

PRIVACY POLICY

Effective date: 2021-05-11

1. Introduction

Welcome to **Tutor Here**.

Tutor Here Pty Ltd. (“us”, “we”, or “our”) operates <https://tutorhere.com.au/> (hereinafter referred to as “**Service**”).

Our Privacy Policy governs your visit to <https://tutorhere.com.au/> and explains how we collect, safeguard and disclose information that results from your use of our Service.

We use your data to provide and improve Service. By using Service, you agree to the collection and use of information in accordance with this policy. Unless otherwise defined in this Privacy Policy, the terms used in this Privacy Policy have the same meanings as in our Terms and Conditions.

Our Terms and Conditions (“**Terms**”) govern all use of our Service and together with the Privacy Policy constitutes your agreement with us (“**Agreement**”).

2. Definitions

SERVICE means the <https://tutorhere.com.au/> website operated by Tutor Here.

PERSONAL DATA means data about a living individual who can be identified from those data (or from those and other information either in our possession or likely to come into our possession).

USAGE DATA is data collected automatically either generated by the use of Service or from the Service infrastructure itself (for example, the duration of a page visit).

COOKIES are small files stored on your device (computer or mobile device).

DATA CONTROLLER means a natural or legal person who (either alone or jointly or in common with other persons) determines the purposes for which and the manner in which any personal data are, or are to be, processed. For the purpose of this Privacy Policy, we are a Data Controller of your data.

DATA PROCESSORS (OR SERVICE PROVIDERS) means any natural or legal person who processes the data on behalf of the Data Controller. We may use the services of various Service Providers in order to process your data more effectively.

DATA SUBJECT is any living individual who is the subject of Personal Data.

THE USER is the individual using our Service. The User corresponds to the Data Subject, who is the subject of Personal Data.

3. When do we collect your information?

We collect your information when you contact us through our website <https://tutorhere.com.au/>.

4. Types of Data Collected

Personal Data

While using our Service, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you (“**Personal Data**”). Personally identifiable information may include, but is not limited to:

- Email
- Your Name
- Phone Number
- Student’s Name
- Student’s School Name
- Level of Education

We may use your Personal Data to contact you with newsletters, marketing or promotional materials, and other information that may be of interest to you. You may opt-out of receiving any, or all, of these communications from us by following the unsubscribe link.

❑ Usage Data

We may also collect information that your browser sends whenever you visit our Service or when you access the Service by or through any device (“**Usage Data**”).

This Usage Data may include information such as your computer’s Internet Protocol address (e.g. IP address), browser type, browser version, the pages of our Service that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

❑ Tracking Cookies Data

We use cookies and similar tracking technologies to track the activity on our Service and we hold certain information.

Cookies are files with a small amount of data which may include an anonymous unique identifier. Cookies are sent to your browser from a website and stored on your device. Other tracking technologies are also used such as beacons, tags, and scripts to collect and track information and to improve and analyze our Service.

You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Service.

Examples of Cookies we use:

0.1. Session Cookies: We use Session Cookies to operate our Service.

0.2. Preference Cookies: We use Preference Cookies to remember your preferences and various settings.

0.3. Security Cookies: We use Security Cookies for security purposes.

5. Access

You have the right to see what sensitive information is stored about you. Please email or write to us at the address below marked for the attention of the Data Protection Officer, enclosing your postal details and a \$10 cheque payable to Full Spectrum Tutoring Pty Ltd to receive a copy of the personal information we hold about you. We also reserve the right to take appropriate steps to protect ourselves.

6. Retention of Data

We will retain your Personal Data only for as long as is necessary for the purposes set out in this Privacy Policy. We will retain and use your Personal Data to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies.

We will also retain Usage Data for internal analysis purposes. Usage Data is generally retained for a shorter period, except when this data is used to strengthen the security or to improve the functionality of our Service, or we are legally obligated to retain this data for longer time periods.

7. Disclosure of Data

We may disclose personal information that we collect, or you provide:

0.1. Disclosure for Law Enforcement.

Under certain circumstances, we may be required to disclose your Personal Data if required to do so by law or in response to valid requests by public authorities.

0.2. Business Transaction.

If we or our subsidiaries are involved in a merger, acquisition, or asset sale, your Personal Data may be transferred.

0.3. Other cases. We may disclose your information also:

0.3.1. to our subsidiaries and affiliates;

0.3.2. to contractors, service providers, and other third parties we use to support our business;

0.3.3. to fulfill the purpose for which you provide it;

0.3.4. for the purpose of including your company's logo on our website;

0.3.5. for any other purpose disclosed by us when you provide the information;

0.3.6. with your consent in any other cases;

0.3.7. if we believe disclosure is necessary or appropriate to protect the rights, property, or safety of the Company, our customers, or others.

8. Security of Data

The security of your data is important to us but remember that no method of transmission over the Internet or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your Personal Data, we cannot guarantee its absolute security.

9. Analytics

We may use third-party Service Providers to monitor and analyze the use of our Service.

10. CI/CD tools

We may use third-party Service Providers to automate the development process of our Service.

11. Children's Privacy

Our Services are not intended for use by children under the age of 18 (“**Child**” or “**Children**”).

We do not knowingly collect personally identifiable information from Children under 18. If you become aware that a Child has provided us with Personal Data, please contact us. If we become aware that we have collected Personal Data from children without verification of parental consent, we take steps to remove that information from our servers.

12. Changes to This Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page.

We will let you know via email and/or a prominent notice on our Service, prior to the change becoming effective and update “effective date” at the top of this Privacy Policy.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

13. How do we handle privacy complaints?

13.1 Please contact our Privacy Officer in any of the ways indicated in paragraph 13 and notify us so soon as possible if you feel that we did not respect your privacy or did not comply with this Privacy Policy. In accordance with the complexity of the complaint, we will examine your questions and your data protection complaints within a reasonable time.

13.2 If it is made in writing, it would help us respond immediately to your complaint. Details related to your complaint are requested.

13.3 The result of our investigation will be notified to you.

14. Complaints and Queries

When it comes to gathering and using personal information, we strive to uphold the highest standards. As a result, any complaints we receive about this are taken very seriously. If you believe our collection or use of information is unreasonable, deceptive, or inappropriate, we invite you to

contact us. Any suggestions for improving our practices are also welcome.

With brevity and clarification in mind, this privacy notice was created. It does not go into great depth on any aspect of our collection and use of personal data. However, if any additional details or clarification is needed, we will gladly provide them. If you have any questions or concerns about the details in our Privacy Notice, please send an email or call:

Email: support@tutorhere.com.au

Contact number: **+61414885658**