

# Privacy Policy

**Effective Date:** August 6, 2025

## 1. Introduction

**Online SHS Tutor** (“we,” “our,” or “us”) is committed to protecting the privacy of students, parents, instructors, and all users of our platform. This Privacy Policy explains how we collect, use, store, and protect your personal information.

For students under the age of 18, **parental or guardian consent** is required before registration.

## 2. Information We Collect

### 2.1 Personal Information

We may collect the following:

- Student’s full name, date of birth, gender, and school information.
- Parent/guardian name, contact number, and email address (for under-18 students).
- Contact details such as phone number, email address, and residential address.
- Academic details such as enrolled subjects, performance records, and assignments.

### 2.2 Technical Information

- Device details, browser type, IP address.
- Login history and activity logs.
- Cookies and usage data for analytics and system improvements.

## 3. How We Use Your Information

We use the information we collect to:

- Provide and manage your account and classes.
- Communicate updates, assignments, and announcements.
- Facilitate payment processing.
- Improve platform performance and user experience.
- Ensure compliance with our Terms of Use and applicable laws.

## 4. Parental Consent for Under-18 Users

- Students under the age of 18 must have a parent or guardian complete the **Parental Consent Verification Form** during registration.
- The consent form authorizes us to collect, store, and process the student's information for educational purposes.
- Parents or guardians can request access to or deletion of their child's data at any time.

## 5. Sharing Your Information

We do **not** sell your personal data. We may share information only in the following situations:

- With instructors assigned to the student for learning purposes.
- With trusted third-party service providers (e.g., payment gateways, cloud hosting) under strict confidentiality agreements.
- When required by law or to protect the safety of our users.

## 6. Data Storage and Security

- All personal data is stored on secure, encrypted servers.
- Access to personal data is restricted to authorized personnel only.
- We use firewalls, SSL encryption, and security monitoring to protect your information.

## 7. Data Retention

- Student data is retained for **five (5) years** after account closure.
- Parental consent forms for under-18 students are retained for **two (2) years** after the student turns 18.
- Data will be permanently deleted when retention periods expire.

## 8. Your Rights

You have the right to:

- Access the information we hold about you.
- Request corrections to inaccurate information.
- Request deletion of your personal data.
- Withdraw parental consent at any time (if applicable).

## 9. Changes to This Privacy Policy

We may update this policy from time to time. Changes will be posted on this page, and where appropriate, notified to you via email.

## 10. Contact Us

For questions or concerns about this Privacy Policy, please contact:

**Data Protection Officer**

Email: [equiry@skeadakconsult.com](mailto:equiry@skeadakconsult.com)