

Privacy Policy

This **Privacy Policy** describes our policies, practices, and procedures regarding the collection, use, and sharing of your information when you use the website or LMS. It also tells You details about your privacy rights and explains how the law protects them.

Definitions

- EVTC (referred to as either "company", "the company", "we", "us" or "our" in this Agreement) refers to Excellence Visions Training and Consultancy.
- You: refers to the individual who is accessing or using a website, or LMS provided by the company issuing the policy. This individual could be a customer, user, visitor, or anyone whose personal information is collected, used, or processed by the company.
- Personal Data: includes any information that, alone or in combination with other data, could identify a particular person.
- Country refers to: Kingdom of Saudi Arabia
- Device: refers to any device that can access the Service such as a computer, a cellphone, or a digital tablet.
- Service: refers to the "website", "LMS".
- Service Provider: means any natural or legal person who processes the data on behalf of the EVTC. It also refers to third-party companies or individuals employed by the EVTC to facilitate our service, to provide our service on behalf of the EVTC, to perform services related to our service, or to assist EVTC in analyzing how our service is used.
- Account: it's a unique account you created or we created for You to access our Service or parts of our Service.
- Usage Data: refers to data collected automatically, either generated by the use of the website, LMS, or from its infrastructure itself (for example, the duration of a page visit).
- Cookies: are small files that are placed on Your computer, mobile device, or any other device by a website, containing the details of Your browsing history on that website among its many uses.

What is Personal data

Personal data refers to any information that can identify an individual either directly or indirectly. This may include obvious details like a person's name, address, phone number, email address, and identification numbers, as well as less obvious data such as IP addresses, device identifiers, or location data.

Key types of personal data include:

- Basic Identifiers: Name, phone number, address, email address, etc.
- Sensitive Data: Information like social security numbers, biometric data, or health details.
- Online Identifiers: IP addresses, cookies, or device information that might indirectly identify someone.
- Financial Information: Credit card numbers, bank account details, or payment history.
- Employment Details: Job title, employer name, work contact information, etc.

Collecting Personal Data

When you use our website or learning management system (LMS), or when you create an account on our website or LMS, we may ask you to provide personal information that allows us to identify or contact you. This information might include, but is not limited to:

- Email address: Your primary contact email.
- Full name: Your first and last name.
- Phone number: A phone number where we can reach you.
- Username: A unique identifier you'll use to log in.
- Password: A secure password to protect your account.
- Additional information: Depending on the specific service or feature, we may ask for other details such as Financial Information, your address, date of birth, or occupation."

How we use your personal data

The Company may use Personal Data for the following purposes:

- To create and manage your account: we use your personal data to set up and maintain your registration as a user of our services. This information grants you access to various features on our website and Learning Management System (LMS) that are available exclusively to registered users.
- To support the development, compliance, and execution of any purchase agreement for training programs or services you have acquired, as well as any other contract you enter with EVTC through our website and LMS.
- To communicate with you via email, phone calls, SMS, or other similar forms of electronic messaging, such as push notifications from our mobile application. These communications may include updates or information related to functionalities, products, or services you have contracted, including security updates when necessary or appropriate for their implementation.
- We may use your information to evaluate or conduct a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of EVTC's assets. This could occur as an ongoing business transaction or as part of bankruptcy, liquidation, or similar proceedings, where personal data we hold about our service users may be included among the transferred assets.
- To manage your requests: to address and handle any requests you submit to us.
- To provide you with updates, special offers, news, and general information about training programs, services, events, and workshops we offer that are similar to those you have previously purchased or enquired about unless you have indicated your preference not to receive such information
- For other purposes: We may utilize your information for additional purposes, including data analysis, identifying usage trends, assessing the effectiveness of our promotional campaigns, and evaluating and enhancing our website, LMS, services, marketing efforts, and your overall experience.

When and how we share your personal data with others

We may share your personal information in the following situations:

- Our service providers: We may share your personal data with third-party companies that perform specific services on our behalf. These services may include payment

processing, customer support, marketing assistance, business and sales analysis, and support for our website and IT functions. These service providers may receive or have access to your personal data solely for the purpose of delivering these services to us or on our behalf. EVTC acts as the data controller and will remain responsible for your personal data.

- We may share or transfer your personal information in connection with or during the negotiation of, any merger, sale of company assets, financing, or acquisition of all or part of our business by another company.
- We may share your personal data with your employer or company if we have a contract with them concerning your training or program of study.
- Professional bodies and regulators: We may need to share your personal data with a professional body or institute associated with your training program, or with a regulatory body, as required by law or to ensure compliance.
- Parents and guardians: If you are under 21, we may share your personal data with your parents or guardians to fulfill our contract, comply with legal obligations, or protect your vital interests.
- With business partners: We may share your information with our business partners to provide specific training programs, services, or promotions.
- With other users: When you share personal information or interact with other users in public areas, this information may be visible to all users and could be shared publicly.
- With your consent: We may disclose your personal information for other purposes with your consent.

The Personal Data We Collect from You

Handling Enquiries

When you request information about our training programs or services, we use the personal data you provide to respond to your inquiry. By sharing your personal data for this purpose, you consent us to use it to fulfill your request.

Registration, Enrolments, and Orders

When you register on our website or Learning Management System (LMS), submit a booking, enrol in a training program, or purchase a course or service, we may collect personal data such as:

- Personal Information: Name, title, address, phone number, email, and date of birth
- Nationality and residence
- Identification documents (ID): For identity verification, like passport or ID number
- Payment details: Such as credit card or bank information for processing payment transactions securely.
- Employment information: Job title, employer, or work address, especially if your employer is sponsoring you
- Emergency contact information in case of an emergency
- Billing address
- Education History

We use this information to fulfill our contractual obligations and to manage your registration, enrolment, or order effectively.

Payment Processing

We use a third-party provider, Payment Gateway Services to process deposits and full payments securely. All transaction details are encrypted, and you will receive a link to their secure portal to enter your payment information, such as credit card details. We do not collect your payment information directly, except when needed to issue a refund.

Disclosure of Criminal Convictions

We may request information about any criminal convictions you may have in order to comply with our legal obligations.

Collection of Academic Information

Throughout your course, we may gather information about your academic experience and progress. This data is collected to fulfill our contractual obligations to you and to monitor the quality of our services.

Health Information Collection

We may collect personal data about your health to make necessary arrangements and reasonable adjustments for your welfare or attendance. This information is used to fulfill our contractual obligations and to comply with legal requirements.

Marketing Communications

With your explicit consent, we may use your personal data to inform you about special offers and new or existing services that may interest you. If you prefer not to receive such communications, you can opt out using the links provided in any marketing message or by contacting us using the details in this Privacy Notice.

Automated Technologies and Interactions

While you interact with our website, we may automatically collect technical data about your equipment, browsing actions, and usage patterns. This personal data is gathered through the use of cookies and similar technologies.

Consequences of Failing to Provide Personal Data

If we are required to collect personal data by law or under the terms of a contract with you, and you do not provide the requested data, we may be unable to fulfill our contractual obligations, such as delivering training services. In such cases, we may need to cancel the service you have with us, and we will inform you at that time if this occurs.

Cookies and Web Beacons

Excellence Visions utilizes cookies. These cookies store information such as visitors' preferences and the specific pages they access or visit on our site. This data helps us enhance the user experience by tailoring our web content according to visitors' browser types and other relevant details.

For more information on cookies, please read <https://www.kaspersky.com/resource-center/definitions/cookies>

Transfer of Your Personal Data

Your information, including personal data, is processed at the Company's operating offices and other locations where the involved parties are situated. This means your information may be transferred to and stored on computers located outside your state, province, country, or other governmental jurisdictions, where data protection laws may differ from those in your area. By consenting to this Privacy Policy and submitting your information, you agree to this transfer.

The Company will take all reasonable steps to ensure your data is handled securely and in accordance with this Privacy Policy. No transfer of your personal data will occur to an organization or country unless adequate controls are in place to protect your data and other personal information.

Security of Your Personal Data

We have implemented appropriate security measures to protect your personal data from accidental loss, unauthorized access, alteration, or disclosure. Access to your personal information is restricted to employees, service providers, business partners, agents, and other third parties who need to know this information. They are permitted to process your personal data only in accordance with our instructions or as otherwise agreed, and they are bound by confidentiality obligations.

We have established procedures to address any suspected data security breaches and will notify you and any relevant regulators of a suspected breach when legally required.

Retention of Your Personal Data

The Company will retain your personal data only for as long as necessary to fulfill the purposes outlined in this Privacy Policy. We will keep and use your personal data as required to comply with our legal obligations (such as retaining your data to meet applicable laws), resolve disputes, and enforce our legal agreements and policies.

Additionally, the Company will retain usage data for internal analysis purposes. This data is generally kept for a shorter duration unless it is used to enhance security or improve the functionality of our services, or if we are legally obligated to retain it for longer periods.

Delete Your Personal Data

You have the right to delete or request our assistance in deleting the personal data we have collected about you. Our service may allow you to delete certain information directly from within the platform.

You can update, amend, or delete your information at any time by signing into your account if you have one, and visiting the account settings section to manage your personal information. Alternatively, you may contact us to request access to, correction of, or deletion of any personal information you have provided.

Please note that we may need to retain certain information when we have a legal obligation or lawful basis to do so.

Law Enforcement

Under certain circumstances, the Company may be required to disclose your personal data if mandated by law or in response to valid requests from public authorities, such as a court or government agency.

Other Legal Requirements

The Company may disclose your personal data in good faith when it believes such action is necessary to:

- Comply with legal obligations
- Protect and defend the rights or property of the Company
- Prevent or investigate possible wrongdoing in connection with the Service
- Protect the personal safety of Users of the Service or the public
- Protect against legal liability

Children's Privacy

Our Service does not address anyone under the age of 13. We do not knowingly collect personally identifiable information from anyone under the age of 13. If You are a parent or guardian and You are aware that Your child has provided Us with Personal Data, please contact Us. If We become aware that We have collected Personal Data from anyone under the age of 13 without verification of parental consent, we take steps to remove that information from Our servers.

If We need to rely on consent as a legal basis for processing Your information and Your country requires consent from a parent, we may require Your parent's consent before We collect and use that information.

Links to Other Websites

Our service may include links to external websites that are not managed by us. If you click on a third-party link, you will be taken to that website. We strongly recommend that you review the Privacy Policy of each site you visit.

We do not have control over, and are not responsible for, the content, privacy policies, or practices of any third-party websites or services.

Changes to This Privacy Policy

We may occasionally update our Privacy Policy. Any changes will be communicated by posting the updated Privacy Policy on this page.

We will also notify you of significant changes via email and/or a prominent notice on our service before they take effect. The "Last updated" date at the top of this Privacy Policy will be revised accordingly.

We encourage you to review this Privacy Policy periodically to stay informed of any updates. Changes become effective once they are posted on this page.

Contact Us

If you have any questions regarding this Privacy Policy, you can reach us at:

Email: info@ex-visions.com

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