

Data Controller

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Purpose of collecting data

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Thank you for choosing to be part of our community at English Learners Language Institute ("Company," "we," "us," or "our"). We are committed to protecting your personal information and your right to privacy. If you have any questions or concerns about our policy or our practices regarding your personal information, please contact us at info@elitetutoring.co.uk. When you visit our website www.elitetutoring.co.uk mobile application, and use our services, you trust us with your personal information. We take your privacy very seriously. In this privacy policy. We seek to explain to you in the clearest way possible what information we collect, how we use it and what rights you have concerning it. We hope you take some time to read it carefully, as it is important. If there are any terms in this privacy policy that you do not agree with, please discontinue use of our Sites or Apps and our services.

This privacy policy applies to all information collected through our website (such as <https://ellinstedu.square.site/> or <https://elitetutoring.co.uk>), mobile application, ("Apps"), and/or any related services, sales, marketing, or events (we refer to them collectively in this privacy policy as the "Services").

Please read this privacy policy carefully as it will help you make informed decisions about sharing your personal information with us.

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(1) WHAT INFORMATION DO WE COLLECT?

The personal information you disclose to us

In Short:

We collect personal information that you provide to us. We collect personal information that you voluntarily provide to us when registering at the Services or Apps, expressing an interest in obtaining information about us or our products and services, when participating in activities on the Services or Apps or otherwise contacting us.

The personal information that we collect depends on the context of your interactions with us and the Services or Apps, the choices you make and the products and features you use. The personal information we collect can include the following:

Publicly Available Personal Information. We collect first name, maiden name, last name, and nickname; phone numbers; email addresses; social media; and other similar data.

Personal Information Provided by You.

We collect financial information (credit card number, purchase history, invoices); and other similar data.

Payment Data. We collect data necessary to process your payment if you make purchases, such as your payment instrument number (such as a credit card number), and the security code associated with your payment instrument.

All payment data is stored by PayPal and/or Stripe.

You may find their privacy policy link(s) here:

PayPal: <https://www.paypal.com/va/webapps/mpp/ua/privacyfull>

Stripe:

<https://stripe.com/gb/privacy#:~:text=Stripe%20has%20updated%20its%20Privacy,customers%20for%20interest%2Dbased%20advertising.>

All personal information that you provide to us must be true, complete, and accurate, and you must notify us of any changes to such personal information.

(2) HOW DO WE USE YOUR INFORMATION?

In Short:

We process your information for purposes based on legitimate business interests, the fulfilment of our contract with you, compliance with our legal obligations, and/or your consent. We use personal information collected via our Services or Apps for a variety of business purposes described below. We process your personal information for these purposes in reliance on our legitimate business interests, to enter or perform a contract with you, with your consent, and/or for compliance with our legal obligations. We indicate the specific processing grounds we rely on next to each purpose listed below.

We use the information we collect or receive:

- * **To facilitate account creation and logon process.** If you choose to link your account with us to a third-party account (such as your Google or Facebook account), we use the information you allowed us to collect from those third parties to facilitate account creation and logon process for the performance of the contract.
- * **To send you marketing and promotional communications.** We and/or our third-party marketing partners may use the personal information you send to us for our marketing purposes if this is in accordance with your marketing preferences. You can opt-out of our marketing emails at any time (see the "WHAT ARE YOUR PRIVACY RIGHTS" below).
- * **To send administrative information to you.** We may use your personal information to send you a product, service, and new feature information and/or information about changes to our terms, conditions, and policies.
- * **Fulfil and manage your service orders.** We may use your information to fulfil and manage your orders, payments, returns, and exchanges made through the Services or Apps.
- * **To post testimonials.** We post testimonials on our Services or Apps that may contain personal information. Prior to posting a testimonial, we will obtain your consent to use your name and testimonial. If you wish to update or delete your testimonial, please contact us at admin@ellitutoring.uk / admin@eduelli.com and be sure to include your name, testimonial location, and contact information.
- * **Deliver targeted advertising to you.** We may use your information to develop and display content and advertising (and work with third parties who do so) tailored to your interests and/or location and to measure its effectiveness.
- * **Administer prize draws and competitions.** We may use your information to administer prize draws and competitions when you elect to participate in competitions.
- * **Request Feedback.** We may use your information to request feedback and to contact you about your use of our Services or Apps.
 - * **To protect our Services.** We may use your information as part of our efforts to keep our Services or Apps safe and secure (for example, for fraud monitoring and prevention).
- * **To enable user-to-user communications.** We may use your information to enable user-to-user communications with each user's consent.
- * **To enforce our terms, conditions and policies for Business Purposes, Legal Reasons and Contractual.**
- * **To respond to legal requests and prevent harm.** If we receive a subpoena or other legal request, we may need to inspect the data we hold to determine how to respond.
- * **To manage user accounts.** We may use your information for the purposes of managing our account and keeping it in working order. * **To deliver services to the user.** We may use your information to provide you with the requested service.

* **To respond to user inquiries/offer support to users.** We may use your information to respond to your inquiries and solve any potential issues you might have with the use of our Services.

For other Business Purposes. We may use your information for other Business Purposes, such as data analysis, identifying usage trends, determining the effectiveness of our promotional campaigns and to evaluate and improve our Services or Apps, products, marketing, and your experience. We may use and store this information in aggregated and anonymized form so that it is not associated with individual end-users and does not include personal information. We will not use identifiable personal information without your consent.

(3) WILL YOUR INFORMATION BE SHARED WITH ANYONE?

In Short:

We only share information with your consent, to comply with laws, to provide you with services, to protect your rights, or to fulfil business obligations. We may process or share data based on the following legal basis:

* **Consent:** We may process your data if you have given us specific consent to use your personal information for a specific purpose.

* **Legitimate Interests:** We may process your data when it is necessary to achieve our legitimate business interests.

* **Performance of a Contract:** Where we have entered a contract with you, we may process your personal information to fulfil the terms of our contract.

* **Legal Obligations:** We may disclose your information where we are legally required to do so in order to comply with applicable law, governmental requests, a judicial proceeding, court order, or legal processes, such as in response to a court order or a subpoena (including in response to public authorities to meet national security or law enforcement requirements).

* **Vital Interests:** We may disclose your information where we believe it is necessary to investigate, prevent, or act regarding potential violations of our policies, suspected fraud, situations involving potential threats to the safety of any person and illegal activities, or as evidence in litigation in which we are involved. More specifically, we may need to process your data or share your personal information in the following situations:

* **Business Transfers.** We may share or transfer your information in connection with, or during negotiations of, any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company.

* **Third-Party Advertisers.** We may use third-party advertising companies to serve ads when you visit the Services or Apps. These companies may use information about your visits to our website(s) and other websites that are contained in web cookies and other tracking technologies to provide advertisements about goods and services of interest to you.

(4) DO WE USE COOKIES AND OTHER TRACKING TECHNOLOGIES?

In Short: We may use cookies and other tracking technologies to collect and store your information.

We may use cookies and similar tracking technologies (like web beacons and pixels) to access or store information. Specific information about how we use such technologies and how you can refuse certain cookies is set out in our Cookie Policy.

(5) HOW LONG DO WE KEEP YOUR INFORMATION?

In Short: We keep your information for as long as necessary to fulfil the purposes outlined in this privacy policy unless otherwise required by law.

We will only keep your personal information for as long as it is necessary for the purposes set out in this privacy policy unless a longer retention period is required or permitted by law (such as tax, accounting, or other legal requirements). No purpose in this policy will require us keeping your personal information for longer than 2 years past the termination of the user's account.

When we have no ongoing legitimate business need to process your personal information, we will either delete securely or anonymize it, or, if this is not possible (for example, because your personal information has been stored in backup archives), then we will securely store your personal information and isolate it from any further processing until deletion is possible.

(6) HOW DO WE KEEP YOUR INFORMATION SAFE?

In Short: We aim to protect your personal information through a system of organizational and technical security measures.

We have implemented appropriate technical and organizational security measures designed to protect the security of any personal information we process.

However, please also remember that we cannot guarantee that the internet itself is 100% secure. Although we will do our best to protect your personal information, the transmission of personal information to and from our Services or Apps is at your own risk. You should only access the services within a secure environment.

(7) DO WE COLLECT INFORMATION FROM MINORS?

In Short: We do not knowingly collect data from or market to children under 18 years of age.

We do not knowingly solicit data from or market to children under 18 years of age. By using the Services or Apps, you represent that you are at least 18 or that you are the parent or guardian of such a minor and consent to such minor dependent's use of the Services or Apps.

If we learn that personal information from users less than 18 years of age has been collected, we will deactivate the account and take reasonable measures to promptly delete such data from our records. If you become aware of any data, we have collected from children under the age of 18, please contact us at admin@elitetutoring.co.uk

(8) WHAT ARE YOUR PRIVACY RIGHTS?

In Short: In some regions, such as the European Economic Area, you have rights that allow you greater access to and control over your personal information. You may review, change, or terminate your account at any time.

In some regions (like the European Economic Area), you have certain rights under applicable data protection laws.

These may include the right

(i) to request access and obtain a copy of your personal information

- (ii) to request rectification or erasure
- (iii) to restrict the processing of your personal information
- (iv) if applicable, to data portability.

In certain circumstances, you may also have the right to object to the processing of your personal information. To make such a request, please use the contact details provided below. We will consider and act upon any request in accordance with applicable data protection laws.

If we are relying on your consent to process your personal information, you have the right to withdraw your consent at any time. Please note however that this will not affect the lawfulness of the processing before its withdrawal. If you are resident in the European Economic Area and you believe we are unlawfully processing your personal information, you also have the right to complain to your local data protection supervisory authority. You can find their contact details here: http://ec.europa.eu/justice/data-protection/bodies/authorities/index_en.htm.

If you have questions or comments about your privacy rights, you may email us at info@elitetutoring.co.uk.

Account Information If you would at any time like to review or change the information in your account or terminate your account, you can:

- Contact us using the contact information provided

Upon your request to terminate your account, we will deactivate or delete your account and information from our active databases. However, some information may be retained in our files to prevent fraud, troubleshoot problems, assist with any investigations, enforce our Terms of Use and/or comply with legal requirements.

Cookies and similar technologies: Most Web browsers are set to accept cookies by default. If you prefer, you can usually choose to set your browser to remove cookies and to reject cookies. If you choose to remove cookies or reject cookies, this could affect certain features or services of our Services or Apps. To opt-out of interest-based advertising by advertisers on our Services or Apps visit <http://www.aboutads.info/choices/>.

Opting out of email marketing: You can unsubscribe from our marketing email list at any time by clicking on the unsubscribe link in the emails that we send or by contacting us using the details provided below. You will then be removed from the marketing email list – however, we will still need to send you service-related emails that are necessary for the administration and use of your account. To otherwise opt-out, you may:

9) DATA BREACH

A privacy breach occurs when there is unauthorized access to or collection, use, disclosure, or disposal of personal information. You will be notified about data breaches when Elite Tutoring formerly known as the English Learners Language Institute believes you are likely to be at risk or serious harm.

For example, a data breach may be likely to result in serious financial harm or harm to your mental or physical well-being. In the event that English Learners Language Institute becomes aware of a security breach that has resulted or may result in unauthorized access, use or disclosure of personal information English Learners Language Institute will promptly investigate the matter and notify the applicable Supervisory Authority not later than 72 hours after having become aware of it unless the personal data breach is unlikely to result in a risk to the rights and freedoms of natural persons.

10) CONTROLS FOR DO-NOT-TRACK FEATURES

Most web browsers and some mobile operating systems and mobile applications include a Do-Not-Track (“DNT”) feature or setting you can activate to signal your privacy preference not to have data about your online browsing activities monitored and collected. No uniform technology standard for recognizing and implementing DNT signals has been finalized. As such, we do not currently respond to DNT browser signals or any other mechanism that automatically communicates your choice not to be tracked online. If a standard for online tracking is adopted that we must follow in the future, we will inform you about that practise in a revised version of this privacy policy.

11) DO WE MAKE UPDATES TO THIS POLICY?

In Short: Yes, we will update this policy as necessary to stay compliant with relevant laws.

We may update this privacy policy from time to time. The updated version will be indicated by an updated “Revised” date and the updated version will be effective as soon as it is accessible. If we make material changes to this privacy policy, we may notify you either by prominently posting a notice of such changes or by directly sending you a notification. We encourage you to review this privacy policy frequently to be informed of how we are protecting your information.

12) HOW CAN YOU CONTACT US ABOUT THIS POLICY?

If you have questions or comments about this policy, you may contact our Data Protection Officer (DPO), Bethany Mills, by email at admin@elitetutoring.co.uk.

13) HOW CAN YOU REVIEW, UPDATE, OR DELETE THE DATA WE COLLECT FROM YOU

Based on the laws of some countries, you may have the right to request access to the personal information we collect from you, change that information, or delete it in some circumstances. To request to review, update, or delete your personal information, please submit a request form by clicking here. We will respond to your request within 30 days.