

General FAQs

What data does Blackout collect?

Only four basic details:

- Your child's name
- Their school email address
- Their year group
- Their phone type (e.g. iPhone or Samsung)

That's it.

We do not collect any data from apps, and we never access anything else on a device, such as messages, location or photos.

Can I use parental controls with Blackout?

Yes. Blackout does not block any parental controls and works alongside them, such as 'Life 360'.

What if my child leave school early or I am off sick?

Blackout can be disabled at any time by selecting a reason (for example, a medical need) and entering the unlock code. This allows you to access your device as normal when you are no longer in school.

Does Blackout track my location?

No. Blackout does not use or store your location at any time; it uses the school schedule.

Does Blackout use data or drain the device battery?

No. Blackout uses around 578KB per day – that's less than 1MB. It has almost no impact on data or battery.

For context, many popular apps use far more data each day:

- TikTok: 500-900MB
- Instagram: 300-600MB
- Snapchat: 350-700MB

Why is this data needed?

These basic details allow school staff to identify your child's device and provide support if something is not working correctly.

Many popular apps, such as Snapchat, WhatsApp and TikTok, collect much more information, including:

- Precise location
- Biometric data (such as face or voice recognition)
- Activity across other apps or websites

Blackout **does not** collect any of this data.

Who can see this information?

Your child's school's approved Blackout staff and the Blackout admin team. No one else.

What if my child needs to use a medical app (e.g. for diabetes)?

Blackout can be disabled at any time by selecting a reason, such as a medical need, and entering the unlock code. If your child relies on a medical app, we recommend speaking with the school so appropriate support can be put in place.

Can I still contact my child in case of an emergency?

Yes. Emergency calls and SMS remain available in line with the school communication policy.

Where is data stored?

All data is securely stored on AWS cloud servers in Dublin, ensuring that no data leaves the EU. Data is not sold or used for any third-party purposes.

For more FAQs, head to: <https://www.blackout-technologies.com/faqs>