

Privacy Policy

Version updated as of April 17, 2026

What is the purpose of this Policy?

This Privacy Policy explains how Learn & Go SAS (hereinafter “**Learn & Go**”, “**we**”, “**us**” or “**our**”) processes personal data when you use:

- our websites accessible in particular at the following addresses: <https://www.kaligo-apps.com/>, <https://www.kaligo-family.com/> and <https://kido-apps.com/> (the “**Websites**”);
- our mobile and web applications Kaligo School, Kaligo Family and KidoO (the “**Applications**”).

The Websites and Applications are hereinafter collectively referred to as the “**Services**.”

This Policy supplements the Terms of Use and, where applicable, the General Terms and Conditions of Sale.

It may be updated from time to time. The applicable version is the one published on the Services, together with its date of last update.

Our Commitment

Learn & Go places particular importance on the confidentiality and protection of personal data.

We implement appropriate technical and organizational measures to ensure the security and confidentiality of personal data, and we ensure that the rights of individuals are respected in accordance with applicable data protection regulations.

Awareness of this Policy

This Privacy Policy may evolve, in particular to reflect legal, regulatory, technical or functional developments affecting our Services. The applicable version is the one published on the Websites and, where applicable, within the Applications, together with its date of last update.

In the event of a material change, we may inform Users holding an Account by any appropriate means. We encourage you to review this Policy regularly.

Changes to this Policy

This version of our Privacy Policy takes effect on April 17, 2026. Any updates will be published on the Websites and within the Applications. We therefore encourage you to review this Policy regularly.

Roles and Responsibilities

The GDPR distinguishes between two roles:

- the data controller, who determines the purposes (“**why**”) and the essential means (“**how**”) of the processing;
- the data processor, who processes personal data on behalf of the data controller, in accordance with its instructions.

Learn & Go acting as data controller (DC): for the processing activities described in this Policy, in particular:

- processing necessary for the operation and management of the Services (account creation and management, security, support, customer relationship management, subscription management, etc.);
- processing related to the use of the Applications by individual users (B2C), in particular the creation and management of child profiles, educational monitoring and progress tracking, and usage traceability.

Learn & Go acting as data processor (DP): where a professional client (institution, organization, professional) uses the Applications to create and manage associated accounts, assign exercises, and monitor progress for its own purposes, it acts as the data controller, and Learn & Go acts as a data processor within the meaning of Article 28 of the GDPR. Such processing activities are exclusively governed by the Data Processing Agreement (DPA) appended to the Terms and Conditions and do not fall within the scope of this Policy.

What is Personal Data?

According to Article 4 of the General Data Protection Regulation (GDPR), personal data means “*any information relating to an identified or identifiable natural person.*” An identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier.

What about Sensitive Personal Data?

The notion of “sensitive personal data” refers to categories of personal data identified under European data protection laws as requiring specific protection and, in certain cases, the explicit consent of the data subject for processing. Sensitive personal data includes data revealing, directly or indirectly, racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, as well as data concerning a person’s health or sex life.

We do not collect sensitive personal data through our Websites or Applications. However, if you choose to provide us with unsolicited sensitive personal data, you acknowledge and agree that we may process such data in accordance with applicable laws and regulations.

What Categories of Data May We Process?

Depending on your use of the **Services** and the context in which they are used, we may process the following categories of data:

- **(A) Identification data** : Name, surname, user identifier.
- **(B) Contact data** : Email address (professional or personal), telephone number.
- **(C) Transaction data** : Subscription information, billing details, billing history, and elements necessary for payment processing (handled through secure payment service providers).
- **(D) Usage and educational data** : Usage statistics, account settings, devices used.
- **(E) Communications data** : Content of requests submitted to support services or through contact forms or chat.
- **(F) Technical data** : IP address, technical identifiers, connection logs, device type, browser type, and connection information.
- **(G) Configuration data** : Language preferences, country.
- **(H) Professional information**: Professional status (e.g., teacher, parent, school director) and affiliated institution.

The categories of data actually processed depend on the Service used and the context of use.

When and Why Do We Process Your Data?

Your data is not collected continuously or invisibly. It is always associated with a specific action on your part or with a particular step in your interaction with our Services.

For example, we may collect certain information when:

- you simply browse one of our Websites (without creating an Account);
- you contact us;
- you create an Account and use one of our Applications;
- you receive communications from us;
- we must comply with our legal obligations or protect our legitimate interests.

Below you will find a structured overview of these processing activities to help you clearly understand, step by step, how your information is used.

Processing Activity	Purpose	Legal Basis	Data Categories	Applicability
Browsing the Websites	Ensure the proper functioning, security and improvement of the Websites	Legitimate interest	(F), (G)	All
Non-essential cookies / trackers	Audience measurement and non-essential functionalities	Consent, where required	(F), (G)	All
Account creation and management	Account creation, authentication, profile management	Performance of a contract	(A), (B), (F), (G), (H)	All
Subscriptions and payments	Subscription management, transaction processing, administrative follow-up	Performance of a contract / legal obligation where applicable	(A), (B), (C), (H)	All
Billing and accounting	Issuing and retaining accounting records	Legal obligation	(A), (B), (C)	All
Support / assistance / requests	Responding to inquiries, user support, customer service	Pre-contractual measures / performance of a contract / legitimate interest depending on the case	(A), (B), (E), (F), (H)	All
Communications and invitations	Information, webinars/events, professional communications	Consent where required or legitimate interest in a professional context	(A), (B), (F)	All
Compliance, security and disputes	Fraud prevention, incident management, debt recovery, evidence, legal compliance	Legal obligation or legitimate interest	As applicable: (A), (B), (C), (D), (E), (F)	All
Creation and management of parent and child profiles	Enabling the legal guardian to create and manage associated profiles (username, date of birth, handedness, class, level)	Performance of a contract	(A), (D), (F)	B2C
Educational monitoring and progress tracking	Recording and providing the child's results, outputs, and progress to the legal guardian	Performance of a contract	(D), (F)	B2C
Security and traceability of application usage	Logging user actions for audit, security, and compliance purposes	Legitimate interest	(D), (F)	B2C
Support related to the use of the Application	Handling support requests related to the use of the Application (chatbot, messaging)	Performance of a contract / legitimate interest	(A), (B), (E), (F)	B2C

For more information about cookies and tracking technologies, please refer to the [Cookie Policy](#).

How Long Do We Retain Your Data?

Learn & Go undertakes to retain your personal data only for the period strictly necessary for the purposes for which it was collected. Once those purposes have been fulfilled, and depending on the context and the type of data concerned, Learn & Go undertakes to delete, anonymize and/or securely archive the data where necessary.

The retention periods indicated below apply unless specific legal obligations require longer retention or where retention is necessary for evidentiary or dispute-related purposes

Processing Activity (see Section 4)	Retention Period
Browsing the Websites (operation, security, improvement)	For the period strictly necessary to ensure the functioning and security of the Websites (including through logs), after which the data is deleted or securely archived where necessary for security purposes
Non-essential cookies / trackers	Until consent is withdrawn and/or in accordance with the duration specified in the Cookie Policy
Account creation and management	For the entire duration of the Account's existence + 2 years from the last recorded activity
Subscriptions and payments	"Subscription and billing" records retained for 10 years from the end of the relevant accounting period (for accounting documents and supporting records)
Billing and accounting	10 years from the end of the relevant accounting period
Support / assistance / requests	3 years from the last contact
Communications, marketing and commercial outreach	3 years from the last contact or until consent is withdrawn
Compliance, security and disputes (evidence, debt recovery, incidents, legal obligations)	For the period necessary for the purpose pursued and, where applicable, until the expiry of applicable limitation periods and legal remedies; certain accounting documents: 10 years from the end of the accounting period
Exercise of data subject rights	Calendar year of the request plus 5 years

Who Has Access to Your Data?

1. Access by Our Employees

Depending on the purposes described above, certain employees of Learn & Go may have access to your personal data, including members of the customer service, support, administrative, accounting, legal, technical, marketing and sales teams, where such access is necessary for the performance of their duties.

2. Disclosure of Your Data to Third Parties

We may use service providers and data processors in particular for the following services:

- data hosting;
- sending postal or electronic communications;
- customer relationship management;
- maintenance services;
- technical development;
- service improvement and product support.

The involvement of these processors is contractually governed in accordance with Article 28 of the GDPR.

Learn & Go may also disclose personal data where required by law, a judicial or administrative decision, or where such disclosure is necessary to protect its rights, its Users, or the security of the Services.

Are Your Data Transferred to Third Countries?

As a general rule, the personal data processed by Learn & Go in connection with the Services is hosted on servers located in France and processed in France by Learn & Go's teams.

However, some of our service providers may be located outside the European Union (EU) or the European Economic Area (EEA) or may involve access from third countries, which may result in a transfer of personal data within the meaning of applicable data protection regulations.

Where transfers outside the EU/EEA are necessary, Learn & Go implements appropriate safeguards as provided for by applicable regulations, including:

- an adequacy decision issued by the European Commission where applicable;
- where no adequacy decision exists, the Standard Contractual Clauses (SCCs) adopted by the European Commission, potentially supplemented by appropriate technical and organizational measures (e.g., encryption, access controls);
- where transfers involve the United Kingdom, the equivalent recognized mechanisms (e.g., the UK Addendum to the Standard Contractual Clauses or the International Data Transfer Agreement – IDTA, where applicable).

Additional information regarding international transfers and the safeguards implemented may be provided upon request at: legal@learn-and-go.com, within the limits permitted by applicable regulations and confidentiality obligations.

How Are Your Data Protected?

Learn & Go implements appropriate technical and organizational measures designed to protect personal data against destruction, loss, alteration, unauthorized disclosure or unauthorized access.

The Services may contain links to third-party websites. Learn & Go is not responsible for the privacy practices of such third parties, and users are encouraged to review their respective privacy policies.

What Are Your Rights Regarding the Processing of Your Data?

In accordance with French Data Protection Act No. 78-17 of 6 January 1978, as amended by the Act of 6 August 2004 on Data Processing, Files and Freedoms, as well as the General Data Protection Regulation (GDPR), you have several rights regarding the processing of your personal data:

- The right to know what data we hold about you: right of access;
- The right to request that we correct or update your data: right to rectification.

You also have additional rights where the legal basis for processing is your consent or our legitimate interest:

- The right to request that we stop processing your personal data: right to object;
- The right to have your personal data deleted: right to erasure.

Furthermore, when you exercise your right to rectification or right to object with respect to certain data, you may request the temporary restriction of processing of such data until your request has been resolved.

Finally, you may exercise all the rights described in this section when the purposes for which the data was collected have expired.

For further information, you may consult the guidance published by the French Data Protection Authority (CNIL):

<https://www.cnil.fr/fr/les-droits-pour-maitriser-vos-donnees-personnelles>

How Can You Exercise Your Rights?

Learn & Go has appointed a Data Protection Officer (DPO). You may contact the DPO for any question relating to personal data protection or to exercise your rights by sending a request to legal@learn-and-go.com,

or by completing the form made available for this purpose and returning it to legal@learn-and-go.com or by post to the following address:

- 43 Square de la Mettrie 35700 Rennes France

Proof of identity may be requested if there is a legitimate and serious doubt regarding your identity. Once your identity has been verified by our DPO, any supporting documents provided for this purpose will be destroyed and no copies will be retained.

Data collected in connection with a request to exercise your rights is retained for the calendar year of the request plus five (5) years. **Legal basis:** legitimate interest in managing potential disputes.

If you are not satisfied with how your data is processed, you may lodge a complaint with :

CNIL – Lead Supervisory Authority (France)

- Online: via the complaint form available at <https://www.cnil.fr/fr/plaintes>
- By mail: CNIL, 3 Place de Fontenoy, TSA 80715, 75334 PARIS CEDEX 07, France

ICO – Relevant Authority (United Kingdom)

- Online: <https://ico.org.uk/make-a-complaint/>
- By mail: Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, United Kingdom

You have a question / Can’t find the information you are looking for?

If you cannot find the information you are looking for or if you have any questions regarding this Privacy Policy, you may contact us at the following email address: legal@learn-and-go.com.

The official language of this Privacy Policy is French. Translations into other languages are provided solely for convenience. In the event of any dispute or inconsistency, only the French version shall prevail.