

# 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](mailto:Innovativelearn@gmail.com)

Registered Office: Kathmandu, Nepal

