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 location?

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

Does Blackout use up data or drain the device battery?

No. Blackout uses around 578KB per day – that's less than 1MB.

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

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

Blackout uses less than 1% of device battery each day.

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?

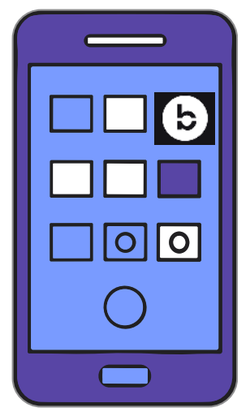
Your child's school's approved Blackout staff only. The Blackout admin team can see if your child is blocked or not, however they will not be able to see their name and email address.

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.



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

General FAQs

Between what times will Blackout be active on my child's device?

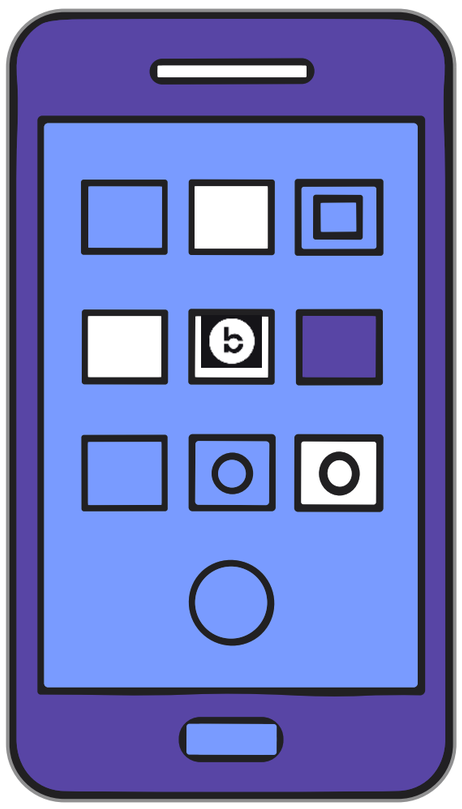
Blackout can be scheduled to match the school's smartphone policy. For example 8:15am–3:10pm. Each school sets its own schedule, so this can vary depending on their policy.

Does it only work on the school premises?

No. Blackout works according to the schedule set by the school rather than the device's location. This means it remains active during school hours, regardless of where the student is - they can disable the app and give a reason.

Can children get around it by using a VPN or mobile data?

No. Blackout has been designed to prevent common workarounds, including using VPNs and mobile data. We continually monitor and update the app to maintain its effectiveness.



Is it optional?

From September, all schools are expected to have a smartphone-free policy in place. Blackout is simply one way that schools can implement this. Families may also choose for their child not to bring a smartphone to school or to use a basic (brick) phone instead.

My child needs a smartphone to travel to and from school.

This is exactly the type of situation Blackout has been designed for.

Will my child be exempt because they have Type 1 Diabetes?

This would be a conversation to have with the school. Different schools choose to manage medical needs in different ways. For example, some may use a different blocking schedule, some may allow temporary disablement at certain times, and others may provide access to devices in a designated area. The school will work with families to ensure any medical needs are appropriately supported.

My child doesn't have a phone yet, and we'd like to delay getting one.

We see this as a really positive approach.

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.

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