

PRIVACY POLICY

1. Purpose and scope of information collection

The collection of data on Edutek's website (domain name: edutek.io) includes: email, phone number, username, login password, address of the user (member). This is the information that Edutek needs users to provide mandatory when they register to use the service and for Edutek to contact to confirm when users register to use the service on the website, to ensure the interests of consumers.

Users shall be solely responsible for the security and retention of all service usage activities under their registered name, password and email box. In addition, the User is responsible for promptly notifying Edutek of unauthorized use, abuse, breach of security or retention of registered names and passwords of third parties in order to take appropriate measures.

2. Scope of information use

Edutek's website uses the information provided by users to:

- Provide services to users.
- Send notifications about information exchange activities between users and Edutek.
- Prevent activities that destroy user accounts or fake activities of users.
- Contact and deal with users in special cases.
- Do not use personal information of users other than for confirmation and contact purposes related to transactions at Edutek.
- In case of legal requirements: Edutek is responsible for cooperating in providing personal information of users upon request from judicial agencies including: procuracy, court, police investigating related to certain law violations of customers. In addition, no one has the right to infringe on users' personal information.

3. Information storage time

The user's personal data will be stored until a cancellation request is requested or the user logs in and performs the cancellation himself. Remaining in all cases, the user's personal information will be kept confidential on Edutek's servers.

4. Address of the unit collecting and managing personal information

Edutek Company would like to introduce the legal entity information of the website:

+ Address: 3rd floor, 163 Nguyen Van Troi, Ward 11, Phu Nhuan District, Ho Chi Minh City

+ Phone: (+84) 987 232 540

+ Email: biz@edutek.io

5. Means and tools for students to access and correct their personal information

- Users have the right to self-check, update, adjust or cancel their personal information by logging into their account and editing personal information or requesting the administration of the Edutek website to do this.

- Users have the right to submit complaints about the disclosure of personal information to third parties to the administration of the Ekartek website. Upon receiving these feedbacks, Edutek will confirm the information, be responsible for answering the reason and guiding users to restore and secure the information.

6. Commitment to protecting students' personal information

- Users' personal information on Edutek's website is committed to absolute confidentiality by Edutek in accordance with Edutek's personal information protection policy. The collection and use of each user's information is only done with the consent of that user, unless otherwise provided for by law.

- Do not use, transfer, provide or disclose personal information of users to third parties without consent from users.

- In case the information server is attacked resulting in the loss of users' personal data, Edutek's website will be responsible for notifying the incident to the authorities for timely investigation and handling and notifying users.

- Absolute confidentiality of all online transaction information of users, including accounting invoice information, digital documents, at Edutek's level 1 secure central data area.

- In case the information server is attacked resulting in the loss of users' personal data, Edutek's website will be responsible for notifying the incident to the authorities for timely investigation and handling and notifying users.

7. People or organizations that may have access to information:

Edutek's business does not include the sale of customer information to third parties. Edutek only provides customer information to the parties listed below to ensure the interests of customers in accordance with the privacy commitments on the edutek.io website:

+ Partners who sign contracts to perform part of services for Edutek (eg: partners providing online payment services...). These partners will receive the information according to the contractual agreement (which may be part or all of the information depending on the terms of the Agreement) to support users to use the services provided by Edutek.

+ State agencies upon request: Edutek will provide customer information to competent state agencies upon request from those agencies.

8. Mechanism for receiving and resolving consumer complaints related to the misuse of personal information for the notified purposes or scope:

When consumers discover that their personal information on the website edutek.io misused or outside the scope of information use, consumers can submit complaints to Edutek in the following ways:

- Call Hotline: (+84) 987 232 540;
- Email the complaint to: biz@edutek.io;
- Send a written complaint to the address: 3rd Floor, 163 Nguyen Van Troi, Ward 11, Phu Nhuan District, Ho Chi Minh City.

The time limit for Edutek to process complaints related to customers' personal information is 03 (three) working days from the date of receipt of customer complaints.

In all cases, Edutek upholds measures to negotiate and mediate with customers to agree and take measures to settle and handle complaints.

In case the two parties fail to reach the desired agreement leading to unsuccessful negotiation or conciliation, either party has the right to bring the case to a competent people's court for settlement in accordance with law.