

iTechSkill Privacy Policy

1. Introduction

Effective Date: [Feb 06,2026]

Welcome to iTechSkill. We are committed to protecting your personal information and your right to privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website [itechskill.com], use our mobile application, or engage with our services.

Please read this privacy policy carefully. If you do not agree with the terms of this privacy policy, please do not access the site or use our services.

2. Information Collection

2.1 Personal Information

We collect personal information that you voluntarily provide to us when you:

- Create an account or profile
- Enroll in courses or programs
- Make purchases or payments
- Contact our support team
- Participate in surveys or promotions
- Subscribe to newsletters or marketing communications

Types of personal information collected:

- Name and contact details (email address, phone number)
- Demographic information (age, gender, location)
- Educational and professional background

- Payment information (credit card details, billing address)
- Learning preferences and interests
- Communication preferences

2.2 Automated Information Collection

When you access our services, we automatically collect certain information, including:

- **Device Information:** IP address, browser type, operating system
- **Usage Data:** Pages visited, time spent, features used
- **Cookies and Tracking Technologies:** Session data, preferences
- **Location Data:** General geographic location (city/country level)

2.3 Information from Third Parties

We may receive information about you from:

- Payment processors
- Social media platforms (if you connect your accounts)
- Learning partners and affiliates
- Analytics providers
- Marketing partners

3. How We Use Your Information

3.1 Service Provision

We use your information to:

- Provide access to courses and learning materials
- Process enrollments and payments
- Issue certificates and track progress

- Deliver personalized learning recommendations
- Maintain and improve our platform
- Provide customer support

3.2 Communication

We may use your information to:

- Send administrative information (account updates, policy changes)
- Respond to inquiries and support requests
- Send course updates and reminders
- Provide personalized course recommendations
- Send marketing communications (with consent)

3.3 Business Operations

Your information helps us:

- Analyze usage patterns and improve services
- Develop new products and features
- Conduct research and analysis
- Ensure platform security
- Comply with legal obligations

3.4 Legal Basis for Processing

We process your personal information based on:

- **Contractual necessity** (to provide requested services)
- **Legitimate interests** (business operations, improvement)
- **Legal compliance** (regulatory requirements)
- **Consent** (for marketing communications)

4. Data Protection and Security

4.1 Security Measures

We implement appropriate technical and organizational measures to protect your personal information, including:

- **Encryption:** Data encryption in transit and at rest
- **Access Controls:** Role-based access limitations
- **Regular Audits:** Security assessments and penetration testing
- **Network Security:** Firewalls and intrusion detection systems
- **Employee Training:** Regular security awareness training

4.2 Data Retention

We retain your personal information only as long as necessary for:

- Providing requested services
- Complying with legal obligations
- Resolving disputes
- Enforcing agreements

Typical retention periods:

- **Account data:** 7 years after last activity
- **Financial records:** 10 years for tax compliance
- **Learning progress:** Indefinite (for certificate verification)
- **Marketing preferences:** Until withdrawal of consent

4.3 International Data Transfers

Your information may be transferred to and processed in countries other than your own. We ensure appropriate safeguards are in place through:

- Standard Contractual Clauses
- Privacy Shield certification (where applicable)
- Binding Corporate Rules
- Adequacy decisions

5. Cookies and Tracking Technologies

5.1 Types of Cookies Used

Essential Cookies:

- Required for basic site functionality
- Enable secure login and session management
- Cannot be disabled

Performance Cookies:

- Collect anonymous usage data
- Help improve website performance
- Can be disabled via browser settings

Functional Cookies:

- Remember preferences and settings
- Enable personalized features
- Can be disabled via browser settings

Marketing Cookies:

- Track advertising effectiveness
- Enable targeted advertising

- Require explicit consent

5.2 Cookie Management

You can control cookies through:

- Browser settings
- Cookie consent banner
- Third-party opt-out tools
- Do-Not-Track signals

6. Third-Party Services

6.1 Service Providers

We engage third-party companies to assist with:

- **Payment Processing:** Stripe, PayPal
- **Analytics:** Google Analytics, Mixpanel
- **Email Marketing:** Mailchimp, SendGrid
- **Customer Support:** Zendesk, Intercom
- **Cloud Infrastructure:** AWS, Google Cloud

6.2 Third-Party Policies

Third-party services have their own privacy policies. We recommend reviewing their policies to understand how they handle your information.

6.3 Links to Other Websites

Our platform may contain links to third-party websites. We are not responsible for the privacy practices of these sites.

7. Your Rights and Choices

7.1 Access and Correction

You have the right to:

- Access your personal information
- Correct inaccurate or incomplete data
- Request deletion of your data
- Object to certain processing activities
- Restrict processing of your data

7.2 Data Portability

You may request a copy of your data in a structured, commonly used format.

7.3 Consent Withdrawal

You may withdraw consent for marketing communications at any time through:

- Account settings
- Email unsubscribe links
- Direct request to our support team

7.4 Complaints

If you believe we have violated your privacy rights, you may:

- Contact our Data Protection Officer

- Lodge a complaint with supervisory authorities
- Seek judicial remedies

8. Children's Privacy

8.1 Age Restrictions

Our services are not intended for individuals under 16 years of age. We do not knowingly collect personal information from children.

8.2 Parental Controls

If you believe we have collected information from a child, please contact us immediately.

9. Business Transactions

In the event of a merger, acquisition, or sale of assets, your personal information may be transferred as part of the transaction. We will notify you of any such change.

10. Updates to This Policy

10.1 Policy Changes

We may update this Privacy Policy periodically. We will notify you of significant changes through:

- Email notifications
- Platform announcements
- Updated effective date

10.2 Continued Use

Continued use of our services after policy updates constitutes acceptance of the revised policy.

11. Contact Information

11.1 Data Protection Officer

For privacy-related inquiries, contact our Data Protection Officer:

Email:itechskill6@gmail.com

Phone: [03308889990]

11.2 Support Contact

General Inquiries: itechskill6@gmail.com

Business Hours: Monday - Saturday, 10:00 AM - 7:00 PM

13. Definitions

Personal Information: Any information relating to an identified or identifiable individual.

Processing: Any operation performed on personal information.

Data Controller: Entity that determines the purposes and means of processing.

Data Processor: Entity that processes personal information on behalf of the controller.

Consent: Freely given, specific, informed, and unambiguous indication of agreement.

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