

Children and Students

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Cadence is used in schools, so most of the people in it are minors. These additional protections apply to those accounts.

Minimum age

Accounts require a minimum age of thirteen. We do not knowingly serve anyone younger, and we delete such accounts when we find them. Where local law sets a higher age of consent, that age applies.

Age-appropriate behaviour

Assistant language and topic handling are tied to the verified date of birth. Unverified accounts are treated as the strictest tier. See [Safety](https://noctic.ink/safety) (noctic.ink/safety) for the tiers.

What schools can and cannot see

Staff and administrators see channel activity, moderation reports and participation. They do not see private notes, direct messages or assistant conversations.

No profiling, no advertising

We do not build advertising profiles of students, and we do not show advertising in any product.

Parents and guardians

A parent or guardian may request access to, correction of, or deletion of a minor's data through the privacy contact on the [Contact](https://noctic.ink/contact) (noctic.ink/contact) page. We verify the relationship before acting.

Send the student's full name, the school, the account email if you know it, and what you are asking for. We reply within seven days and complete most requests within thirty. If we cannot verify that you are the parent or guardian of that student, we will say so rather than release anything.

Who this applies to

A student account is any account created through a registered school, or any account whose verified date of birth places the holder under the age of majority where they live. Staff accounts at the same school are not student accounts, even when a teacher is in the same channel.

Where this page and the [Privacy Policy](https://noctic.ink/privacy-policy) (noctic.ink/privacy-policy) differ, the stricter of the two applies to student accounts.

What a student account holds

Identity	Name, school, grade or homeroom, and a verified date of birth used to set the behaviour tier.
School activity	Channel posts, replies, bulletin entries and anything else published to a group at the school.
Private content	Notes, direct messages and assistant conversations. Held for the student, not for the school.
Calendar	The school year plus whatever the student adds or imports from a photographed timetable.
Safety records	Reports filed, reports received, and actions taken by moderators, with the reason recorded.
Identification	The result of the student ID check and the school it named. The scan itself is deleted as soon as the check finishes, so no card image is held against a student account.

What we never do

- Keep a student's identification card. It is deleted the moment the check finishes.
- Build an advertising profile, or run advertising of any kind.
- Sell, rent or trade student data. There is no arrangement under which this happens.
- Use private student content to train models.
- Track location in the background, or read contacts, photos or messages outside the app.
- Use facial recognition or other biometric identification.
- Let one school see another school's data.

How the assistant behaves

Assistant tone, topic handling and refusals are set by the verified date of birth rather than by a self-declared age. An account without a verified date of birth is treated as the strictest tier until it is verified. The tiers themselves are described on the [Safety](https://noctic.ink/safety) (noctic.ink/safety) page.

The assistant will not help with anything that would put a student at risk, and it does not pretend to be a counsellor. Where a conversation suggests a student is in danger, it points to real help rather than continuing the conversation.

Messages and notes

Direct messages and private notes are not visible to staff, administrators or other students. Schools cannot request bulk access to them, and there is no administrator view that exposes them. The exception is a specific message reported for review, which a moderator sees only in the context of that report.

Reporting and moderation

Any student can report a post, a message or an account. Reports go to a queue staffed by the school's own moderators, with every action logged and attributable. A student who is actioned is told what happened and can ask for it to be reviewed again.

Reporting is not anonymous to us, because a reporting system that cannot be audited is a system that gets abused. It is anonymous to the person being reported.

Attention and notifications

There is no infinite feed, no streak mechanic and no notification designed to pull a student back. Quiet hours are on by default for student accounts, and channels a student is not part of cannot notify them.

When a student leaves

Leaving a school removes access to that school's channels and calendar immediately. The account itself survives — notes, direct messages and assistant history belong to the student, not the campus. Deleting the account removes all of it. School-owned content such as a channel announcement written by staff stays with the school.

What schools agree to

- Only enrolled students and employed staff get accounts.
- Moderator rights go to named staff, not to shared logins.
- Any data exported from the platform is handled under the school's own retention rules.
- Requests from parents are pointed at us where they concern private content we hold.

Regional protections

Where local law sets a higher minimum age, a stronger consent requirement or a shorter retention limit than this page describes, the local rule applies to accounts in that region. This includes the student privacy and parental consent regimes in the United States, Canada, the United Kingdom and the European Economic Area.

If an adult targets a student

This is the one part of our rules that has no scale, no warning and no appeal. An account used to reach, groom, sexualise or exploit a child is terminated permanently across every Noctic product, its content and records are placed under legal hold, and it is reported to law enforcement and to the national child protection body for the jurisdiction, as the law where we operate requires.

Deleting the account does not undo any of that. Material already preserved stays preserved, a deletion request is not a route to destroying evidence, and an attempt to return under a new name is treated as part of the original conduct and reported again.

What we do the same day

- Freeze the account so it cannot reach any student while the report is reviewed.
- Put a trained person on the review, ahead of everything else in every queue.
- Preserve the content, the account records and the identifiers under legal hold.
- Report it to the police service with jurisdiction and to the national reporting body.
- Tell the school's designated safeguarding contact directly, not through a monthly summary.
- Sever every route from that account to the student before we tell the student anything.

Conduct that counts, before anything explicit happens

Waiting for explicit material means waiting until the harm has already been done. We act on the pattern that leads there: an adult seeking private contact with students, pushing a conversation onto another service to escape moderation, asking a child to keep something secret from parents or teachers, offering gifts or money for contact or images, or positioning themselves as the only person a student can talk to. Each of those is a terminable violation on its own.

We do not publish how this is detected. Explaining the mechanism would help the people it exists to catch, and that is not a trade we are willing to make for the sake of transparency.

Cooperating with investigations

We respond to valid legal process in these cases quickly and without argument, and we do not make investigators fight us for records they are entitled to. Where a family or a school pursues civil action, we will support it, and we will pursue the remedies available to us. There is no commercial relationship, school agreement or account size that changes any of this.

Helping the student, not just closing the case

Enforcement against an offender is the straightforward half. What happens to the child afterwards matters more, and it is where we put the effort.

- A student who was targeted keeps their account and their standing. Being a victim is not a policy violation and is never recorded as one.
- We build the record from what we already hold. A minor is never asked to gather evidence, re-read what was sent to them, or repeat the account to us more than once.
- Parents and guardians get a person to speak to, a clear description of what we hold, and help making their own report if they want to make it.
- Where intimate images of a minor exist, we help the family reach the specialist services that get them removed across the wider internet rather than only from us.
- The school's safeguarding staff are brought in so that the adults who see that student every day can act in person.

Free specialist help exists: Cybertip.ca and the Canadian Centre for Child Protection in Canada, the National Center for Missing & Exploited Children in the United States, and the Internet Watch Foundation and CEOP in the United Kingdom. We make the introduction and stay involved rather than handing over a link.

Reporting it

If a child is in immediate danger, contact your local emergency services first — we cannot reach them faster than you can. Otherwise use the report control in the product, or write to us through [Contact](https://noctic.in/contact) (noctic.in/contact) marked urgent. Reports in this category are monitored outside working hours and jump every queue.

Do not confront the account, collect images, or encourage a child to keep the conversation going. Handling that material can put you at legal risk, and we already hold what is needed. A report made in good faith that turns out to be mistaken carries no consequence for the person who made it. We would rather read a hundred reports that come to nothing than miss the one that does not.

Questions

Anything on this page can be asked about directly through [Contact](https://noctic.in/contact) (noctic.in/contact). Questions from parents are answered by a person, not a form response. The wider enforcement picture is on the [Safety](https://noctic.in/safety) (noctic.in/safety) page.

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