



SAFETY AND CONDUCT

Child Safety and Protection of Minors Policy

How WeGrowNepal protects students under 18, what is prohibited absolutely, and the rights a parent or guardian holds over a child's account.

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wegrownepal.com/legal/child-safety

IMPORTANT

Any sexualised content involving a person under 18, and any sexualised approach to a person known or suspected to be under 18, results in immediate permanent closure and a report to the Nepal Police, without notice to the account holder.

AT A GLANCE

A plain-language summary. The numbered clauses below are what legally applies.

- Most people using this Service are school and college students. It is designed on that assumption.
- Minimum age 13. Under 18 requires a parent or guardian to know and permit it.
- No private messaging between users, by design.
- Never upload a marksheet, admit card or citizenship document -- including your own.
- A parent or guardian can see, correct or delete their child's data.

1. Why this policy exists

- 1.1 This Service is a study platform for school and university students in Nepal. A substantial proportion of its users are under 18.
- 1.2 A platform designed for adults and used by children is unsafe. This one is designed on the assumption that children are present.
That assumption drives specific product decisions listed below, not a general statement of concern.
- 1.3 This policy forms part of the Terms of Use and is to be read with the Community Code of Conduct and the Acceptable Use Policy.
- 1.4 Where this policy conflicts with any other document on a child safety matter, this policy prevails.
- 1.5 Nothing in this policy limits our obligations under the laws of Nepal relating to children.

2. Age requirements

- 2.1 The minimum age to hold an account is 13.
- 2.2 A person aged 13 to 17 may hold an account only with the knowledge and permission of a parent or legal guardian.
- 2.3 Reading and downloading require no account and therefore no age declaration.
- 2.4 We do not knowingly permit an account to a person under 13, and we close any such account on discovery.
- 2.5 We delete personal data collected from a person under 13 on discovery.
- 2.6 We do not require documentary proof of age, because collecting identity documents from children would create a larger risk than it removes.

Age verification by document upload would mean holding a database of children's identity documents. The safer design is to hold as little as possible and to prohibit the conduct that makes age matter.

- 2.7 A parent or guardian who believes their child has an account below the minimum age should contact us and we will close it.

3. Design decisions that protect minors

- 3.1 There is no private messaging between users. All discussion is public and visible to moderators.

The single most effective protection on a platform used by children is the absence of a private channel between an adult and a child.

- 3.2 Profiles do not carry telephone numbers, addresses, dates of birth or school locations.
- 3.3 We do not ask for a date of birth or a citizenship number at any point.
- 3.4 A display name may be a pseudonym. Real names are not required.
- 3.5 Location is not collected and is not displayed.
- 3.6 The Service carries no advertising, so no advertising profile of a child is built.
- 3.7 There is no payment mechanism, so a child cannot spend money on the Service.
- 3.8 Reporting is available on every item of content without an account.

4. Absolutely prohibited

- 4.1 Any material that sexualises a person under 18, in any form, whether photographic, drawn, written or generated.
- 4.2 Any sexual or romantic approach to a person known or suspected to be under 18.
- 4.3 Any attempt to move a conversation with a minor to a private channel off the Service.
- 4.4 Any request for photographs, personal contact details, a home address or a school location from a minor.
- 4.5 Any attempt to arrange a meeting with a minor.
- 4.6 Any material encouraging a minor towards self-harm, disordered eating or substance use.
- 4.7 Any impersonation of a teacher, examiner or official in order to obtain a minor's trust or information.
- 4.8 Each of these results in immediate permanent closure and a report to the authorities, without notice to the account holder.

5. Personal documents

- 5.1 Do not upload a marksheet, transcript, certificate, admit card or result -- your own or anybody else's.
- 5.2 Do not upload a citizenship certificate, passport, national identity card or PAN card.
- 5.3 Do not upload a photograph in which a school identity card, register or name board is legible.
- 5.4 Do not upload a photograph of a classroom in which other students are identifiable.
- 5.5 Material of this kind is removed on identification, before any assessment, and without waiting for a complaint.
- 5.6 A student who uploads their own documents is protected by this rule as much as one who uploads another's.
- 5.7 The Secret Pocket feature in the mobile application exists for a student's own private documents and is not published anywhere.

6. Parents and guardians

- 6.1 A parent or legal guardian may ask what personal data we hold about their child.
- 6.2 A parent or guardian may ask us to correct inaccurate data about their child.
- 6.3 A parent or guardian may ask us to delete their child's account and data.
- 6.4 A parent or guardian may ask us to remove specific content their child published.
- 6.5 We respond to such a request within thirty days and we do not charge.
- 6.6 We may ask for evidence of the relationship before acting, so that we do not act on a request from somebody else.
- 6.7 We will consider the child's own views where they are old enough to express them, and will not use a guardian request as a route to surveil an older teenager.

A guardian right that overrides a 17-year-old entirely can itself be misused. The balance here is deliberate and is applied case by case.

- 6.8 Requests should be sent to legal@lacspace.com with "Guardian request" in the subject line.

7. Reporting a concern

- 7.1 Any concern about a child's safety should be reported to abuse@lacspace.com with "Child safety" in the subject line.
- 7.2 Reports marked in this way are prioritised above all other reports.
- 7.3 You do not need an account to report, and you may report anonymously.
- 7.4 We do not disclose the identity of a reporter.
- 7.5 If a child is in immediate danger, contact the Nepal Police on 100 first. A platform report is not an emergency service.
- 7.6 The national child helpline in Nepal is 1098 and operates independently of us.
- 7.7 We act on a credible child safety report within twenty-four hours.

8. What we do with a report

- 8.1 Content is removed immediately, before any assessment of authenticity.
- 8.2 The account is suspended pending review, and closed where the report is substantiated.
- 8.3 Evidence is preserved in a restricted, access-logged store.
- 8.4 We report to the Nepal Police where the material or conduct appears to constitute an offence.
- 8.5 We do not notify the account holder of a child safety report or of a referral, because doing so would risk evidence and, potentially, a child.
- 8.6 We cooperate fully with any investigation, in accordance with the Law Enforcement and Legal Requests Policy.
- 8.7 We do not require a court order before removing material of this kind.
- 8.8 A person closed under this policy may not create a new account, and we take active steps to prevent it.

Version history

v1.0 - 29 August 2026

- Initial publication.
- Recorded the absence of private messaging as a deliberate child protection decision rather than a missing feature.
- Explained why age verification by document upload is not used.
- Added guardian access rights with a balancing clause for older teenagers.
- Added the Nepal Police and child helpline numbers.

Publisher, contact and document control



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