

## **Pipa Parent User Terms**

**Version 1.0**

**Effective date: 15 March 2026**

These terms apply to parents, carers or guardians who sign up to use Pipa.

### **1. Who we are**

We are **PIPA-ASSIST LIMITED**, trading as **Pipa**.

Company number: **16962116**

Registered office: **12 Barleyfield Close, Staynor Hall, Selby, North Yorkshire, YO8 8GW**

Contact email: **hello@pipaassist.com**

In these terms, “Pipa”, “we”, “us” and “our” mean PIPA-ASSIST LIMITED.

### **2. Who can use Pipa**

Pipa is for **adults only**.

You may only sign up if you are a parent, carer or guardian, or otherwise a person with proper authority and a genuine connection to the child whose information you are registering.

You must not sign up to Pipa for a child if you do not have an appropriate relationship to that child or if you are not entitled to receive that child’s school-related information.

### **3. What Pipa does**

Pipa is a support service that helps parents keep on top of school-related information by providing reminders and summaries, including weekly reminders and night-before reminders.

Pipa is designed to make school communications easier to act on, but it is not the school’s official communications channel.

### **4. Pipa is not a substitute for official school communications**

You must still read and rely on the school’s own official messages, notices, newsletters, emails, parent app updates and other communications.

Pipa is a supplementary reminder service only.

Pipa is not responsible for losses or problems caused by relying only on Pipa and not checking the school's official communications.

## **5. How sign-up works**

At present, parents join Pipa by submitting details through a form or another enrolment method made available by Pipa.

You must provide accurate, complete and up-to-date information when signing up and keep your details reasonably up to date if things change.

## **6. Information you provide**

You may be asked to provide details such as:

- your name;
- your contact details;
- your child's name;
- your child's school;
- class or year group;
- activities or reminders relevant to your child; and
- other school-related information needed to deliver the service.

The quality of the service may depend on the completeness and accuracy of the information you provide.

## **7. Your promises to us**

By using Pipa, you confirm that:

- the information you give us is accurate to the best of your knowledge;
- you are entitled to provide the child-related information you submit;
- you are entitled to receive information relating to that child through the service;
- you will not use Pipa for any improper, unlawful or misleading purpose; and
- you will tell us promptly if circumstances change in a way that affects your right to use the service.

## **8. Safeguarding, parental responsibility and restricted access**

Pipa may suspend, limit or end access to the service where there is a reasonable concern about safeguarding, parental responsibility, custody, court restrictions, or whether a person should have access to a child's information.

You must not use Pipa if you know you should not have access to information relating to the child.

Pipa may ask for further information or may rely on information reasonably provided by the school when deciding whether access should continue.

## **9. How the service is delivered**

Pipa currently provides reminders such as weekly reminders and night-before reminders.

The service may depend on information received from schools, parents, websites or other relevant sources. Because of that, reminders may sometimes be delayed, incomplete, inaccurate, unavailable or not sent at all.

Pipa does not guarantee that every school item, event, deadline or activity will be captured or delivered.

## **10. School participation and service changes**

If your child's school participates directly with Pipa, the service may work differently than if the school does not participate directly.

If a school stops participating, opts out, is removed from the programme, or changes the way it provides information, this may affect:

- the level of service you receive;
- how much manual input is required from you; and
- the price of the service.

For example, in some cases you may need to forward school emails yourself and the applicable price may increase because of the additional operational work involved.

## **11. Fees, trials and billing**

Pipa may be free during a trial period or promotional period.

After any trial, Pipa may charge a subscription or other fee for continued use of the service.

If Pipa introduces or changes a parent fee, we will try to give you reasonable notice before the change takes effect. If you do not want to continue on the new price, you may stop using the service before the change applies.

Unless stated otherwise, fees are payable in advance and are non-refundable for any period already used, except where the law says otherwise.

## **12. Pausing, suspension and ending the service**

You may stop using Pipa at any time.

Pipa may suspend, restrict or end your access where:

- you provide inaccurate or misleading information;
- we believe you are not entitled to access the child's information;
- there is a safeguarding, legal or operational concern;
- the service is being misused;
- a school indicates that access should not continue; or
- we are changing or withdrawing the service.

Where reasonably possible, we will try to tell you why, but in some cases we may need to act quickly.

## **13. Changes to the service and these terms**

Pipa may update, improve, pause, replace or withdraw features from time to time.

We may also update these terms. If we make a material change that affects your use of the service or the price you pay, we will try to give you reasonable notice.

If you do not agree with a material change, you may stop using the service before that change takes effect.

## **14. Complaints**

If you have a complaint, please contact [hello@pipaassist.com](mailto:hello@pipaassist.com).

We will try to review and respond within a reasonable time.

## **15. Liability**

Nothing in these terms excludes or limits liability for death or personal injury caused by negligence, fraud, or anything else that cannot lawfully be excluded.

Subject to that, and to the fullest extent permitted by law:

- Pipa is a supplementary reminder service and not the official source of school information;
- we do not guarantee uninterrupted, error-free or complete service;
- we are not responsible for losses caused by incorrect, missing, late or ambiguous source information supplied by schools, parents or other sources; and
- we are responsible only for losses that are reasonably foreseeable and directly caused by our breach of these terms.

Nothing in these terms affects any rights you have under consumer law.

## **16. Privacy**

Your use of Pipa is also subject to our Privacy Notice.

## **17. Governing law**

These terms are governed by the law of **England and Wales**.

If you are a consumer resident in the UK, you may also have rights to bring proceedings in the part of the UK where you live, as applicable by law.