

# **Privacy Policy**

Last Updated: November 23, 2024

## **Introduction**

Welcome to Varcode Edtech Private Limited ("we," "our," "us," or "Varcode"). We respect your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our educational platform and services.

## **Information We Collect**

### **Personal Information**

We collect information that you provide directly to us when creating an account or using our services:

- Name
- Email address
- Phone number
- Educational qualifications (when applicable)
- Address details (when required)
- Financial information (for payment processing)
- Course progress and performance data
- Communications with instructors and support staff

### **Automatically Collected Information**

When you access our platform, we automatically collect:

- Device information (type, operating system, browser type)
- IP address and location data
- Log data and platform usage statistics
- Course interaction and engagement metrics

- Technical data about how you interact with our courses and content

## How We Use Your Information

We use the collected information for the following purposes:

### 1. Service Delivery

- Providing access to courses and educational content
- Processing payments and enrollments
- Tracking course progress and completion
- Issuing certificates and credentials
- Providing customer support

### 2. Platform Improvement

- Analyzing usage patterns to improve user experience
- Developing new features and content
- Troubleshooting technical issues
- Conducting research and analytics

### 3. Communications

- Sending important updates about courses
- Providing service-related notifications
- Responding to your inquiries
- Sending promotional materials (with your consent)

## Information Sharing and Disclosure

We may share your information with:

1. Service Providers

- Payment processors
- Cloud storage providers
- Analytics services
- Customer support tools

2. Educational Partners

- When enrolled in partner programs
- For certification or credential verification

3. Legal Requirements

- To comply with legal obligations
- To protect our rights and safety
- To respond to valid legal requests

We do not sell your personal information to third parties.

Data Security

We implement appropriate technical and organizational measures to protect your personal information, including:

- Encryption of sensitive data
- Regular security assessments
- Access controls and authentication
- Secure data storage practices

However, no method of transmission over the internet is 100% secure, and we cannot guarantee absolute security.

### Your Rights and Choices

You have the right to:

- Access your personal information
- Correct inaccurate data
- Request deletion of your data
- Opt-out of marketing communications
- Export your data
- Withdraw consent for optional data processing

To exercise these rights, contact us at [support@varcode.in](mailto:support@varcode.in)

### Children's Privacy

Our services are not intended for users under the age of majority in their jurisdiction. Users under this age must obtain parental/guardian consent before creating an account or using our services.

### Cookies and Tracking Technologies

We use cookies and similar tracking technologies to:

- Maintain your session
- Remember your preferences
- Analyze platform usage
- Improve user experience

You can control cookie settings through your browser preferences.

#### Data Retention

We retain your information for as long as:

- Your account is active
- Needed to provide our services
- Required by law
- Necessary for legitimate business purposes

#### International Data Transfers

Your information may be transferred and processed in countries other than your own. We ensure appropriate safeguards are in place for such transfers.

#### Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of any material changes through:

- Email notifications
- Platform announcements
- Website updates

#### Contact Information

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

Grievance Officer

Mr. Abhishek Jagtap

Email: [abhishek.jagtap@varcode.in](mailto:abhishek.jagtap@varcode.in)

## General Support

Email: [support@varcode.in](mailto:support@varcode.in)

## Governing Law

This Privacy Policy is governed by the laws of India, and any disputes will be subject to the exclusive jurisdiction of the courts in New Delhi, India.