

## Reach for All FAQs:

### 1. Where can we find the VPN feature in the app?

Once the user has given the permission on opening the app, VPN is automatically connected when the app is in the foreground.

### 2. What user information is your app collecting using VPN?

We do not collect any personal information. When actively connected to a server using VPN, for the duration of your connection the following is stored as accounting records for the amount of data consumed:

- VPN username, which is randomly generated in the application
- Time of connection
- Amount of data transferred

The following data is stored in a central location:

- Cellular Operator name
- Device details: randomly generated anonymous user id, device manufacturer, model and make, OS
- Number of parallel connections at any given time to prevent rampant abuse and account sharing.
- A counter is incremented that stores total number of bytes downloaded/uploaded in a given period.

Anything about the user that is not mentioned above is not stored.

### 3. For what purposes are you collecting this information? Please provide a complete and clear explanation of all planned uses of this data?

To accurately account for the VPN usage and make sure it is secure and not being misused.

### 4. Will the data be shared with any third parties? If so, for what purposes and where will this information be stored?

Only the VPN usage accounting data on the cellular networks may be shared to telecom operators for accounting purposes only or the government if required by law. No other data is shared with third parties and usage data is not monetised in any way. The data is stored in the secured databases which maybe in Amazon or Google cloud and protected by access privileges.

### 5. Does your app access any paid content or services?

The app does have access to any paid content or services. App provides secure browsing access to educational content and for remote education tools.

**6. What are the paid content or services, and what are the costs?**

Not applicable

**7. Do individual customers pay for the content or services?**

Not applicable

**8. If no, does a company or organization pay for the content or services?**

Not applicable

**9. Where do they pay, and what's the payment method?**

There is no payment for content or services involved.

**10.If users create an account to use your app, are there fees involved?**

There are no fees involved to access the app.

**11.How do users obtain an account?**

The user's don't need an account to access the app. However remote education tools may be limited to their students and might require login by their students.