

Privacy Policy

iXCEL is a US registered company. We care very deeply about the security and privacy of the personal data that is entrusted to us.

“iXCEL”, “we”, “our” or “us” means the entity responsible for the collection and use of personal data under this Privacy Policy.

Depending on the context, “you” means Clients, Students and Tutors.

This privacy policy outlines how we use the personal data we collect from you when you use our website.

Our data processing partners are TutorCruncher, LessonSpace and Stripe please visit their websites at

<https://tutorcruncher.com/>

<https://www.thelessonspace.com/>

<https://stripe.com/>

to read their data protection and privacy policies in detail.

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1) What data do we collect?

Clients, Students and Tutors

- Personal identification information, i.e., Name, email address, phone number, postal address, photographs etc.
- Video recording of sessions

Tutors

- Curriculum Vitae information i.e., qualifications, employment history, education history and any supporting documentation you may upload to the platform.

2) How do we collect your data?

You directly provide us most of the data we collect. Our data processing partners (TutorCruncher, LessonSpace & Stripe) collect and process that data when you:

- 2.1 Register online via our website.
- 2.2 Fill out the enquiry form on our website.
- 2.3 Complete your online profile.



- 2.4 Contact us via Email, WhatsApp or phone listed on our website.
- 2.5 Pay for the services
- 2.6 Conduct and/or attend lessons on the iXCEL platform

2.1-2.3: TutorCruncher collects and processes this data on our behalf.

Please refer to their privacy policy for detailed information on how your data is processed and stored at <https://tutorcruncher.com/>

2.5: When you pay an invoice sent to you by iXCEL, our payment processing partner Stripe may send to and use the resulting information from, credit reference agencies to prevent fraudulent purchases.

Please refer to their privacy policy for detailed information on how your data is processed and stored at <https://stripe.com/>

2.6: When you conduct and/or attend lessons online our data processing partner LessonSpace processes and stores your data on our behalf.

Please refer to their privacy policy for detailed information on how your data is processed and stored at <https://www.thelessonspace.com/>

3) How will we use your data?

- We use your data to complete your order, provide you with all the services you purchase and manage your account.
- Email you with special promotions on our products and services.
- Give you access to review your sessions

4) How do we store your data?

iXCEL data is stored by TutorCruncher, LessonSpace and Stripe who are, our data processing partners.

Please refer to their privacy policies for detailed information on how your data is processed and stored at <https://tutorcruncher.com/> at <https://stripe.com/> and <https://www.thelessonspace.com/>

5) Marketing

iXCEL would like to send you information about products and services that we think you may like.

You have the right to stop iXCEL from contacting you for marketing purposes.

If you no longer wish to be contacted for marketing purposes, please email us at privacy@IXCEL.net.

6) What are your data protection rights?

iXCEL would like to make sure that you are fully aware of all your data protection rights. Every user is entitled to the following:

- The right to access: You have the right to request iXCEL for copies of your personal data. We may charge a small fee for this service.
- The right to rectification: You have the right to request that iXCEL correct any information you believe is inaccurate. You also have the right to request iXCEL to complete information you believe is incomplete.
- The right to erasure: You have the right to request that iXCEL erase your personal data, under certain conditions.



- The right to restrict processing: You have the right to request that IXCEL restricts the processing of your personal data, under certain conditions.
- The right to object to processing: You have the right to object to IXCEL's processing of your personal data, under certain conditions.
- The right to data portability: You have the right to request that IXCEL transfers the data that we have collected to another organisation, or directly to you, under certain conditions.

If you have a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us by email at privacy@IXCEL.net.

7) Privacy policies for other websites:

Our data processing partners are TutorCruncher, LessonSpace and Stripe. Our privacy policy applies only to our website.

8) Changes to our privacy policy:

IXCEL keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 14th July 2022.

9) How to contact us?

If you have any questions about IXCEL's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us at: privacy@IXCEL.net