

Privacy Policy

Innovative Learn

Effective Date: 12/17/2025

Innovative Learn Private Limited (“**Innovative Learn**”, “**we**”, “**our**”, or “**us**”) is a private limited company registered in Nepal. We operate a global online learning platform offering online tutoring, academic courses, mentoring, and educational support services to students worldwide, including but not limited to users in the **United Kingdom, United States, Canada, and other international jurisdictions.**

We are committed to safeguarding your privacy and ensuring that personal data is collected, processed, and protected in a transparent, lawful, and responsible manner. This Privacy Policy explains **how and why we collect personal information**, how it is used, stored, and protected, and the rights available to users of our services.

Note: All bold words must appear bold on the website as well.

1. Scope and Applicability

This Privacy Policy applies to:

- Students and parents using Innovative Learn’s tutoring, courses, and mentoring services
- Teachers, mentors, and academic professionals engaged by Innovative Learn
- Schools, institutions, and educational partners
- Website visitors and individuals communicating with us via email, WhatsApp, Google Meet, Google Classroom, or other digital platforms

By accessing or using our services, you confirm that you have **read, understood, and agreed** to this Privacy Policy.

2. Eligibility and Age Requirement

Innovative Learn’s services are intended for individuals **aged 16 years and above.**

By registering or engaging with our services, you confirm that you meet this age requirement. We do not knowingly collect or process personal data of individuals below the age of 16.

3. Information We Collect

We collect only the information necessary to deliver high-quality educational services and manage our operations effectively.

A. Student Information

- Full name
- Email address
- Phone number (including WhatsApp)
- Country of residence
- Academic details such as grade level, subjects, curriculum, exam board, and learning objectives
- Class attendance, performance feedback, progress reports, and academic records

B. Teacher and Mentor Information

- Full name and contact details
- Curriculum vitae (CV)
- Educational qualifications and professional certifications
- Teaching experience and subject expertise
- Demo class recordings
- Performance evaluations, feedback, and internal training records

C. Communication Data

- Emails and written correspondence

- WhatsApp messages
- Live class interactions via Google Meet
- Classroom activities, submissions, and feedback via Google Classroom

D. Payment and Transaction Information

- Payment status and transaction references
- Currency and payment method used

Important: Innovative Learn does **not** store credit or debit card information. All financial transactions are processed securely through trusted third-party payment providers such as **Stripe, PayPal, and banking partners.**

4. Methods of Data Collection

We collect personal information when you:

- Register as a student, teacher, or mentor
- Enroll in tutoring sessions or academic courses
- Participate in live or recorded classes
- Communicate with us via email, WhatsApp, or online platforms
- Make payments for our services
- Interact with teachers, mentors, or academic coordinators

5. Purpose of Data Processing

We process personal data strictly for legitimate educational and business purposes, including:

- Delivering online tutoring, courses, and mentoring services

- Matching students with appropriate teachers and mentors
- Managing academic schedules, classes, and progress tracking
- Maintaining teaching quality and academic standards
- Providing student support and responding to inquiries
- Teacher recruitment, onboarding, training, and performance management
- Processing payments and maintaining financial records
- Sending service-related notifications, academic updates, and marketing communications
- Improving platform functionality and learning outcomes
- Ensuring compliance with legal, regulatory, and contractual obligations

6. Legal Basis for Processing

We process personal data based on one or more of the following lawful grounds:

- User consent
- Performance of a contract
- Legitimate business interests
- Compliance with applicable laws and regulations

For international users, Innovative Learn aligns its practices with **globally recognized data protection principles**, including those reflected under the **General Data Protection Regulation (GDPR)**.

7. Online Class Recording Policy

Innovative Learn may record live online classes for the following purposes:

- Allowing students to review missed or completed lessons

- Academic quality assurance and improvement
- Teacher performance evaluation and internal training

Class recordings are treated as confidential and are accessible only to authorized personnel and enrolled students. Recordings are **never used for public marketing or promotional purposes without explicit prior consent.**

8. Sharing and Disclosure of Information

We share personal information only when necessary and strictly for operational purposes, including with:

- Teachers and mentors (limited to academic relevance)
- Payment service providers (Stripe, PayPal, banking partners)
- Technology platforms used for communication and learning delivery
- Internal academic, administrative, and operations teams

We **do not sell, lease, or trade** personal data to third parties.

9. International Data Transfers

As a global education platform, personal data may be accessed or processed in multiple countries. We implement appropriate **technical and organizational safeguards** to ensure that personal information remains protected regardless of geographic location.

10. Marketing Communications

Innovative Learn may send marketing and informational communications, including:

- Course updates and academic announcements
- Educational resources and learning materials
- Promotional offers and platform updates

Communications may be sent via email or WhatsApp. Users may **opt out of promotional messages at any time** by contacting us or using available unsubscribe options.

11. Data Security Measures

We implement reasonable and appropriate security measures to protect personal information, including:

- Secure systems and controlled access
- Restricted internal handling of sensitive data
- Confidentiality obligations for staff, teachers, and mentors

While we take data protection seriously, no digital system can be guaranteed to be completely secure.

12. Third-Party Platforms

Innovative Learn uses third-party platforms such as **Google Meet, Google Classroom, WhatsApp, Stripe, and PayPal** to deliver its services. These platforms operate under their own privacy policies, and Innovative Learn is not responsible for their independent data practices.

13. Updates to This Privacy Policy

We may update this Privacy Policy periodically to reflect legal, operational, or service-related changes. Any updates will be published on our platform, and the revised **Effective Date** will be indicated at the top of this page.

14. Contact Information

For questions, concerns, or privacy-related requests, please contact:

Innovative Learn

Email: Innovativelearn@gmail.com

Registered Office: Kathmandu, Nepal

