

Privacy Policy

Effective Date: March 1, 2026

At EduGlean LLC, we are committed to protecting your privacy and safeguarding your personal information. This Privacy Policy outlines how we collect, use, and protect your data when you access or use our platform. By using EduGlean, you agree to the terms of this Privacy Policy.

1. Information We Collect

We collect the following types of information:

1.1. Personal Information

- Name, email address, phone number, and other contact details provided during account registration.
- Payment information for transactions, such as billing address and payment method.

1.2. Non-Personal Information

- IP address, browser type, operating system, and usage data collected via cookies or similar technologies.
- Aggregate data about platform usage, including session duration, page visits, and click patterns.

1.3. Content

- Any materials, such as text, files, or videos, uploaded by Tutors or Learners for use on the platform.

2. How We Use Your Information

We use your information for the following purposes:

2.1. Platform Operations

- To create and manage user accounts.
- To facilitate communication between Tutors and Learners.
- To process payments and provide customer support.

2.2. Improvement and Personalization

- To analyze platform usage and improve services.
- To provide personalized content and recommendations.

2.3. Marketing and Communication

- To send updates, newsletters, and promotional materials (you can opt out anytime).
- To notify you of changes to our Terms, Privacy Policy, or platform features.
- We will reply within 24 hours or as soon as possible. To do so, our support specialists might have to gain access to your account. Before we may access your account, we will request your consent. Support quality may be impacted by refusal to provide your account information.

3. How We Share Your Information and Your Personal Data

We do not sell or rent your personal information. However, we may share it under the following circumstances:

3.1. Service Providers

We may share data with third-party service providers who assist with payment processing, email communication, analytics, or other operational functions.

3.2. Legal Obligations

We may disclose your information if required by law or to protect the rights, property, or safety of EduGlean, its users, or others.

3.3. Business Transfers

In the event of a merger, acquisition, or sale of EduGlean, your data may be transferred as part of the business assets.

3.4. Data storages

EduGlean collaborates with and use of secure storage services with AWS (Amazon Web Services) located in USA and Europe in order to deliver top-notch services.

3.5. Data collection For Payment

We use third-party payment providers through online account where you receive or make a payment for lessons. We process your personal information primarily to fulfill our responsibilities under the Terms of Service and to grant access to our services. For refund, please read the Refund Policy.

3.6. Protect Fraud

We supervise user activity, payment details, and log data on the EduGlean Platform in order to protect from fraud.

4. Cookies and Tracking Technologies

EduGlean uses cookies to enhance your experience on the platform. Cookies allow us to:

- Recognize repeat visitors and save user preferences.
- Monitor site performance and usage trends. You can disable cookies via your browser settings, but this may limit your access to certain features of the platform.

5. Data Retention

We retain your personal information as long as your account is active or as needed to provide services. If you close your account, we may retain certain data to comply with legal obligations or resolve disputes. Unless you expressly agree, EduGlean does not process your sensitive data.

6. Social Media

On social media platforms including Facebook, Instagram, LinkedIn, and TikTok, we manage EduGlean's official accounts. We can use this data to assess our effectiveness and evaluate our social media marketing efforts in our legitimate interests when you connect with EduGlean's official pages.

7. Referral and Tip Programs

We create a customized referral link for you to distribute to your friends. In addition, learners will be able to tip their tutors as an appreciation.

8. Verification of Tutors and Program Setup

We gather and process tutor credentials to confirm their eligibility and create learning packages in order to guarantee high-quality lessons. In order to avoid fraud and verify identities, we also process IDs and tutor biometric data. In order to enhance the verification process, we process tutors' registration information.

9. Third-Party Service Providers

- Analytics services: Personal data may include web traffic and usage data.
- Social network platforms and search engines: Personal data may include information for behavioral and social media marketing.
- Customer communication solutions: Personal data may include contact details and personal identifiers.
- User research tools: Personal data may include feedback and survey responses.
- Services to manage emails and push notifications: Personal data may include contact details.
- SMS providers for mobile marketing and notifications: Personal data may include contact details.
- Payment services providers: Personal data may include transaction details.
- AI-powered service providers: Personal data may include usage data necessary to provide AI-assisted platform features and services.
- Providers of video conferencing, speech-to-text, and conversation analytics tools: Personal data may include video and audio interactions.
- Influencer marketing solution providers: Personal data may include social media profiles.
- Language assessment tools: Personal data may include language assessment results.
- Search engine optimization and marketing tools: Personal data may include usage data.
- Online verification providers: Personal data may include biometric information.
- Tax and accounting compliance software providers: Personal data may include tax documentation.

10. Your Rights

You have the following rights regarding your personal data:

- **Access and Correction:** Request access to or correction of your personal information.
- **Deletion:** Request deletion of your data, subject to legal and operational requirements.
- **Data Portability:** Request a copy of your data in a structured, machine-readable format.
- **Opt-Out:** Unsubscribe from marketing communications by clicking the “unsubscribe” link in our emails.
- **Restriction:** Request that we limit the processing of your data under certain circumstances.

- **Withdraw Consent:** Where you have provided consent for data collection, you may withdraw it at any time without affecting the legality of prior processing.

11. Data Security

We implement appropriate technical and organizational measures to protect your data from loss, misuse, alteration, or destruction. Only authorized personal and third-party service providers provide access to personal data. However, no method of transmission over the internet is 100% secure, and EduGlean cannot guarantee that unauthorized person will not obtain access to your personal data.

12. Third-Party Links

EduGlean may include links to third-party websites. We are not responsible for the privacy practices of these external sites. Please review their privacy policies before sharing your information.

13. Children's Privacy

EduGlean does not knowingly collect information from individuals under the age of 13 without parental consent. If we discover that we have inadvertently collected such data, we will promptly delete it.

14. Changes to this Privacy Policy

EduGlean reserves the right to update this Privacy Policy at any time. Changes will be effective upon posting to the platform. We encourage you to review this policy periodically.

15. Our Rights

EduGlean LLC reserves the right to:

- Refuse service to any user who violates our Terms and Conditions.
- Remove content that breaches this Privacy Policy or applicable laws.
- Suspend or terminate accounts involved in fraudulent or harmful activities.
- Update our Privacy Policy to reflect changes in our practices or regulatory requirements.

16. Contact Us

If you have questions or concerns about this Privacy Policy, please contact us at:
info@eduglean.com