

# Privacy Policy

Zen Tutor & Consulting is committed to protecting and respecting the privacy of any and all personal data that it gathers in the course of doing business, as defined by the Data Protection Act 2018 (DPA), the California Consumer Protection Act (CCPA), and any other applicable statutes. We collect only the essential information needed to perform the functions required by Zen Tutor & Consulting. Zen Tutor & Consulting has taken steps to ensure the information is stored in safe, secure locations with access only granted to those employees who require the information in order to perform their employment responsibilities.

This Policy explains when and why we collect personal data about you. We may change this Policy from time to time, but we will not treat your personal data in a fashion inconsistent with the Policy at the time your information is collected without notifying you.

Zen Tutor & Consulting collects information for the purpose of providing tutoring services to the interested party, which will specifically meet his/her academic criteria. Zen Tutor & Consulting will not disclose any information about individual users. Any information provided by a client or prospective client to Zen Tutor & Consulting is strictly confidential. Zen Tutor & Consulting will not sell any information obtained or provided by a client to a third party for marketing or other purposes but we may use that information for marketing purposes which may involve providing your information to a third party.

This Statement of Privacy applies to the Zen Tutor & Consulting website and governs data collection and usage. By using the Zen Tutor & Consulting website, you consent to the data practices described in this statement.

## Collection of Your Personal Data

We obtain information about you when you use our website, when you provide it to us or to our franchisees or, occasionally, from third parties.

If you make a payment to us your payment details are not held by us but are collected by our third party payment processors, who specialize in the secure online capture and processing of such transactions.

## Categories of Personal Data

- The personal data collected by Zen Tutor & Consulting includes:
  - Identifiers (name, email address, phone number)
- We use this information to communicate with you, deliver the services you have requested, and inform you of other products or services available from Zen Tutor & Consulting and its affiliates.
  - Characteristics of protected classifications (age, gender, race)
- We use this information to operate our service, to maintain quality of the service, and to provide general statistics regarding use of the Zen Tutor & Consulting website.
  - Education information (academic status, school, course of study)

## Sharing of Your Personal Data

Zen Tutor & Consulting does not sell, rent or lease its customer lists to third parties.

Zen Tutor & Consulting will disclose your personal data, without notice, only if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on Zen Tutor & Consulting or the site; (b) protect and defend the rights or property of Zen Tutor & Consulting; and, (c) act under exigent circumstances to protect the personal safety of users of Zen Tutor & Consulting, or the public.

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## Use of Cookies

Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of the Zen Tutor & Consulting services or websites you visit.

## Security of Your Personal Data

Zen Tutor & Consulting secures your personal data from unauthorized access, use or disclosure. Zen Tutor & Consulting secures the personally identifiable data you provide on computer servers in a controlled, secure environment, protected from unauthorized access, use or disclosure. When personal data (such as a credit card number) is transmitted to other websites, it is protected through the use of encryption, such as the Secure Socket Layer (SSL) protocol.

Unfortunately, the transmission of information via the internet is not completely secure. Although Zen Tutor & Consulting will do its best to protect your personal data, Zen Tutor & Consulting cannot guarantee the security of your data transmitted to its site; any transmission is at your own risk.

We are not responsible for data leak incidents inflicted on third party software we use to manage your data. This software(s) includes but is not limited to: Google Workspace, Stripe, Notion, Trello, Atlassian, etc.

## **Your Rights**

You have the right to ask Zen Tutor & Consulting not to process your personal data for marketing purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us in writing.

## **UK Resident Access Rights**

If you reside in the UK, the DPA gives you the right to access information held about you. Your right of access can be exercised in accordance with the DPA. Any access request will be subject to a reasonable fee to meet Zen Tutor & Consulting's costs in providing you with details of the information it holds about you if your request is manifestly unfounded, excessive or repetitive.

## **California Resident Privacy Rights**

If you are a resident of the state of California, the following rights are available to you under the California Consumer Privacy Act.

You have the right to request that we disclose the categories of Personal Data collected, the categories of sources from which Personal Data is collected, the business or commercial purpose for collection, the categories of third parties with which we share

Personal Data, and the specific pieces of Personal Data that we have about you. You also have the right to request that we provide your Personal Data to you in a readily useable format.

You have the right to request that we delete Personal Data that we collected from you. Note, however, that certain requests to delete Personal Data may be denied if we are required to retain the information as a matter of law, the information is necessary for detecting security incidents, exercising free speech, protecting or defending against legal claims, or for internal uses reasonably aligned with consumer expectations.

You have the right not to receive discriminatory treatment by us for exercise of these privacy rights. We do not offer financial incentives related to the provision of data.

## **Changes to This Statement**

Zen Tutor & Consulting will occasionally update this Statement of Privacy to reflect company and customer feedback. Zen Tutor & Consulting encourages you to periodically review this Statement to be informed of how Zen Tutor & Consulting is protecting your information.