



LEARNING CYCLE TUTORS

Where Your Learning Begins!

Privacy Policy

At Learning Cycle Tutors, we value the privacy of our users and are committed to protecting their personal information. This privacy policy outlines how we collect, use, and safeguard the information provided to us by our users. By accessing or using our tutoring services, you consent to the practices described in this policy.

1. Information Collection

1.1 Personal Information: When you sign up for our tutoring services, we may collect personal information such as your name, email address, phone number, and billing details. This information is necessary to create and maintain your user account, process payments, and provide personalised tutoring services.

1.2 Usage Data: We may also collect non-personal information about how you interact with our website and tutoring platform. This includes IP addresses, browser type, device information, access times, and pages visited. We use this information to improve the quality of our services and enhance the user experience.

1.3 Cookies and Tracking Technologies: Like many websites, we use cookies and similar tracking technologies to collect information automatically. These technologies help us customise your experience, analyse trends, and gather demographic information. You can manage your preferences for cookies through your browser settings.

2. Information Use

2.1 Service Delivery: We use the collected information to provide you with tutoring services, including matching you with suitable tutors, scheduling sessions, and facilitating communication between tutors and students.

2.2 Communication: We may use your contact information to communicate with you regarding important updates, service-related announcements, and marketing promotions. You can opt out of receiving non-essential communications at any time.

2.3 Personalization: We may analyse your usage data and preferences to personalize your tutoring experience, recommend relevant content or tutors, and improve our services.

2.4 Aggregated Data: We may aggregate and anonymise the collected information to generate statistical or analytical insights for research, marketing, or other business purposes. This data does not personally identify individuals.

3. Information Sharing

3.1 Tutors: To facilitate tutoring sessions, we may share your name and other necessary details with the assigned tutor(s). Tutors are bound by confidentiality agreements and are prohibited from disclosing any personal information outside the context of tutoring.

3.2 Service Providers: We may engage trusted third-party service providers to assist us in delivering our tutoring services. These providers have access to personal information only to perform specific tasks on our behalf and are obligated to maintain its confidentiality.

3.3 Legal Requirements: We may disclose personal information if required to comply with applicable laws, regulations, legal processes, or enforceable governmental requests. We may also disclose information to protect our rights, privacy, safety, or the rights, privacy, or safety of our users or others.

4. Data Security

We implement industry-standard security measures to protect your personal information from unauthorised access, loss, misuse, or alteration. However, no method of transmission over the internet or electronic storage is 100% secure. We cannot guarantee the absolute security of your information.

5. Data Retention

We retain your personal information for as long as necessary to fulfil the purposes outlined in this policy unless a longer retention period is

required or permitted by law. When no longer needed, we will securely dispose of or anonymise your data.

6. Children's Privacy

Our tutoring services are intended for users aged 5yrs and above. We do not knowingly collect or solicit personal information from anyone under the age of 18. If we become aware that we have collected personal information from a child without parental consent, we will take steps to remove that information promptly.

7. Changes to the Privacy Policy

We may update this privacy policy from time to time to reflect changes in our practices or legal requirements. We encourage you to review this policy periodically for any updates. Your continued use of our tutoring services after the