

NEXALEARN PRIVACY POLICY

Privacy Policy, Effective Date: 18/06/2025, Business Name: NexaLearn, Contact: Marinka Riley, 066 0002

1. Introduction

NexaLearn is committed to protecting the privacy, confidentiality, and security of the personal information of our students, parents, and tutors. This Privacy Policy explains how we collect, use, store, and protect your information in compliance with the General Data Protection Regulation (GDPR) and the Protection of Personal Information Act (POPIA).

By using our services, you agree to the terms outlined in this Privacy Policy.

2. Information We Collect

We may collect and process the following categories of personal information:

2.1 From Students and Parents:

- Full names and surnames
- Email addresses and phone numbers
- Child's age, grade, learning needs or diagnoses (e.g. ADHD, dyslexia)
- Billing and payment information
- Class history and attendance
- Student assessments, progress reports, and learning data

2.2 From Tutors:

- Full name, email, phone number
- Educational qualifications and CV
- Availability and lesson records
- Payment and bank details (for payroll, if applicable)

3. How We Use Your Information

We use your personal data to:

- Provide scheduled lessons and tutoring services
- Track student learning progress and attendance
- Communicate with students/parents about schedules, homework, updates
- Send invoices, receipts, and payment reminders
- Respond to queries and support requests
- Improve lesson quality and student experience
- Comply with legal or regulatory requirements

We do not sell or share personal data with third parties.

4. Data Storage & Security

- Your data is securely stored using Google Drive, Google Classroom, and other platforms compliant with GDPR/POPIA standards.
- Files and information are protected using passwords, access control, and secure cloud infrastructure.



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- Access to student records is strictly limited to authorized staff or tutors who require it for teaching or administrative duties.
- We regularly back up and review our data security systems.

5. Legal Basis for Processing

We collect and process data based on:

- Consent (e.g., signing up for lessons or submitting an enquiry)
- Contractual necessity (e.g., processing payments and delivering services)
- Legal obligation (e.g., tax or record-keeping compliance)
- Legitimate interest (e.g., improving service quality or safeguarding students)

6. Rights of Students and Parents

Under GDPR and POPIA, you have the right to:

Access your personal information

Request correction of inaccurate data

Request deletion of your information (subject to legal retention)

Withdraw consent at any time

Object to data processing

Lodge a complaint with a data protection authority

To exercise any of these rights, please contact us at:

teachermarinka@gmail.com | 066 051 0002

7. Data Retention

- Student and parent records are kept for a maximum of 24 months after last lesson or as required by law.
- Financial records are retained for 5 years for tax and auditing purposes.
- If you withdraw consent or request deletion, your data will be securely erased unless required for legal compliance.

8. Sharing with Third Parties

We only share data with:

- Tutors directly involved in lesson delivery
- Educational platforms like Google Classroom or Zoom (with privacy-compliant policies)

We ensure all third-party services are compliant with data protection laws and have secure processing in place.

9. Children's Privacy

We do not knowingly collect personal information directly from children under 13 without parental consent. All data is collected via parent or guardian involvement. Lesson platforms and materials are designed to be age-appropriate and secure.

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10. Cookies (Website Only)

If you use our website, cookies may be used to improve user experience and track general traffic data. This is done anonymously and in line with cookie consent rules. You may adjust your browser settings to disable cookies.

11. Changes to This Policy

We may update this Privacy Policy to reflect legal, technical, or operational changes. You will be notified of significant updates via email or posted notices on our platforms.

12. Contact Use

If you have questions about this policy, data protection, or how your data is handled, please contact:

NexaLearn (Data Protection Officer)
teachermarinka@gmail.com
066 051 0002

