

PRIVACY POLICY

ENLEARN ACADEMY PRIVATE LIMITED

Effective Date: 07 October 2026

Last Updated: 07 October 2026

This Privacy Policy explains how ENLEARN ACADEMY PRIVATE LIMITED, operating through www.enlearnacademy.com and its associated websites, applications, learning platforms and services ("Company", "we", "us" or "our"), collects, uses, stores, processes, shares and protects personal data.

We are committed to handling personal data responsibly and in accordance with applicable laws of India, including the Digital Personal Data Protection Act, 2023 ("DPDP Act"), applicable rules made thereunder, the Information Technology Act, 2000 and other applicable laws and regulations, as amended or brought into force from time to time.

This Privacy Policy applies to students, prospective students, parents or guardians, website visitors, users, purchasers, subscribers and other persons who access or use our services.

Please read this Privacy Policy carefully before providing personal information to us.

1. WHO WE ARE

For purposes of applicable data protection law, the entity responsible for determining the purpose and means of processing personal data is:

Legal Name: ENLEARN ACADEMY PRIVATE LIMITED

Website: <https://www.enlearnacademy.com/>

Registered/Business Address: Room no 11 Enlearn Tower, Koyilandy Road Chungam, Near ICICI BANK THAMARASSERY, KOZHIKODE 673573

Privacy/Grievance Email: academyenlearn@gmail.com

Contact Number: 9656806702

Where applicable under Indian data protection law, we act as the Data Fiduciary in relation to personal data processed by us.

2. SCOPE OF THIS PRIVACY POLICY

This Privacy Policy applies to personal data collected through:

- Our website;
- Mobile applications, if any;
- Learning management systems;
- Online registration and enquiry forms;

- Course enrolment and admission forms;
- Student accounts and dashboards;
- Live and recorded classes;
- Online tests, examinations and assessments;
- Webinars and orientation sessions;
- Counselling and mentoring services;
- Customer support;
- Telephone calls;
- WhatsApp;
- SMS;
- Email;
- Social media interactions;
- Payment transactions;
- Surveys and feedback forms; and
- Other services operated or authorised by us.

This Policy does not automatically apply to independent third-party websites or services that have their own privacy policies.

3. PERSONAL DATA WE MAY COLLECT

Depending on how you interact with us, we may collect the following categories of personal data.

A. Identity Information

This may include:

- Full name;
- Username or account name;
- Date of birth;
- Age;
- Gender, where voluntarily provided or necessary;
- Photograph or profile picture;
- Parent or guardian name;
- Student identification information; and
- Other information necessary to verify identity.

B. Contact Information

This may include:

- Mobile number;
- WhatsApp number;
- Email address;
- Postal address;

- State;
- City;
- District; and
- Other contact information provided by you.

C. Educational and Academic Information

This may include:

- School, college or university;
- Course or programme;
- Academic qualification;
- Year of study or graduation;
- Subjects;
- Entrance examination preferences;
- Examination details;
- Academic performance;
- Test results;
- Learning progress;
- Attendance;
- Assignments;
- Quiz or examination responses; and
- Course preferences.

D. Account Information

When you create or use an account, we may process:

- User ID;
- Username;
- Login information;
- Course access information;
- Account preferences;
- Account activity; and
- Authentication information.

Passwords should be stored using appropriate security measures and are not intended to be accessible to our personnel in readable form.

E. Transaction and Payment Information

Where you purchase a course or service, we may collect or receive information such as:

- Name of purchaser;
- Transaction ID;
- Order ID;

- Amount paid;
- Course purchased;
- Payment status;
- Invoice information;
- Refund information; and
- Limited payment-related information received from our payment service provider.

Payments may be processed by independent banks, payment gateways, UPI providers or other authorised payment processors.

We do not intentionally request or store your complete debit card number, credit card number, CVV, UPI PIN, internet banking password or OTP.

You should never provide such confidential authentication information to our employees, faculty, mentors or support personnel.

F. Communications

We may collect and retain communications sent through:

- Email;
- WhatsApp;
- SMS;
- Telephone;
- Website chat;
- Customer support;
- Social media;
- Feedback forms; and
- Other communication channels.

Where permitted by law, customer-support or counselling calls may be monitored or recorded for quality, training, security, dispute resolution and service improvement purposes. Appropriate notice will be provided where required.

G. Online Class Information

When participating in online classes, webinars, counselling sessions or orientation programmes, information processed may include:

- Participant name;
- Profile image;
- Voice;
- Video;
- Chat messages;
- Questions;
- Poll responses;
- Attendance;

- Class participation;
- Screen name; and
- Other information voluntarily shared during the session.

H. Technical and Usage Information

When you access our website or digital services, we may automatically receive information such as:

- IP address;
- Browser type;
- Device type;
- Operating system;
- Device identifiers where applicable;
- Date and time of access;
- Pages visited;
- Referring URLs;
- Approximate location derived from IP address;
- Website activity;
- Session information;
- Error logs; and
- Security-related information.

I. Cookies and Similar Technologies

Our website may use cookies, pixels, tags, local storage, analytics technologies and similar tools.

Detailed information regarding these technologies will be provided in our separate Cookie Policy.

4. HOW PERSONAL DATA IS COLLECTED

Directly from you

For example, when you:

- Fill in an enquiry form;
- Register on the website;
- Purchase a course;
- Contact us;
- Attend a class;
- Complete a survey;
- Submit an assignment;
- Register for a webinar;
- Participate in counselling;
- Make a payment; or
- Communicate with our team.

From a parent or lawful guardian

Where a student is a minor, information may be provided by or with the involvement of the student's parent or lawful guardian.

Automatically

Certain technical information may be collected when you use our website, application or learning platform.

Through service providers

We may receive information from authorised service providers such as:

- Payment gateways;
- Learning management systems;
- Communication platforms;
- Website hosting providers;
- Analytics providers; and
- Other technology providers.

From lead or enquiry sources

Where legally permitted, we may receive enquiry information submitted by you through advertisements, social media lead forms, authorised referral partners, events or campaigns.

5. PURPOSES FOR WHICH WE PROCESS PERSONAL DATA

We process personal data only for lawful and specified purposes.

Depending on your interaction with us, information may be processed to:

Course and Service Delivery

- Register students;
- Create accounts;
- Process enrolments;
- Provide purchased courses;
- Provide live classes;
- Provide recorded classes;
- Deliver study materials;
- Conduct tests;
- Track academic progress;
- Provide mentoring;
- Provide counselling;
- Provide student support; and
- Manage course access.

Communication

We may use contact details to send:

- Class schedules;
- Class links;
- Examination updates;
- Study-material updates;
- Course notifications;
- Payment confirmations;
- Account alerts;
- Schedule changes;
- Recorded-class updates;
- Academic reminders;
- Mentoring communications;
- Support responses; and
- Other service-related information.

Payments and Accounting

We may process information to:

- Collect course fees;
- Verify transactions;
- Generate invoices;
- Maintain financial records;
- Process refunds;
- Reconcile payments;
- Prevent payment fraud; and
- Comply with accounting and taxation requirements.

Academic Administration

Information may be used for:

- Attendance;
- Assessments;
- Performance reports;
- Academic progress;
- Internal quality monitoring;
- Student support; and
- Course planning.

Customer Support

Information may be processed to:

- Respond to enquiries;

- Resolve complaints;
- Troubleshoot technical issues;
- Verify enrolment;
- Investigate payment issues; and
- Resolve disputes.

Security and Fraud Prevention

We may process data to:

- Protect user accounts;
- Detect unauthorised access;
- Prevent fraud;
- Prevent misuse of course content;
- Protect intellectual property;
- Enforce access restrictions;
- Investigate security incidents; and
- Maintain the security and integrity of our services.

Legal and Regulatory Compliance

We may process or retain information where required to:

- Comply with applicable law;
- Respond to lawful governmental requests;
- Comply with court orders;
- Maintain statutory records;
- Establish or defend legal claims;
- Prevent unlawful activity; and
- Protect our lawful rights.

6. CONSENT

Where processing requires your consent under applicable law, we will seek consent in a clear and appropriate manner.

Consent may be obtained electronically, including through:

- Website checkboxes;
- Registration forms;
- Application forms;
- Online consent forms; or
- Other legally permitted electronic methods.

Where required, consent will be:

- Free;
- Specific;

- Informed;
- Unambiguous; and
- Limited to the stated purpose.

You should not be required to consent to unrelated processing as a condition for receiving a service where such consent is not necessary for that service.

Where applicable, you may withdraw your consent through the mechanism provided by us or by contacting us at: info@enlearnacademy.com

Withdrawal of consent does not retrospectively invalidate lawful processing undertaken before the withdrawal.

Following a valid withdrawal request, we will stop processing personal data based solely on that consent, unless continued processing is permitted or required under applicable law.

Withdrawal may affect our ability to provide a service where the relevant data is necessary to deliver that service.

7. MARKETING AND PROMOTIONAL COMMUNICATIONS

Subject to applicable law and consent requirements, we may send information regarding:

- New courses;
- Admissions;
- Entrance examinations;
- Webinars;
- Orientation sessions;
- Offers;
- Promotions;
- Academic programmes; and
- Related educational services.

Promotional communications may be sent through:

- Email;
- SMS;
- WhatsApp;
- Telephone; or
- Other permitted communication channels.

Where applicable, you may withdraw marketing consent or opt out of promotional communications.

Opting out of marketing does not necessarily stop essential communications relating to:

- A course you purchased;
- Payments;
- Account security;

- Class schedules;
- Examination information;
- Service updates; or
- Other transactional communications.

8. CHILDREN AND STUDENTS UNDER 18

Our services may include educational programmes intended for persons below 18 years of age.

Where required under applicable law, before processing the personal data of a child, we will take reasonable measures to obtain verifiable consent of the child's parent or lawful guardian.

Parents or lawful guardians should supervise the use of our services by minors where appropriate.

We do not knowingly intend to process children's personal data in a manner prohibited by applicable law.

Where required by applicable law, we will not undertake:

- Tracking or behavioural monitoring of children; or
- Targeted advertising directed at children,

except where a lawful exemption applies.

If we discover that a child's personal data has been collected contrary to applicable legal requirements, we may delete, restrict or otherwise appropriately address such information.

Parents or guardians may contact: info@enlearnacademy.com regarding a child's personal data.

9. LIVE CLASSES, WEBINARS AND RECORDINGS

Live classes, webinars, workshops, orientations or mentoring sessions may be recorded.

Recordings may include a participant's:

- Name;
- Voice;
- Video;
- Chat;
- Question;
- Presentation; or
- Other participation.

Such recordings may be used for legitimate educational and operational purposes, including:

- Providing recorded-class access;
- Academic review;
- Faculty training;
- Internal quality control; and

- Course delivery.

Where separate consent is required by applicable law for a particular use, such consent will be obtained.

We will not intentionally use an identifiable student's class participation as a commercial testimonial or advertisement without obtaining any consent required by law.

Users who do not wish to appear visually in a recorded session should follow any available platform controls and any instructions provided for that session.

10. TESTIMONIALS, RESULTS AND STUDENT SUCCESS STORIES

We may publish student testimonials, photographs, examination results, ranks, scores, videos or success stories only where we have an appropriate legal basis and, where required, consent.

Where required, separate permission may be obtained for promotional use.

A student giving information for academic administration does not automatically mean that the student has consented to its use in advertising.

11. PAYMENT PROCESSING

We may use independent third-party payment gateways, banks, UPI providers or other authorised payment service providers.

Payment service providers may separately collect and process information necessary to complete your transaction.

Their handling of information may also be governed by their respective privacy policies and legal obligations.

We encourage users to review the payment provider's privacy terms before completing a payment.

We will not be responsible for a third-party payment provider's independent processing activities to the extent permitted by applicable law.

12. DISCLOSURE OF PERSONAL DATA

We do not sell personal data in exchange for money.

We may disclose personal data where reasonably necessary to:

Authorised Personnel

This may include appropriately authorised:

- Employees;
- Faculty;
- Mentors;
- Academic coordinators;

- Customer-support personnel;
- Finance personnel; and
- Management.

Access should be limited to information reasonably necessary for their responsibilities.

Service Providers

We may use service providers for functions such as:

- Website hosting;
- Cloud infrastructure;
- Learning management;
- Live classes;
- Video conferencing;
- Email;
- SMS;
- WhatsApp communications;
- Customer relationship management;
- Analytics;
- Payment processing;
- Accounting;
- Security;
- Technical support; and
- Data storage.

Service providers may process information only to the extent required for their functions, subject to their applicable contractual and legal obligations.

Professional Advisers

Information may be disclosed where appropriate to:

- Lawyers;
- Chartered accountants;
- Auditors;
- Consultants;
- Insurers; and
- Other professional advisers.

Legal Authorities

Information may be disclosed where we reasonably believe disclosure is required or permitted:

- By applicable law;
- Pursuant to a valid court order;
- Pursuant to lawful governmental or regulatory authority;

- For investigation of unlawful activity;
- To protect safety;
- To prevent fraud; or
- To establish, exercise or defend legal rights.

Business Restructuring

If our business is involved in a lawful:

- Merger;
- Acquisition;
- Reorganisation;
- Sale;
- Transfer;
- Financing; or
- Corporate restructuring,

personal data may form part of the relevant business records, subject to applicable law and appropriate safeguards.

13. THIRD-PARTY SERVICES

Our services may integrate or interact with third-party platforms such as:

- Payment gateways;
- Video-conferencing services;
- Learning platforms;
- Cloud services;
- Messaging platforms;
- Analytics providers;
- Social networks; and
- Embedded content providers.

Third parties may independently process personal data according to their own privacy policies.

We encourage users to read the privacy policies of third-party services they choose to use.

Nothing in this Privacy Policy makes us responsible for the independent privacy practices of third parties beyond the extent imposed upon us by applicable law.

14. INTERNATIONAL OR CROSS-BORDER DATA PROCESSING

Some technology, cloud, communication, analytics or service providers used by us may process or store information using infrastructure located outside India.

Where personal data is transferred or processed outside India, we will take measures required under applicable Indian law and comply with any restrictions notified by competent authorities.

15. DATA SECURITY

We take reasonable and appropriate technical, organisational and administrative safeguards to protect personal data under our control.

Depending on the nature of our systems, safeguards may include:

- Access controls;
- Authentication controls;
- Role-based permissions;
- Password protection;
- Encryption or equivalent protections where appropriate;
- Security monitoring;
- Backup procedures;
- Logging;
- Vendor controls;
- Internal confidentiality requirements;
- Incident-response procedures; and
- Other reasonable security practices.

However, no website, internet transmission, electronic communication or digital storage system can be guaranteed to be completely secure.

Users are responsible for:

- Protecting their account credentials;
- Keeping passwords confidential;
- Keeping OTPs confidential;
- Logging out from shared devices;
- Avoiding suspicious links; and
- Immediately reporting suspected unauthorised access.

You must not share passwords, OTPs, UPI PINs or banking passwords with anyone claiming to represent us.

16. PERSONAL DATA BREACHES

If a personal data breach occurs, we will take reasonable steps to:

- Assess the incident;
- Contain the incident;
- Mitigate potential harm;
- Secure affected systems;
- Investigate the cause; and
- Take corrective measures.

Where required under applicable law, we will provide notifications to affected individuals and/or the appropriate authority in the manner and within the timeframe required by law.

17. DATA RETENTION

We do not intend to retain personal data indefinitely.

Personal data may be retained for as long as reasonably necessary to:

- Provide our services;
- Maintain student records;
- Maintain course-access records;
- Complete transactions;
- Maintain accounting or taxation records;
- Resolve complaints;
- Enforce contractual rights;
- Prevent fraud;
- Maintain security records;
- Establish or defend legal claims; or
- Fulfil applicable legal obligations.

Retention periods may differ depending on the nature of the information and the purpose for which it was collected.

Once personal data is no longer required and there is no lawful reason to retain it, we may securely erase, delete, anonymise or otherwise dispose of it in accordance with applicable requirements.

Backups may retain information temporarily until overwritten through normal backup cycles.

18. YOUR RIGHTS

Subject to the applicable provisions of Indian law being in force and applicable to the relevant processing, you may have rights including the right to:

- Obtain information regarding processing of your personal data;
- Request correction of inaccurate personal data;
- Request completion of incomplete personal data;
- Request updating of personal data;
- Request erasure of personal data where legally applicable;
- Withdraw consent where processing is based on consent;
- Raise a grievance;
- Nominate another individual to exercise rights in circumstances permitted by law; and
- Exercise other rights provided under applicable data protection law.

Certain requests may be refused or restricted where permitted by applicable law.

For example, we may be required to retain certain records despite an erasure request where retention is necessary for legal, accounting, tax, fraud-prevention or dispute-resolution purposes.

19. HOW TO EXERCISE YOUR PRIVACY RIGHTS

Privacy requests may be submitted to:

Email: ifo@enlearnacademy.com

Contact: 9656806702

Please provide sufficient information for us to identify:

- The relevant account;
- The information concerned; and
- The request being made.

For security purposes, we may take reasonable steps to verify your identity before acting on a privacy request.

Where the request concerns a child, reasonable verification of parental or guardian authority may also be required.

20. GRIEVANCE REDRESSAL

If you have a concern regarding the processing of your personal data, you may contact our designated privacy/grievance contact:

Grievance Contact / Officer: [NAME OR DESIGNATION]

Email: [GRIEVANCE EMAIL]

Phone: [PHONE NUMBER]

Address: [ADDRESS]

We will endeavour to acknowledge, review and address valid grievances in accordance with applicable law.

Where legally available, individuals may also exercise remedies before the competent authority or Data Protection Board of India in accordance with the applicable statutory framework.

21. ACCURACY OF INFORMATION

Users should provide accurate, complete and current information.

If your information changes, please update your account where this functionality is available or contact us.

We are not responsible for consequences resulting solely from materially incorrect information deliberately or negligently supplied by a user, except to the extent otherwise required by law.

22. THIRD-PARTY LINKS

Our website may contain links to external websites, social media pages, payment platforms or other third-party services.

A link does not necessarily indicate that we control or endorse the third party's privacy practices.

Third-party websites are governed by their respective privacy policies.

Users should review those policies before submitting personal information.

23. SOCIAL MEDIA

Users may interact with us through third-party platforms such as social media or messaging applications.

Information submitted through those platforms may also be processed independently by the platform provider according to its own terms and privacy policy.

Users should avoid publicly posting personal, payment or confidential academic information.

24. COOKIES

Our website may use essential and, subject to applicable requirements, optional cookies and similar technologies.

Our separate Cookie Policy explains:

- Categories of cookies used;
- Why cookies are used;
- Third-party cookies;
- Analytics technologies;
- Advertising technologies, where applicable;
- Cookie duration; and
- How users can manage cookie choices.

Where legally required, non-essential cookies will not be activated until appropriate consent has been obtained.

25. DO NOT SHARE CONFIDENTIAL FINANCIAL CREDENTIALS

Our personnel should never request your:

- ATM PIN;
- Debit-card PIN;
- Credit-card PIN;
- CVV through chat or telephone;
- UPI PIN;
- Internet-banking password;

- OTP intended for authentication; or
- Other secret banking credentials.

If you receive such a request from someone claiming to represent us, do not provide the information and immediately report the incident using our official contact details.

26. CHANGES TO THIS PRIVACY POLICY

We may modify this Privacy Policy from time to time due to:

- Changes in law;
- Changes in regulatory guidance;
- Changes to our technology;
- New services;
- New processing activities;
- Security requirements; or
- Business changes.

The updated version will be made available on our website with a revised Last Updated date.

Where a material change requires fresh notice or consent under applicable law, we will take appropriate steps to provide such notice or obtain such consent.

Users are encouraged to periodically review this Privacy Policy.

27. CONFLICT WITH APPLICABLE LAW

This Privacy Policy is intended to operate subject to applicable law.

If any provision of this Privacy Policy conflicts with a mandatory requirement of applicable law, the mandatory legal requirement will prevail to the extent of that conflict.

If any provision is found to be invalid or unenforceable, the remaining provisions will continue to apply to the extent permitted by law.

28. NO WAIVER OF STATUTORY RIGHTS

Nothing in this Privacy Policy is intended to exclude, restrict or waive any right that cannot lawfully be excluded or restricted under applicable law.

Likewise, nothing in this Privacy Policy should be interpreted as creating rights or obligations beyond those expressly stated herein or required by applicable law.

29. CONTACT US

For questions about this Privacy Policy or our handling of personal data, contact:

ENLEARN ACADEMY PRIVATE LIMITED

Website: <https://www.enlearnacademy.com/>

Email: academyenlearn@gmail.com

Privacy/Grievance Email: info@enlearnacademy.com

Phone: 9656806702

Registered/Business Address: Room no 11 Enlearn Tower, Koyilandy Road Chungam, Near ICICI BANK
THAMARASSERY, KOZHIKODE 673573

© 2026 ENLEARN ACADEMY PRIVATE LIMITED. All rights reserved.