



مدارس أدنوك
ADNOC SCHOOLS

ADNOC Schools

Terms & Conditions WhatsApp Business

Terms & Conditions — WhatsApp Business (ADNOC Schools)

1. Introduction

- 1.1. Welcome to the ADNOC Schools (“Schools”) WhatsApp Business (“Service”), provided by a third-party service provider (“Vendor”).
- 1.2. These Terms & Conditions (“Terms”) govern your use of the Service. By using the Service, you agree to these Terms. If you do not agree, please do not use the Service.
- 1.3. By accessing the Service, you confirm that all information you provide is true, accurate, and correct. If you are under 21 and reside in the UAE, your guardian should submit to the ADNOC School its written consent for you to use the Service before commencing such use, as required under the UAE PDPL (Federal Decree Law No. 45 of 2021).

2. Eligibility & Use

- 2.1. The Service is offered to students, parents, and staff (“Users”) associated with ADNOC Schools.
- 2.2. Users must provide accurate contact information and ensure their phone number is capable of receiving messages via WhatsApp in order to use the Service.
- 2.3. Users will not use the Service for any illegal, abusive, or unauthorized purpose.
- 2.4. The Service operates through WhatsApp Business, provided by Meta Platforms. WhatsApp processes personal data as an independent Data Controller in accordance with its own terms of service and privacy policy. Users acknowledge that messages sent through WhatsApp may be processed outside the UAE.

3. Available Services

- 3.1. Through the Service, Users may receive:
 - Announcements and notifications
 - Access to certain school services using a chatbot
 - Support or helpdesk messaging
- 3.2. The Schools reserve the right to add, remove, or modify the Service at any time, without prior notice to Users.

4. User Responsibilities

- 4.1. Users must not share or forward sensitive information through the Service unless explicitly requested by Schools staff.

- 4.2. Users must notify the Schools immediately if their phone number changes or if they lose access to the linked Services account.
- 4.3. The Schools may block or restrict any User's access to the Service in instances of misuse or violation of these Terms. Any misuse of the Service relating to unauthorized data collection may be reported to the relevant authorities under applicable UAE cybercrime and data protection laws.

5. Privacy & Data Protection

- 5.1. The Schools shall handle personal data collected through the Service in accordance with the School's privacy policy and applicable data protection laws.
- 5.2. Usage logs (timestamps, message metadata) may be collected by the Schools for audit, support, or analytics purposes.
- 5.3. The Schools collect only the minimum necessary data for the stated purposes, and data subjects have rights of access, rectification, erasure, restriction, and objection. Users may exercise these rights by contacting the Schools at info@adnoc.sch.ae. The Schools' full privacy policy is available at [privacy policy](#).

6. Security & Data Integrity

- 6.1. While the Schools implement reasonable technical and organizational measures to safeguard the Service, no communication over the Service is 100% secure.
- 6.2. The Schools are not responsible for unauthorized access, interception, or alteration of communications beyond their control.

7. Service Availability & Disclaimers

- 7.1. The Schools will strive to keep the Service operational, but do not guarantee continuous, error-free, or uninterrupted service.
- 7.2. The Schools shall not be liable for any loss, damage, or inconvenience caused by Service downtime, delays, or message delivery failure.
- 7.3. All information provided via the Service is for administrative, informational or routine purposes only and is not intended to replace official communication channels, emergency lines, or Schools' policies.

8. Liability

- 8.1. Users acknowledge and accept that (to the maximum extent permitted by applicable law) neither the Schools, nor its affiliates, will be liable for any claim, damage, loss or expense resulting from:
 - 8.1.1. the use or inability to use the Service;
 - 8.1.2. the unauthorised access of or alteration of your personal information, or your transmissions through the Service, by a third party, except to the extent such access or alteration resulted from our gross negligence or wilful default;

- 8.1.3.any interruption or cessation of transmission to or from the Service;
- 8.1.4. any bugs, viruses, trojan horses, or the like which may be transmitted to or through our Service;
- 8.1.5. the loss or misuse of User information (or any part of it) or login details, except to the extent resulting from the Schools' gross negligence or wilful default; and/or
- 8.1.6. any other matter relating to the use of the Service, except to the extent this resulted from our negligence or wilful default.

8.2. Users shall indemnify and hold harmless the Schools, its staff, and agents from and against any claims, liabilities, losses, or expenses that arise out of their failure to comply with these Terms or their misuse of the Service.

9. Termination & Suspension

- 9.1. The Schools may suspend or terminate access of any User to the Service at any time, with or without cause or notice.
- 9.2. Following cessation of access to the Service, the User's access to the Service will cease.

10. Changes to Terms

- 10.1. Users will be notified of changes via the Service or other official communication.
- 10.2. Continued use of the Service after changes have been implemented constitutes acceptance of the revised Terms.

11. Governing Law & Dispute Resolution

- 11.1. Use of the App Services and these Terms and Conditions shall be governed by and interpreted in accordance with the laws of UAE as applicable in Abu Dhabi and the parties agree to submit to the exclusive jurisdiction of the courts of Abu Dhabi.

12. Contact Information

For questions about these Terms or the Service, please contact us at:

info@adnoc.sch.ae

Phone: 02 599 2000