpose of receiving Enrollment Fees from Parents. Each user acknowledges that when a Parent pays Enrollment Fees to HiOnSkool as the Teacher's limited payment collection agent, it is equivalent to the Parent making a direct payment to the Teacher. The Teacher is obligated to provide the designated Classes to the Parent as outlined on the Site, as if the payment had been received directly by the Teacher. HiOnSkool, acting as the limited payment collection agent for the Teacher, agrees to facilitate the payment of any Enrollment Fees (minus the HiOnSkool Fee) for Classes in accordance with these Terms of Service, unless otherwise specified by mutual agreement between HiOnSkool and the Teacher. If HiOnSkool fails to remit such amounts, the Teacher's recourse will be solely against HiOnSkool.

Conditions of Use

User Conduct:

You are solely responsible for all code, video, images, information, data, text, software, music, sound, photographs, graphics, messages, or other materials ("content") that you upload, post, publish, or display (hereinafter, "upload"), or transmit via the Service. The following are examples of illegal or prohibited content and/or use as determined by HiOnSkool. HiOnSkool reserves the right to investigate and take appropriate legal action against anyone who, in HiOnSkool's sole discretion, violates this provision, including without limitation, removing the offending content from the Service, suspending or terminating the account of such violators, and reporting them to law enforcement authorities. You agree not to use the Service to:

- Email or otherwise upload any content that: (i) Infringes any intellectual property or other proprietary rights of any party; (ii) You do not have the right to upload under any law or under contractual or fiduciary relationships; (iii) Contains software viruses or any other computer code, files, or programs designed to interrupt, destroy, or limit the functionality of any computer software or hardware or telecommunications equipment; (iv) Poses or creates a privacy or security risk to any person; (v) Constitutes unsolicited or unauthorized advertising, promotional materials.

commercial activities, or sales, such as "junk mail," "spam," "chain letters," "pyramid schemes," "contests," "sweepstakes," or any other form of solicitation; (vi) Is unlawful, harmful, threatening, abusive, harassing, tortious, excessively violent, defamatory, vulgar, obscene, pornographic, libelous, invasive of another's privacy, racially or ethnically objectionable, or otherwise objectionable; (vii) In the sole judgment of HiOnSkool, is objectionable or restricts or inhibits any other person from using or enjoying the Service, or may expose HiOnSkool or its users to any harm or liability of any type.

- Interfere with or disrupt the Service or servers or networks connected to the Service, or disobey any requirements, procedures, policies, or regulations of networks connected to the Service.
- Violate any applicable local, state, national, or international law or regulations having the force of law.
- Impersonate any person or entity, or falsely state or otherwise misrepresent your affiliation with a person or entity.
- Solicit personal information from anyone in violation of our Privacy Policy.
- Harvest or collect email addresses or other contact information of other users from the Service by electronic or other means for the purposes of sending unsolicited emails or other unsolicited communications.
- Advertise or offer to sell or buy any goods or services for any business purpose that is not specifically authorized.
- Further or promote any criminal activity or enterprise or provide instructional information about illegal activities.
- Obtain or attempt to access or otherwise obtain any materials or information through any means not intentionally made available or provided for through the Service.

Additionally, regarding international use and export controls, software available with the Service and the transmission of applicable data are subject to Portuguese export controls. No software may be downloaded from the Service or otherwise exported or re-exported in violation of Portuguese export laws. You acknowledge the global nature of the Internet and agree to comply with all local rules and laws regarding your use of the Service, including online conduct and acceptable content.

Commercial use of the Service is restricted unless expressly authorized herein or in the Service. You agree not to display, distribute, license, perform, publish, reproduce, duplicate, copy, create derivative works from, modify, sell, resell, exploit, transfer, or upload for any commercial purposes any portion of the Service, use of the Service, or access to the Service.

Third Party Websites

The Service may offer, or third parties may provide, links or other means of access to additional websites and resources on the Internet. HiOnSkool has no authority over such websites and resources, and does not endorse them. You acknowledge and agree that HiOnSkool will not be held responsible or liable, directly or indirectly, for any damage or loss resulting from, or allegedly resulting from, the use of or reliance on any content, events, goods, or services available on or through any such website or resource. Any interactions you have with third parties while using the Service are solely between you and the third party. You agree that HiOnSkool is not liable for any loss or claim you may have against any such third party.

Social Networking Services

You do not have the option to enable or log in to the Service using various online third-party services, such as social media and social networking platforms like Facebook or Twitter ("Social Networking Services"). In the future, by integrating these Social Networking Services directly into the Service or logging in through them, we enhance your online experiences, making them more personalized. To utilize this feature, we may request authentication, registration, or login to Social Networking Services on their respective providers' websites. Through such integration, the Social Networking Services will grant us access to certain information you have provided to them, which we will utilize, store, and disclose in accordance with our Privacy Policy. For detailed information about the implications of activating these Social Networking Services and how HiOnSkool utilizes, stores, and discloses information related to your use of such services within HiOnSkool (including your friend lists), please refer to our Privacy Policy in the future.

However, it's essential to note that the policies governing the usage, storage, and disclosure of your information by Social Networking Services are solely determined by those third-party platforms. HiOnSkool bears no liability or responsibility for the privacy practices or other actions of any third-party site or service that may be accessible within the Service.

Furthermore, HiOnSkool does not assume responsibility for the accuracy, availability, or reliability of any information, content, goods, data, opinions, advice, or statements provided in association with Social Networking Services. Consequently, HiOnSkool cannot be held liable for any damage or loss incurred or purportedly incurred due to the utilization or reliance on any such Social Networking Services. These features are incorporated by HiOnSkool solely for convenience purposes, and their integration does not imply endorsement or recommendation.

Indemnity and Release

You agree to indemnify, defend, and hold harmless HiOnSkool and its affiliates, as well as their officers, employees, directors, and agents (collectively referred to as "Indemnitees"), from and against any and all losses, damages, expenses (including reasonable attorneys' fees), rights, claims, actions of any kind, and injuries (including death) arising from or related to your use of the Service, any User Content, your connection to the Service, your violation of these Terms of Service, or your infringement upon the rights of another party. If you reside in Portugal, you expressly waive any statutory provisions similar to the provisions mentioned above. If you reside in another jurisdiction, you similarly waive any comparable statute or doctrine.

Disclaimer of Warranties

Your utilization of the service entails inherent risks, as the service is provided on an "as is" and "as available" basis. HiOnSkool explicitly disclaims all warranties, whether express, implied, or statutory, including but not limited to the implied warranties of merchantability, fitness for a particular purpose, title, and non-infringement.

HiOnSkool makes no guarantees that:

1. The service will meet your specific requirements.
2. The service will be uninterrupted, timely, secure, or error-free.
3. The outcomes derived from utilizing the service will be accurate or reliable.
4. The quality of any products, services, information, or other materials acquired through the service will meet your expectations.

You acknowledge and accept that any criminal background checks performed by HiOnSkool on teachers are conducted solely for its own benefit. HiOnSkool does not provide any assurances or warranties regarding the conduct of users on the site or service.

Limitation of Liability

You acknowledge and agree that HiOnSkool shall not be liable for any indirect, incidental, special, consequential, or exemplary damages, or damages for loss of profits, goodwill, use, data, or other intangible losses, regardless of whether HiOnSkool has been advised of the possibility of such damages. These damages may arise from various factors, including but not limited to:

1. The use or inability to use the service.
2. The cost of procuring substitute goods and services resulting from any goods, data, information, or services purchased, obtained, or messages received or transactions entered into through or from the service.
3. Unauthorized access to or alteration of your transmissions or data.
4. Statements or conduct of any third party on the service.
5. Any other matter relating to the service.

In no event shall HiOnSkool's total liability to you for all damages, losses, or causes of action exceed the amount you have paid HiOnSkool in the last six (6) months, or, if greater, one hundred dollars (\$100).

Certain jurisdictions may not permit the disclaimer or exclusion of certain warranties or the limitation or exclusion of liability for incidental or consequential damages. Therefore, some of the above limitations may not apply to you or may not be enforceable with respect to you. If you are dissatisfied with any portion of the service or with these terms of service, your sole and exclusive remedy is to discontinue use of the service.

If you are a user from New Jersey, the sections titled "Disclaimer of Warranties" and "Limitation of Liability" are intended to be only as broad as permitted under the laws of the State of New Jersey. If any portion of these sections is deemed invalid under the laws of the State of New Jersey, the invalidity of such portion shall not affect the validity of the remaining portions of the applicable sections.

Dispute Resolution By Binding Arbitration:

Agreement to Arbitrate: This Dispute Resolution by Binding Arbitration section, referred to as the "Arbitration Agreement" herein, governs any and all disputes or claims that have arisen or may arise between you and HiOnSkool, relating to this Terms of Service, the Services, any advertising, or any aspect of the relationship or transactions between us. All such disputes shall be resolved exclusively through final and binding arbitration, except for individual claims that qualify for resolution in small claims court. This Arbitration Agreement does not preclude you from seeking relief through relevant federal, state, or local agencies, subject to applicable laws. By accepting this Terms of Service, you and HiOnSkool waive the right to a trial by jury or to participate in class actions, and agree that disputes shall be determined by a neutral arbitrator. The interpretation and enforcement of this Arbitration Agreement shall be governed by Portuguese law.

Prohibition of Class and Representative Actions and Non-Individualized Relief: Both you and HiOnSkool agree to bring claims against each other solely on an individual basis and not as part of any class or representative action. The arbitrator may not consolidate more than one person's claims, and relief awarded shall be limited to individual claims. This provision does not waive non-waivable rights under applicable laws.

Pre-Arbitration Dispute Resolution: HiOnSkool aims to resolve disputes amicably. If efforts to resolve a dispute fail, either party seeking arbitration must first send a written Notice of Dispute to the other party. If unresolved after sixty (60) days, either party may commence arbitration.

Arbitration Procedures: Arbitration will be conducted by a neutral arbitrator according to the rules agreed upon by both parties. The arbitrator shall follow the provisions of these Terms of Service, and all issues shall be decided by the arbitrator. The arbitrator's decisions are enforceable in court.

Costs of Arbitration: Arbitration fees will be governed by the rules agreed upon by both parties, with HiOnSkool covering fees for claims under a certain threshold, and potentially covering fees for larger claims if the arbitrator determines you are unable to pay.

Confidentiality: Arbitration proceedings and rulings shall be strictly confidential.

Severability: If any provision of this Arbitration Agreement is deemed invalid, the parties agree to replace it with a valid provision closest to the original intent. If the prohibition of class actions provision is found invalid, the entire Arbitration Agreement shall be void.

Future Changes to Arbitration Agreement: You have the right to reject any future changes to this Arbitration Agreement by providing written notice to HiOnSkool within thirty (30) days of such changes. Rejecting changes means you agree to arbitrate disputes based on the original terms of this Arbitration Agreement.

Termination

You acknowledge and agree that HiOnSkool, at its sole discretion, reserves the right to suspend or terminate your account, or any part thereof, and to discontinue your use of the Service, including the removal of any content within the Service. This action may be taken for any reason, including but

not limited to lack of use, or if HiOnSkool believes you have violated or acted inconsistently with the terms outlined in these Terms of Service. Any suspected fraudulent, abusive, or illegal activity may result in the termination of your Service, and may be reported to the relevant law enforcement authorities.

HiOnSkool also reserves the right to discontinue providing the Service, or any part thereof, at its sole discretion and without prior notice. You agree that any termination of your access to the Service under these Terms of Service may be implemented without prior notice, and you acknowledge and agree that HiOnSkool may immediately deactivate or delete your account, including all related information and files contained therein. Additionally, HiOnSkool may prohibit any further access to such files or the Service. You further agree that HiOnSkool shall not be liable to you or any third party for any termination of your access to the Service.

User Disputes

You agree that you are solely responsible for your interactions with any other user in connection with the Service and HiOnSkool will have no liability or responsibility with respect thereto.

HiOnSkool reserves the right, but has no obligation, to become involved in any way it deems necessary with disputes between you and any other user of the Service.

General

These Terms of Service constitute the complete agreement between you and HiOnSkool, governing your use of the Service, and supersede any prior agreements between you and HiOnSkool regarding the Service. You may also be subject to additional terms and conditions when utilizing affiliate or third-party services, third-party content, or third-party software.

These Terms of Service shall be governed by the laws of Portugal, without regard to its conflict of law provisions. Any disputes or claims not subject to arbitration, as outlined above, shall be submitted to the personal and exclusive jurisdiction of the state and federal courts located within Portugal.

The failure of HiOnSkool to exercise or enforce any right or provision of these Terms of Service shall not constitute a waiver of such right or provision. If any provision of these Terms of Service is found to be invalid by a court of competent jurisdiction, the parties agree that the court should endeavor to give effect to the parties' intentions as reflected in the provision, and the remaining provisions of these Terms of Service shall remain in full force and effect.

You agree that any claim or cause of action arising out of or related to the use of the Service or these Terms of Service must be filed within one (1) year after such claim or cause of action arose, or be forever barred. A printed version of this agreement and any notice provided in electronic form shall be admissible in judicial or administrative proceedings to the same extent and subject to the same conditions as other business documents and records originally generated and maintained in printed form.

You may not assign these Terms of Service without the prior written consent of HiOnSkool, but HiOnSkool may assign or transfer these Terms of Service, in whole or in part, without restriction. The

section titles in these Terms of Service are for convenience only and have no legal or contractual effect.

Notices to you may be made via email or regular mail. The Service may also provide notices of changes to these Terms of Service or other matters by displaying notices or links to notices generally on the Service.

Your Privacy: At HiOnSkool, we respect the privacy of our users. For details, please see our Privacy Policy. By using the Service, you consent to our collection and use of personal data as outlined therein.

Please contact us at hello@HiOnSkool.com to report any violations of these Terms of Service or to pose any questions regarding this Terms of Service or the Service.

Chapter 3- Trust and Safety

Comprehensive Teacher Screening

We conduct a thorough screening process for teachers and classes, which includes several steps:

1. **Application Review:** We assess each teacher's background, teaching experience, subject matter expertise, and motivation. Additionally, we evaluate their teaching setup.
2. **Class Description Review:** Before publishing, our team reviews every class description to ensure quality and completeness. We also verify adherence to our Class Content Policy and assess the relevance of the teacher's background and experience.
3. **Background Check:** Prior to a teacher conducting their first class, we perform a SSN-based background check for identity verification and criminal record checks.

Safe platform

HiOnSkool classes utilize the HiOnSkool.com website and the Zoom video conferencing platform. All Zoom meetings on HiOnSkool are password protected to restrict access to only teachers and students. Furthermore, our meetings are tailored to grant control to teachers, enabling them to manage classroom entry and basic functions such as screen sharing and audio/video. This setup empowers teachers to promptly address any issues that may arise during class.

Limited class recording

HiOnSkool records its classes for purposes such as providing coaching to teachers and ensuring quality customer service and compliance. Additionally, students may find it helpful to review class recordings, particularly when revisiting challenging concepts. However, we prioritize the privacy of both learners and teachers, and have implemented measures to protect their rights. Families must agree not to share recordings before accessing them, and parents have the option to opt their children out of video recordings, once verified. Our recordings are never downloadable. We do not share class recordings or any personally identifying information of our community members outside of HiOnSkool for marketing or any other purposes without explicit consent.

Dedicated trust and safety team

Our Trust and Safety team diligently monitors and screens for any undesirable materials or behavior in alignment with our code of conduct. We promptly investigate and take necessary actions in response.

Serious about privacy concerns

Our privacy policy details the information we collect from you, how we use it, and the choices you have regarding the use of your information. Furthermore, HiOnSkool complies with Portuguese data protection laws, ensuring the privacy and security of all users, including children. We are dedicated to ensuring that learners understand their privacy rights and how we protect their information. To facilitate this understanding, we have developed a Learner Privacy Guide designed to explain these concepts in a child-friendly manner.

Familiar with general online safety practices

- It's important for either you or a designated responsible adult to supervise your learner during their participation in HiOnSkool classes. Learners engage with the teacher and fellow learners through group video chat or by posting and commenting in the HiOnSkool classroom. • Our help center contains valuable resources and advice on online privacy and safety. Please don't hesitate to reach out if you have any inquiries regarding our safety policies or any safety-related concerns.