

PRIVACY POLICY

1. PRIVACY AND THIS POLICY

This document constitutes the Privacy Policy of PATH IAS Academy/ HandY Educational Services Private Limited, outlining in detail how your personal information is safeguarded when You access or use our services. This Privacy Policy applies to all visitors to the public websites owned and operated by PATH IAS Academy (referred to as the "Platform") and the services provided through it. Its purpose is to inform you of our policies, procedures, and practices concerning the collection, use, and disclosure of any information you share via the Platform.

Please note that this Privacy Policy does not extend to the collection or management of employment-related information pertaining to employees of PATH IAS Academy.

This Privacy Policy is an integral part of our Terms and Conditions. All terms defined in our Terms and Conditions—such as "We," "Our," "Us," "Platform," and "Service Providers"—carry the same meaning in this Privacy Policy.

By accessing or using our Platform or engaging with services provided through it, you confirm that you have read, understood, and accepted both this Privacy Policy and our Terms and Conditions. Your continued use of the Platform signifies your agreement to all terms and conditions outlined herein.

2. DEFINITIONS

For the purposes of this Privacy Policy:

- 2.1. **Company:** Refers to PATH IAS Academy, also referred to as “the Company,” “We,” “Us,” or “Our” in this Privacy Policy.
- 2.2. **Cookies:** Small data files stored on Your computer, mobile device, or other devices by a Website, which may include details of Your browsing history on that Website, along with other potential uses.
- 2.3. **Device:** Any device that can access the service, such as a computer, cell phone, digital tablet, or similar device.
- 2.4. **Information:** All information shared by You, directly or indirectly, during the course of using Our Platform. This includes information provided during service registration and use but excludes personal and confidential information shared during service provision, such as notes, suggested treatments, and chats.
- 2.5. **Personal Data:** Information that identifies an individual or makes an individual identifiable.
- 2.6. **Platform:** Refers to the Website or application through which Our services are provided.
- 2.7. **Service Provider:** PATH IAS Academy offering services through the Platform.

3. INTERPRETATION

Unless the context otherwise requires:

- 3.1. Words in the singular shall be interpreted to include the plural, and vice versa.
- 3.2. Any reference to "include" or "including" should be understood as being without limitation.
- 3.3. References to the words "include" or "including" shall be construed without limitation.
- 3.4. Headings and titles in this Policy are indicative and shall not be deemed part of the Policy or be taken into consideration in its interpretation or construction.

4. INTRODUCTION

- 4.1. PATH IAS Academy is dedicated to fostering trust and transparency in its interactions with students and users. We recognize the importance of your privacy and are committed to safeguarding your personal information. This Privacy Policy outlines how we collect, use, store, and protect the data you share while accessing and engaging with our educational services across various platforms, which include:

4.1.1. Official Website: Accessible at [www.pathiasacademy.com] (<http://www.pathiasacademy.com>), our website serves as a hub for information, resources, and enrolment services.

4.1.2. Mobile Application: Our app is designed to deliver seamless access to educational content, updates, and interactive learning tools.

4.1.3. Online Learning Platforms: Dedicated platforms for digital classes, study materials, and other resources tailored to civil services preparation.

4.1.4. Physical Training Centres: Our brick-and-mortar facilities, currently located in Raipur, Chhattisgarh, providing in-person coaching and guidance.

- 4.2. Acceptance of Terms

By accessing or using any of the aforementioned platforms, you acknowledge that you have read, understood, and agree to comply with the terms described in this Privacy Policy. If you disagree with any part of this policy, please refrain from using our services.

5. COLLECTION OF DATA

- 5.1. Types of Data Collected

To deliver superior educational experiences and optimize our services, we may collect and process the following types of information:

- 5.1.1. Personal Details: Full name, residential address, contact number, email address, gender, date of birth, and educational qualifications.
- 5.1.2. Payment Information: Details of transactions made via our platforms, including payment methods, card or bank information, billing addresses, and transaction history.
- 5.1.3. Academic Records: Scores from tests and assessments, performance metrics, participation in quizzes, and records of class attendance.
- 5.1.4. Usage Data: Information about how users interact with our platforms, including browsing history, device details (e.g., IP address, operating system, browser type, and version), and session duration.
- 5.1.5. Communication Logs: Records of inquiries, support tickets, feedback, and interactions via email, chat, calls, or other channels.
- 5.1.6. Multimedia Content: Photographs, videos, or other materials voluntarily shared by users, such as profile images or uploaded documents for academic purposes.

5.2. Methods of Collection

Data is collected through multiple touchpoints to ensure efficient service delivery, including:

- 5.2.1. Registration Forms: Submitted via our website or mobile application for account creation or program enrolment.
- 5.2.2. Subscriptions: Enrolment in courses, test series, or other educational offerings through online or offline channels.
- 5.2.3. Tracking Technologies: Use of cookies, web beacons, and analytics tools to understand user behaviour and improve platform functionality.
- 5.2.4. Documentation Submissions: During admission processes or eligibility verification.
- 5.2.5. Customer Support Channels: Interactions through email, chat, calls, or feedback surveys.
- 5.2.6. Automated Data Capture: Information automatically collected during visits to our platforms via cookies or server logs.

5.3. Use of Collected Information

The information collected is used for various purposes aligned with enhancing the user experience and ensuring compliance with regulatory standards:

- 5.3.1. Personalized Learning: Designing and delivering tailored educational content, test recommendations, and improvement plans based on user performance and preferences.
- 5.3.2. Transaction Processing: Facilitating secure payments, issuing receipts, and managing refunds or other payment-related services.
- 5.3.3. Performance Analytics: Evaluating academic progress, identifying strengths and weaknesses, and offering actionable insights for improvement.

- 5.3.4. Marketing and Communication: Informing users about new courses, test series, exclusive offers, or changes to our services through email, notifications, or SMS.
- 5.3.5. User Support: Addressing queries, resolving issues, and improving customer satisfaction based on feedback.
- 5.3.6. Regulatory Compliance: Ensuring adherence to applicable legal requirements, policies, and industry standards.

6. COOKIES AND TRACKING TECHNOLOGIES

6.1. Purpose of Cookies and Tracking Technologies

Cookies and similar technologies are used to enhance the user experience by:

- 6.1.1. Storing user preferences for streamlined navigation.
- 6.1.2. Analysing site usage to improve platform functionality and performance.
- 6.1.3. Providing personalized recommendations and content based on browsing patterns.

6.2. Types of Cookies

- 6.2.1. Essential Cookies: Required for core functionalities like logging in and accessing secure areas of the platform.
- 6.2.2. Analytical Cookies: Help us understand user interactions and gather insights to refine our services.
- 6.2.3. Marketing Cookies: Enable the delivery of targeted advertisements and promotional content.

6.3. Managing Cookies

- 6.3.1. Users can manage or disable cookies through their browser settings. However, please note that certain features of our platforms may not function optimally if cookies are disabled. For a detailed guide on managing cookies, refer to the “Help” section of your browser.

7. DATA SECURITY

- 7.1. We use industry-standard encryption protocols to protect data in transit and at rest.
- 7.2. We limit access to Your information to authorized experts who need it to perform their job functions.
- 7.3. We regularly review Our security practices and conduct vulnerability assessments to identify and address potential risks.
- 7.4. We apply strong encryption, secure infrastructure, and strict operational protocols to minimize the risk of unauthorized access, use, or disclosure of Your data.

- 7.5. Despite Our efforts, no security system is entirely foolproof. In the unlikely event of a data breach, we will notify You as required by applicable laws and regulations.

8. YOUR RIGHTS AND CHOICES

- 8.1. You can request a copy of the personal data We hold about You.
- 8.2. You can request that We correct or update any inaccurate or incomplete personal data.
- 8.3. You have the right to request that We transfer Your personal data to another service provider, where technically feasible.
- 8.4. You can request that We delete Your personal data, subject to certain legal exceptions.
- 8.5. You can opt-out of receiving promotional emails or other marketing communications from us by following the unsubscribe instructions in those communications or by contacting us directly.

9. INFORMATION SHARING

9.1. General Policy

We do not sell, rent, or share your personal information with unauthorized third parties. Data sharing is limited to trusted partners and required circumstances to enhance service delivery and comply with legal obligations.

9.2. Authorized Sharing

Data may be shared with:

9.2.1. Payment Processing Partners: To facilitate and secure financial transactions.

9.2.2. Technical Support Teams: For troubleshooting, maintenance, and improving platform functionality.

9.2.3. Legal and Regulatory Authorities: To comply with applicable laws, legal processes, or enforceable government requests.

9.3. Confidentiality Agreements

All third-party partners are bound by confidentiality agreements and data protection regulations to ensure the safety and restricted use of your data.

10. DATA RETENTION

10.1. User data is retained for:

10.1.1. The duration of the user's active account.

10.1.2. A minimum of three years after the last recorded activity for audit and compliance purposes.

10.1.3. Longer periods as required by applicable laws or in cases of unresolved disputes.

10.2. Data Deletion Requests

Users can request the deletion of their personal data by contacting our support team. Subject to legal and operational constraints, we will delete or anonymize such data.

11. THIRD-PARTY LINKS & PUBLIC FORUMS

11.1. Third-Party Links

Our platforms may include links to external websites or services for your convenience. We do not endorse or control their content or privacy practices. Users are encouraged to review the privacy policies of these third-party platforms before sharing personal information.

11.2. Public Forums

When participating in forums, discussion boards, or social media platforms affiliated with PATH IAS Academy, users should avoid sharing sensitive personal information. We are not responsible for data shared voluntarily in such public spaces.

12. CHILDREN'S PRIVACY

12.1. Age Restrictions

Our platforms are intended for users aged 18 and above. We do not knowingly collect personal data from children under 18 years of age.

12.2. Parental Consent

If we become aware of inadvertently collected data from children under 18, we will take immediate steps to delete it. Parents or guardians can contact us to verify and request the deletion of such data.

12.3. Legal Compliance

This policy aligns with the Information Technology Act, 2000, and the Digital Personal Data Protection (DPDP) Act, 2023, ensuring compliance with relevant provisions for protecting minors).

13. COMPLIANCE WITH LAWS AND LAW ENFORCEMENT

13.1. We adhere to applicable laws and regulations and cooperate with law enforcement and regulatory bodies. Your personal information may be disclosed in response to lawful requests by public authorities, including those made to satisfy national security or law enforcement requirements

14. CONSENT AND UPDATES

14.1. User Consent: By accessing and using our platforms, you agree to the terms outlined in this Privacy Policy.

14.2. Policy Updates: We may revise this policy periodically to reflect changes in operations, technology, or legal requirements. Updated policies will be posted on our website, and your continued use of the platform constitutes acceptance of such changes.

15. COPYRIGHT

All information displayed, transmitted or carried on Platform (which means <http://www.pathiasacademy.com> and PATH IAS application) is protected by copyright and other intellectual property laws. You may not, under any circumstances, modify, publish, distribute, repost, perform, display or in any way commercially exploit any of the content on this web Platform.

16. CHANGES TO THIS PRIVACY POLICY

16.1. Right to Modify

We reserve the right to modify this Privacy Policy to adapt to operational, technological, or legal developments.

16.2. User Notification

Significant changes will be communicated to users via email or platform notifications. Users are encouraged to review this Privacy Policy regularly to stay informed of updates.

17. CONTACT INFORMATION

17.1. For inquiries or concerns regarding this Privacy Policy or your personal data, please contact us via:

17.1.1. **Email:** support@pathiasacademy.com

17.1.2. **Phone:** +91-8224922922;7828112222

17.1.3. **Website:** Contact form available at www.pathiasacademy.com