

Privacy Policy

Effective Date: April, 2026.

1. Introduction

Online classroom Hub respects your privacy and is committed to protecting the personal information of students, parents, guardians, teachers, and other users of our platform.

This Privacy Policy explains how we collect, use, store, share, and protect personal information when users access our website, register for online classes, pay tuition, attend live classes, use recorded lessons, or otherwise interact with our services.

By using our platform, you agree to the collection and use of information in accordance with this Privacy Policy.

If a student is under 18, a parent or legal guardian may provide information and consent on the student's behalf where required.

2. Information We Collect

2.1 Personal Information

We may collect the following information:

- Student's full name, gender, class level, and school information
- Parent or guardian name, where applicable
- Contact details such as phone number and email address
- Academic information including enrolled subjects, attendance, assessments, completed tasks, and performance records
- Account-related information required to provide learning services
- Payment-related information needed to confirm tuition payments, though full card or financial account details may be processed by our payment service providers and not stored directly by us

2.2 Technical Information

We may also collect certain technical information automatically, such as:

- IP address
- Browser type
- Device information
- Login activity
- Date and time of access
- General usage information on our website or student portal

2.3 Communication Information

We may collect information contained in messages, support requests, feedback, class-related communication, and notices exchanged through our platform, email, WhatsApp, SMS, or related channels.

3. How We Collect Information

We may collect information when:

- a student or parent registers on the platform
- a user fills out forms on the website
- tuition is paid
- a student joins a live or recorded class
- assignments, quizzes, or assessments are completed
- users contact us for support or inquiries
- users interact with our website, portal, or communication systems

4. Why We Collect Information

We may use personal information to:

- register students and create accounts
- provide access to live and recorded classes
- manage subjects, lessons, attendance, and assessments
- track participation, completed tasks, and academic activity to support each student's academic journey
- communicate with students, parents, or guardians about classes, updates, schedules, support, billing, and academic reports
- process tuition payments and verify payment status
- improve our services, platform performance, teaching delivery, and user experience
- prevent fraud, abuse, unauthorized access, or misuse of the platform
- comply with legal, regulatory, operational, and safeguarding obligations

5. Legal Basis and Consent

Where required, we rely on user consent, contract performance, legitimate educational and operational interests, and compliance with applicable legal obligations for the processing of personal information.

Where a student is a minor, consent may be obtained from a parent or legal guardian where appropriate.

6. Sharing of Information

We do not sell personal information.

We may share personal information only where necessary with:

- payment service providers
- website hosting and cloud storage providers
- email, SMS, or communication service providers
- online meeting or virtual classroom providers
- teachers, support staff, and authorized administrators
- legal or regulatory authorities where disclosure is required by law or necessary to protect our rights, users, or operations

Any third party that processes personal information on our behalf is expected to use it only for authorized purposes and to handle it securely.

7. Cross-Border Processing

Because our services may be managed from outside a user's country or may involve service providers in different countries, personal information may be stored or processed outside Ghana, outside Nigeria, or outside the user's country of residence.

By using our platform, you understand that information may be transferred across borders for the purpose of delivering our services, subject to reasonable safeguards.

8. Children's Privacy

Our platform may be used by school-age students, including minors.

Where required, a parent or guardian may register the student, provide personal information, make payment, and communicate with us on the student's behalf.

We encourage parents and guardians to monitor minors' use of online learning platforms and to contact us if they believe a child's information has been provided improperly.

9. Payment Information

Tuition payments may be processed by approved third-party payment providers such as Paystack or other payment partners.

We may receive payment confirmation details such as:

- payer name
- transaction reference
- payment amount
- payment status
- payment date

We do not intentionally store full debit card or bank account details unless clearly stated and lawfully required.

10. Recordings and Online Classes

Our live classes, sessions, and learning activities may involve recordings, attendance monitoring, or academic tracking for educational and operational purposes.

Where class recordings are made available, they are intended for authorized educational use only and must not be copied, redistributed, or shared without permission.

11. Data Retention

We keep personal information only for as long as reasonably necessary to:

- provide educational services
- maintain academic and payment records
- resolve complaints or disputes
- enforce our terms and policies
- meet legal, regulatory, safeguarding, accounting, or audit requirements

When information is no longer needed, we may delete, anonymize, or securely archive it, subject to legal and operational requirements.

12. Data Security

We take reasonable administrative, technical, and organizational steps to protect personal information against unauthorized access, loss, misuse, disclosure, alteration, or destruction.

However, no internet-based platform or storage system can be guaranteed to be completely secure, and users share information at their own risk to the extent permitted by law.

13. Your Rights

Subject to applicable law, users, parents, or guardians may have the right to:

- request access to personal information
- request correction of inaccurate information
- request deletion of information in appropriate circumstances
- object to or restrict certain processing
- withdraw consent where consent is the basis of processing
- request information about how personal data is being used

To exercise any of these rights, contact us using the details in Section 17 below.

14. Cookies and Similar Technologies

Our website or platform may use cookies or similar technologies to improve functionality, security, login experience, analytics, and user experience.

Users may manage browser settings to control cookies, though some parts of the platform may not function properly if cookies are disabled.

15. Third-Party Links and Services

Our website or platform may contain links to third-party websites, tools, payment pages, or communication systems.

We are not responsible for the privacy practices of third-party services that are not controlled by us. Users should review the privacy policies of those third parties separately.

16. Changes to This Privacy Policy

We may update this Privacy Policy from time to time.

Where changes are significant, we may notify users by email, SMS, WhatsApp, dashboard notice, website notice, or other reasonable means.

Continued use of the platform after the revised Privacy Policy becomes effective means you accept the updated policy.

17. Contact Us

If you have any questions, complaints, or requests relating to this Privacy Policy or personal information, please contact us:

Email: privacy@onlineclassroomhub.com