

Soola — Terms of Service

Version: 1.0 (template) · **Effective date:** [DATE] · **Operator:** [LEGAL ENTITY NAME], Indonesia

Template — not legal advice. Review with qualified Indonesian counsel before use. Replace every [BRACKETED] placeholder.

1. Agreement

By accessing or using Soola (web, mobile, or live-video features), you agree to these Terms. If you use Soola on behalf of a school, you represent that you are authorised to bind that school.

2. The service

Soola provides school-management tools (assignments, materials, attendance, announcements, messaging, grades) and an **optional** live class-video feature. Features are provided on an "as-available" basis and may evolve.

3. Accounts & access

Sign-in is **passwordless** via a one-time code sent to your email. You are responsible for keeping access to your email secure and for activity under your account. Roles (admin, teacher, parent, student) are assigned per school.

4. School responsibilities

The school is the **data controller** and is responsible for: obtaining required consents (including parental consent for live video), the accuracy of rosters/enrolments, lawful use of the platform, and managing its users. The school's use is governed by these Terms plus the Data Processing Agreement.

5. Acceptable use

You must not: misuse or attempt to breach the service or its security; access data you are not authorised to see; upload unlawful, harmful, or infringing content; use the service to harass or endanger any child; or use live video for any purpose other than a parent viewing their own child's class as permitted.

6. Content & intellectual property

Schools and users retain rights to content they upload. You grant Soola a limited licence to host and process that content solely to provide the service. Soola and its marks remain the property of [LEGAL ENTITY NAME].

7. Live video terms

Live video is opt-in per school and per parent, requires recorded consent, is limited to school-hours windows and a parent's own child's class, and is subject to the Privacy Policy and Data Retention Policy. Misuse may result in suspension.

8. Fees & payments (Phase 2)

Where paid features apply, fees, billing cycle, and taxes are as agreed in an order form. Payments are processed by **Midtrans/Xendit**; their terms apply to the payment transaction.

9. Availability & support

We aim for high availability but do not guarantee uninterrupted service. Support and any service levels are described in the school's order form / SLA.

10. Disclaimers

The service is provided "as is" and "as available" to the maximum extent permitted by law. We disclaim implied warranties not expressly stated here.

11. Limitation of liability

To the maximum extent permitted by law, Scoola's aggregate liability is limited as set out in the school's order form (or, absent one, fees paid in the prior 3 months). We are not liable for indirect or consequential losses.

12. Suspension & termination

We may suspend access for security, non-payment, or material breach. Either party may terminate as set out in the order form. On termination, data is handled per the Data Retention & Deletion Policy and the DPA.

13. Governing law & disputes

These Terms are governed by the laws of the Republic of Indonesia. Disputes are subject to the courts of [CITY/JURISDICTION], unless otherwise agreed.

14. Changes & contact

We may update these Terms and will post the new version with an effective date. Contact: **[CONTACT EMAIL]**, [LEGAL ENTITY NAME].