

## PrAtiq Edu PRIVACY NOTICE & TERMS AND CONDITIONS

### Cancellation

- You must cancel your course(s) / service(s) in writing.
- Granted your course(s) / service(s) are cancelled earlier than 2 weeks prior to the start of your course, you will be refunded in full.
- Pratiq Edu reserves the right to cancel course(s) / service(s) without client's consent and will offer a full refund of unattended classes or alternative course(s) / service(s) at no extra cost.
- Pratiq Edu reserves the right to cancel course(s) / service(s) of clients who breach the code of conduct.
- In the case that a client fails to attend at least 80 % of classes unless a verifiable excuse is presented by the authorities, the right to refund is void.

### Courses

- The time of your course(s) / service(s) depends on your level and will be confirmed once you have done a placement test. Pratiq Edu reserves the right to change the timetable of courses at short notice.
- If the client's English level is not suitable for the course(s) / service(s) booked, Pratiq Edu reserves the right to move the client onto a different course(s) / service(s) or to refuse the client's admission to the school.
- Classes have a maximum size of 15 persons in the classroom; for online courses is the maximum is 10 persons.

### Services

- In the event that Pratiq Edu is unable to fulfil the client's requested services due to a problem occurring on the client's part, Pratiq is not liable to refund the service fees.

### Attendance

- Clients will only receive a certificate of attendance if their attendance meets the minimum requirement of 80% and they attain a success rate of 70%. Clients with attendance lower than 80% will not receive certificate of attendance at the end of their course(s) / service(s).

### Complaints

- All complaints are to be dealt with internally. In the case of a discomfort, please get in touch with Pratiq Edu management for the most efficient outcome. If the issue cannot be resolved by Pratiq Edu, contacting your agent, British Council, English UK or the Citizens' Advice Bureau or Callan Method Organisation might be required.

### Contact Details

- Clients are obliged to give correct and up to date contact details, including a mobile phone number and an email address. In the case of any change in contact details, the client is obliged to inform Pratiq Edu.

### Data Protection

- The information stored by Pratiq Edu is in accordance with the data protection act and GDPR legislation.
- GDPR compliance: The aim of the GDPR is to protect all clients from privacy and data breaches in an increasingly data-driven world, therefore Pratiq Edu has applied such a measure to meet new legislation.
- GDPR right to access: Part of expanded rights of data subject outlined by the GDPR is the right for data subjects. We can ensure you that none of your personal details are shared with 3<sup>rd</sup> party companies and never will be. We temporarily store only your Name, phone number, email and address entered on the contact form; all information entered are protected with SSL 256-bit encryption.

### Promotional Materials

- Pratiq Edu takes pride in their services; therefore, they might take photographs or videos for use in our promotional marketing purposes. You must inform Pratiq Edu in writing if you do not allow us to use such images.

### Discipline and Exclusions

- All Clients are required to behave with respect for their classmates, the school staff, and school property. Any Client who fails to adhere to the code of conduct may be excluded from the classroom and a complaint may be filed against them. Any complaints made against a student by any other student, member of staff, host family, or member of the public will be investigated; and if Pratiq Edu decides that an action is necessary, the student may be permanently excluded from the school.
- Any student who physically assaults, or racially or sexually harasses or abuses any other person on school premises, or any member of the student body or staff anywhere will be immediately and permanently excluded from the school and the law enforcement authorities will be informed.