

INNSIS Policy Page

Student Information System | Product of CRMWebX Inc.

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Application Name	INNSIS
Product Owner	CRMWebX Inc.
Contact Email	privacy@crmwebx.com
Website	www.crmwebx.com

Legal Note: This policy is a template for publication in or alongside the INNSIS application. CRMWebX Inc. should review this document with legal counsel before publishing or sharing it with customers.

1. Overview

INNSIS is a cloud-based Student Information System product owned by CRMWebX Inc.

INNSIS is designed to help schools, colleges, universities, training institutes, administrators, faculty, students, and parents manage academic and administrative activities such as admissions, student records, programs, courses, classes, attendance, fees, invoices, communication, reports, documents, and integrations.

This Policy explains how CRMWebX Inc., through the INNSIS application, handles information, protects user data, and defines acceptable use of the application.

By using INNSIS, users agree to follow this Policy and any additional agreement between CRMWebX Inc. and the educational institution.

2. Scope of This Policy

This Policy applies to all authorized users of the INNSIS application, including school administrators, faculty, staff, students, parents or guardians, institution-approved users, authorized support users, and third-party users approved by the institution.

This Policy applies to all information entered, uploaded, processed, stored, or accessed through INNSIS.

3. Information We Collect

Depending on the features used by the institution, INNSIS may collect and process the following types of information.

Student Information

- Student name
- Student ID
- Contact information
- Date of birth
- Address
- Enrollment details
- Program, course, class, and term details
- Attendance records
- Academic records
- Fee and invoice details
- Uploaded documents
- Parent or guardian information

Faculty and Staff Information

- Name
- Email address
- Phone number
- Role or designation
- Department
- Assigned courses or classes
- Login and activity details

Parent or Guardian Information

- Name
- Contact information
- Relationship to student
- Portal access information

System and Security Information

- Login history
- IP address
- Browser and device information
- Audit logs
- Activity logs
- Error logs
- Support-related information

4. How Information Is Used

CRMWebX Inc. uses information in INNSIS only for legitimate academic, administrative, operational, technical, and support purposes.

CRMWebX Inc. does not sell student, parent, faculty, staff, or institution data.

Information may be used to:

- Manage student records
- Manage admissions and enrollment
- Manage programs, courses, classes, and terms
- Track student attendance
- Maintain academic records
- Generate invoices, fee records, and payment details
- Generate reports, transcripts, and documents
- Provide student, parent, faculty, and admin portals
- Support communication between users
- Provide role-based access to application features
- Maintain security and audit logs
- Improve application performance
- Troubleshoot technical issues
- Provide customer support
- Support institution-approved integrations

5. Institution Ownership of Data

The educational institution remains the owner of its institutional data.

CRMWebX Inc. provides INNSIS as a technology platform to store and process data on behalf of the institution. Unless otherwise agreed in writing, CRMWebX Inc. processes institution data only to provide, support, maintain, and improve the INNSIS application.

The institution is responsible for deciding:

- What information is entered into INNSIS
- Which users are given access
- What permissions are assigned to users
- How long data should be retained
- Which integrations should be enabled
- What data may be exported or shared

6. Role-Based Access and Security

INNSIS uses role-based access control to help protect information. Users can only access the information and features assigned to them by the institution.

Users must not attempt to access records, modules, reports, or features that are not assigned to them.

Examples include:

- Administrators may manage configuration, users, records, and reports.
- Faculty may access assigned classes, attendance, and academic information.
- Students may access their own academic, attendance, invoice, and document information.
- Parents or guardians may access student information approved by the institution.
- Support users may access limited information when required for support or troubleshooting.

7. Data Security

CRMWebX Inc. follows reasonable technical, administrative, and organizational measures to protect information stored in INNSIS.

Users are responsible for keeping their login credentials confidential. Users must immediately report suspected unauthorized access, password compromise, or suspicious activity to their institution administrator or CRMWebX Inc. support team.

Security practices may include:

- Secure user authentication
- Role-based access control
- Encrypted communication
- User activity logging
- Audit history
- Controlled support access
- Data backup and recovery processes
- Monitoring of application performance and security
- Cloud infrastructure security controls
- Regular review of security practices

8. Data Sharing

CRMWebX Inc. may process or share data only in limited situations. CRMWebX Inc. does not allow third parties to use institution data for unrelated marketing purposes.

Data may be processed or shared:

- With authorized users of the institution

- With institution-approved third-party systems
- With cloud hosting and infrastructure providers
- With email, SMS, payment, LMS, accounting, reporting, or document providers used by the institution
- When required by law, regulation, court order, or government authority
- To investigate security, fraud, abuse, or system misuse
- To provide customer support or technical troubleshooting

9. Third-Party Integrations

INNSIS may integrate with third-party platforms selected or approved by the institution. When an integration is enabled, data may be exchanged between INNSIS and the third-party system.

The institution is responsible for reviewing and approving third-party integrations before use. Third-party systems may have their own privacy, security, and data handling policies.

Possible integrations include:

- Learning Management Systems
- Payment gateways
- Accounting systems
- Email services
- SMS providers
- Document signing platforms
- Reporting tools
- Analytics platforms
- Identity providers

10. Cookies and Session Information

INNSIS may use cookies or similar technologies to support application functionality and security.

INNSIS does not use cookies to sell personal information. Users may be able to control cookies through their browser settings, but disabling cookies may affect the functionality of the application.

Cookies may be used to:

- Keep users signed in
- Maintain secure sessions
- Remember user preferences
- Improve application performance
- Detect suspicious activity
- Support authentication and authorization

11. Student and Children's Data

INNSIS may process student information, including information related to minors, only as directed by the educational institution.

Where parental or guardian consent is required by applicable law or institutional policy, the institution is responsible for obtaining and managing that consent unless otherwise agreed in writing.

CRMWebX Inc. does not knowingly collect student or children's information directly for unrelated marketing purposes.

12. Data Retention

Data in INNSIS is retained according to institution configuration, the agreement between CRMWebX Inc. and the institution, legal or regulatory requirements, backup and disaster recovery policies, and operational and security requirements.

The institution may request data export or deletion according to the applicable agreement and technical feasibility.

Some information may remain in backups or logs for a limited period as required for security, recovery, legal, or operational purposes.

13. Data Accuracy

The institution and authorized users are responsible for keeping information accurate and up to date.

Users should contact their institution administrator if they believe their personal, academic, financial, or contact information is incorrect or incomplete.

CRMWebX Inc. may not be able to modify institution-controlled data directly unless authorized by the institution.

14. User Responsibilities

All users of INNSIS must follow the responsibilities below.

Users must:

- Use INNSIS only for authorized academic, administrative, or institutional purposes
- Keep usernames and passwords confidential
- Not share login credentials with others
- Access only the data they are authorized to view
- Not misuse student, parent, faculty, staff, or institution data
- Not upload harmful, illegal, offensive, or unauthorized content
- Not attempt to bypass application security
- Not copy, export, disclose, or distribute data without authorization
- Report security concerns promptly
- Follow all applicable institution policies and laws

15. Prohibited Use

Users must not use INNSIS for illegal, unauthorized, harmful, or abusive activity. Violation of this Policy may result in suspension or removal of access.

Users must not:

- Access unauthorized records
- Attempt to hack, damage, or disrupt the system
- Upload viruses, malware, or harmful files
- Send spam or unauthorized communications
- Harass, threaten, or abuse others
- Misuse personal, academic, financial, or institutional data
- Reverse engineer or copy the application
- Use the system for illegal or unauthorized purposes
- Share confidential information without permission
- Interfere with the security or performance of the application

16. Support Access

CRMWebX Inc. support staff may access customer environments only when required for customer support, troubleshooting, maintenance, security review, system administration, data correction requested by the institution, or investigation of technical issues.

Support access is limited to authorized personnel and should follow internal security and access control procedures.

17. Data Export and Portability

Authorized users may export records, reports, or documents from INNSIS based on their assigned permissions.

Institutions may request data exports according to the service agreement with CRMWebX Inc.

Exported data must be handled securely by the institution and authorized users.

18. Incident Reporting

Users and institutions should immediately report suspected unauthorized access, data loss, password compromise, suspicious activity, security breach, incorrect data access, or misuse of the application.

CRMWebX Inc. will review reported incidents and take appropriate action based on severity, legal requirements, and contractual obligations.

Reports should be sent to:

- Security Contact: security@crmwebx.com
- Privacy Contact: privacy@crmwebx.com
- Support Contact: support@crmwebx.com

19. Service Availability

CRMWebX Inc. makes reasonable efforts to maintain the availability and reliability of INNSIS. However, access may be interrupted due to scheduled maintenance, emergency maintenance, internet or network issues, cloud service provider issues, security updates, system upgrades, or events beyond the reasonable control of CRMWebX Inc.

CRMWebX Inc. may notify institutions of planned maintenance where practical.

20. Changes to This Policy

CRMWebX Inc. may update this Policy from time to time to reflect changes in INNSIS features, business operations, security practices, legal or regulatory requirements, third-party integrations, or data handling practices.

The updated Policy will be posted in the application or on the official website with the revised Last Updated date.

Continued use of INNSIS after changes are posted means the user accepts the updated Policy.

21. Contact Information

For questions about this Policy, privacy, security, data handling, or INNSIS usage, please contact CRMWebX Inc.

Contact details:

- Company: CRMWebX Inc.
- Product: INNSIS
- Email: privacy@crmwebx.com
- Support Email: support@crmwebx.com
- Website: www.crmwebx.com

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