



# Privacy and Personal Information Policy

**Last Updated:** October 15, 2025

**Applies to:** Beilingual Learning Centre Inc. (204-717 Queen St E, Toronto, Ontario)

## 1. Purpose of this Policy

Beilingual Learning Centre Inc is committed to protecting the privacy and security of the personal information of children, parents, and staff.

This Privacy Policy explains how we collect, use, disclose, and safeguard personal information in compliance with the **Personal Information Protection and Electronic Documents Act (PIPEDA)** and applicable Ontario privacy laws.

## 2. Information We Collect

We collect only the personal information necessary to provide safe, effective, and enriching educational experiences.

The information we collect includes:

### From Parents/Guardians:

- Full name, address, phone number, and email address
- Emergency contact information
- Payment and billing information (e.g. e-transfer or credit details if applicable)

### From or About Children:

- Full name, date of birth, and age
- Medical conditions, allergies, and health notes (to ensure safety)
- Authorized pick-up persons
- Attendance and participation records
- Photos or videos (only with prior written consent)

### Automatically Collected Information (Website):

- IP address, browser type, and usage analytics (to improve website performance)
- Cookies or similar technologies (for website functionality and analytics)



### 3. Purpose of Collecting Information

We collect and use personal information for the following purposes:

- To **register children** for programs, camps, and tutoring sessions
- To **communicate** with parents/guardians regarding scheduling, emergencies, and updates
- To **process payments**, invoices, and refunds
- To **ensure child safety and health**, including emergency contact and medical response
- To **improve our programs** and tailor learning experiences
- To **maintain accurate attendance and compliance records**
- To **use photos/videos** for newsletters or promotional materials (only with consent)

We will not collect, use, or disclose personal information for any other purpose without your consent.

### 4. Consent

We obtain your **informed consent** before collecting, using, or sharing any personal information. Consent may be given in writing (e.g., registration form), electronically (via email), or verbally when appropriate.

You may withdraw consent at any time, subject to legal or contractual restrictions, by contacting us at **contact@beelingual.net**

For minors, consent is obtained from the **parent or legal guardian**.

### 5. Disclosure of Personal Information

We do **not sell or rent** personal information.

We may share information only in limited circumstances, such as:

- With **authorized staff** for supervision and safety
- With **emergency medical professionals** if required for the child's well-being
- With **service providers** (e.g., accounting, IT support) who assist in operations, under confidentiality agreements
- When required by **law or regulation** (e.g., court orders, government requests)

### 6. Data Storage and Retention



All personal information is stored securely, using password-protected systems and locked physical files.

We retain information only as long as necessary to:

- Provide our programs and comply with legal or financial record-keeping obligations, or
- Until a parent requests deletion (where permitted by law).

Afterward, information is **securely deleted or shredded**.

## 7. Security Measures

Beelingual takes reasonable precautions to protect personal information from loss, theft, unauthorized access, or misuse.

These include:

- Secure physical storage of paper files
- Password-protected digital systems
- Limited access to authorized personnel only
- Encrypted communication where applicable

Despite these safeguards, no online or physical system is completely secure. In the unlikely event of a data breach, affected parties will be notified in accordance with **federal privacy breach notification rules**.

## 8. Photos, Videos, and Media

We value sharing student achievements but prioritize privacy.

Photos or videos of children are **never used publicly** without **explicit written consent** from the parent or guardian.

Parents may withdraw this consent at any time.

## 9. Access and Correction Rights

You have the right to:

- Access the personal information we hold about you or your child
- Request corrections to inaccurate or outdated information
- Request deletion of personal information (subject to legal limits)

To exercise these rights, please email [contact@beelingual.net](mailto:contact@beelingual.net) or write to:



Beilingual Learning Centre Inc.  
204–717 Queen Street East, Toronto, ON, M4M 1H1

We may require identity verification before providing access.

## 10. Third-Party Websites and Services

Our website may link to external sites (e.g. payment processors, registration forms).  
We are not responsible for the privacy practices of third-party websites.  
We encourage users to review their privacy policies before providing any information.

## 11. Updates to this Policy

This policy may be updated periodically to reflect changes in our practices or legal requirements.  
The “Last Updated” date will appear at the top of this page.  
Significant changes will be communicated via email or website notice.

# Refunds and Cancellations Policy

At **Beilingual Learning Centre Inc.**, we understand that plans may change. This policy outlines how cancellations and refunds are handled in accordance with the **Consumer Protection Act (Ontario)**.

## 1. Cancellations by Families

- **More than 7 days before program start:**  
You may cancel your child’s enrollment and receive a **full refund**, less a **\$40 administration fee** to cover processing costs.
- **Within 7 days before program start:**  
You may cancel and receive a **50% refund**, less the \$40 administration fee.
- **After the program begins:**  
Once the program has started, **no refunds** will be issued.

To request a cancellation, please contact us in writing at **[insert email address]**. Refunds will be processed within **10 business days** to the original payment method.

## 2. Late Fees

Payments must be received by the due date stated on your invoice. A **\$25 late fee per week** will be applied to outstanding balances.



### 3. Cancellations by Beelingual

If a class, PA Day, or camp is cancelled by Beelingual due to unforeseen circumstances (e.g. staff illness, weather, facility closure), a **make-up session** or **credit** will be offered for the affected day(s).

In the rare case that a program cannot be rescheduled, families will receive a **full refund** for the missed session.

### 4. Refund Method

Refunds will be issued using the same method of payment originally used, unless otherwise agreed in writing.

### 5. No-Show Policy

If a child fails to attend without prior notice, the missed day is **non-refundable** and cannot be credited.

### Questions or Complaints

For any privacy-related inquiries or complaints, please contact:

[contact@beelingual.net](mailto:contact@beelingual.net)

📍 Beelingual Learning Centre Inc., 204–717 Queen St E, Toronto, Ontario