

Privacy Policy

This Privacy Policy applies to Gram Tarang Technical Vocational Education and Training Private Limited and any of its affiliated entities or service providers acting on its behalf. This Privacy Policy should be read in conjunction with our Terms of Use, as applicable to the Platform.

This Privacy Policy is in compliance with the Information Technology Act, 2000 and the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011 (collectively, "Applicable Laws"). It outlines how we handle, process, and protect your personal information. By accessing or using our Platform, you agree to the terms of this Privacy Policy and consent to the collection, use, processing, storage, disclosure, and transfer of your personal data as described herein. If you do not agree to any or all of these terms, you may write to us at [Insert email] or discontinue using the Platform.

This Privacy Policy describes how Gram Tarang Technical Vocational Education and Training Private Limited ("Lernern", "we", "our", or "us") collects, uses, discloses, and protects the personal information of its users ("you", "your", or "user") through our website, applications, and other related services (collectively, the "Platform"). We are committed to ensuring that your privacy is protected in accordance with applicable laws and regulations in India.

Your Consent

Your access and use of the Lernern Platform, including registration, content interaction, and submission of any personal or academic information, is **subject to your acceptance of this Privacy Policy**. This policy applies to **all users** of the website, mobile application, and associated services.

By providing your consent to this Privacy Policy, you acknowledge and agree that you may:

- Access and browse the Lernern Platform
- Register for educational programs or offerings listed on the Platform
- Submit information and documents (including personal and educational details)
- Use the learning, assessment, and support features made available by Lernern

Communication Consent

As a registered user, you consent to receiving **routine communications** from Lernern, including:

- Administrative updates and service notifications
- Emails, SMS, push notifications, and in-app messages
- Phone calls or WhatsApp messages as needed for service delivery, support, or feedback

While we prefer to communicate via email or SMS, you agree that Lernern may use **any appropriate channel of communication** based on your registered details and the nature of services opted for by you.

Promotional Communication

By registering with Lernern, you also consent to receiving **periodic promotional messages** (via SMS, email, WhatsApp, etc.) that may include:

- Program updates
- Course offerings
- Events and learning resources
- Notifications tailored to your interests

If you do not wish to receive such promotional communications, you may **opt out** at any time by:

- Clicking the “unsubscribe” link in our emails,
- Replying with “STOP” on SMS or WhatsApp, or
- Writing to us at <https://lernern.com>

User Responsibility

You are responsible for providing **accurate and up-to-date information** during registration and usage. This ensures effective communication and a seamless experience. We are **not liable** for any service disruptions caused by inaccurate or outdated user details.

Withdrawal of Consent & Data Control

If at any point you wish to:

- Access, update, modify, or delete your personal data,
- Withdraw consent for the processing of your personal information, or
- Stop using services that require consent,

You may do so by writing to us at <https://lernern.com>. Upon withdrawal of consent, Lernern reserves the right to **discontinue access** to features or services where consent is a prerequisite.

Information We Collect

“**Personal Information**” means any information that relates to an individual which, directly or indirectly, can identify them when combined with other data.

“**Sensitive Personal Information**” includes details such as financial information, device identifiers, passwords, health data, or other data defined under applicable laws.

Category	Type of Information Collected	Purpose of Use
1.1 Identity & Demographic	Full name, date of birth, gender, father’s name, mother’s name	For profile creation, verification, personalization, eligibility checks
1.2 Contact Information	Mobile number, email address, city, state, general location, address (if provided)	For communication, sending updates, administrative messages, customer support, regional content customization
1.3 Educational Information	Academic background, institution name, qualifications, certificates or mark sheets uploaded	To determine course eligibility, academic progress mapping, issuing certificates, and learning support
1.4 Technical & Usage Data	IP address, browser type/version, device ID, OS type, login time, app usage pattern, courses accessed, progress made, test scores	For platform optimization, personalized recommendations, usage analytics, fraud detection
1.5 Communication Data	Support messages, chat logs, feedback forms, queries submitted via email, phone, chat, or WhatsApp	To resolve user queries, maintain service records, quality monitoring of communication
1.6 Cookies & Tracking	Cookie ID, session ID, device identifiers, referral source, time spent on pages, content interactions, browser settings, crash logs	For website analytics, tracking user behavior, and improving UI/UX experience

1.7 Payment & Transaction Data	Mode of payment (UPI, card, wallet), issuing bank/payment provider name, transaction date, amount, payment status (<i>note: no sensitive card info is stored</i>)	For processing transactions, confirming course access, resolving payment issues
1.8 Device Permissions	Location data (if permitted), uploaded documents or photos	For location-based personalization, content access restrictions, or document verification (where applicable)

Device Data, Optional Information & Disclaimers

- **Device Access and Permissions**

We may request access to certain features of your device (such as location services, storage, or camera) to enable specific functionality within the Platform. These permissions are requested **only with your explicit consent** and in compliance with applicable laws. You may modify or withdraw such permissions through your device settings at any time.

- **Non-Personal and Aggregated Data**

Lernern may collect, use, and process non-personal data or aggregated information such as statistical trends, usage behaviour, or anonymized performance data. This information does not directly identify any individual and is used for service optimization, research, and analytics purposes.

- **Call and Support Logs**

We may maintain records of telephone calls or communication made to or from our support personnel for training, dispute resolution, and service monitoring purposes.

- **Children and Minor Data Disclaimer**

Our Platform is accessible to users of all ages, including minors. We assume that any information uploaded by a user below the age of 18 is provided **with the consent of a parent or legal guardian**. We do not knowingly collect personal data from children in violation of applicable laws. If such data is found to be submitted without valid consent, it will be removed upon verification and request.

- **Handling of Sensitive Personal Information**

In cases where we collect Sensitive Personal Information — such as documents for identity verification or payment-related details — we ensure that it is handled with the **highest standard of confidentiality**, in accordance with this Privacy Policy and all applicable Indian laws. Sensitive data is only accessed on a “need-to-know” basis by authorized personnel.

- **Optional Personal Information**

We may occasionally request additional personal data to offer enhanced personalization, recommendations, or service-related improvements. Submission of such optional data is entirely voluntary and processed in line with this Privacy Policy.

- **Accuracy and Authenticity of User Data**

You are solely responsible for the **accuracy, completeness, and validity** of the information you provide on the Platform. Lernern shall not be liable for any issues arising out of incorrect or outdated user data. If at any point it is discovered that the information submitted is false, misleading, or incomplete, Lernern reserves the right to **suspend or restrict your access** to the Platform and related services.

- **Security Assurance and Limitations**

Lernern employs industry-standard security protocols to protect your data against unauthorized access, disclosure, or misuse. While we take all reasonable steps to safeguard information, you acknowledge that **no system can be fully immune to breaches** due to inherent limitations of internet-based data transmission.

We are committed to maintaining robust security standards and will continuously enhance our systems to protect your data as per evolving best practices.

Data Retention and Deletion

Lernern retains your Personal Information, including any Sensitive Personal Information, **only for as long as necessary** to fulfil the purposes for which it was collected, or as otherwise permitted by applicable laws in India.

Our data retention periods are determined based on:

- Legal, regulatory, contractual, or statutory requirements
- Internal operational needs such as fraud prevention, auditing, or compliance
- Business continuity, support, and dispute

resolution needs Upon receiving a **valid data deletion**

request, we will:

- Securely archive your data for an additional period of **six (6) months** to address any residual legal, regulatory, or technical obligations
- Permanently delete or anonymize your data after this retention window, unless an extension is legally warranted

We may continue to retain non-personal or anonymized data for analytics and research purposes beyond this period.

Data Security Policy

Lernern is committed to maintaining the **privacy, confidentiality, and integrity** of your personal information. We implement **reasonable security practices and procedures**, as mandated by the Information Technology Act, 2000 and related rules, to protect your data from:

- Unauthorized access or disclosure
- Unlawful alteration or misuse
- Accidental loss or destruction

Our security measures include:

- Use of secure cloud-based servers with firewall protection

- Transport Layer Security (TLS) encryption for data transmission
- Multi-level access controls for internal personnel
- Regular audits, access logging, and data minimization practices
- Confidentiality agreements for all authorized personnel handling data

Infrastructure:

Your personal information may be stored on **cloud infrastructure such as AWS, Google Cloud Platform, or equivalent**, located in India or other jurisdictions with adequate data protection standards. We ensure that our service providers adhere to strict security practices and confidentiality obligations.

Disclaimer & Shared Responsibility

While we strive to use commercially acceptable means to protect your information, **no method of transmission over the internet or method of electronic storage is 100% secure**. Therefore, we cannot guarantee absolute security.

You are encouraged to take precautions to safeguard your own data, including:

- Using strong, unique passwords
- Logging out after sessions on shared devices
- Avoiding sharing personal information with unverified parties

Lernern disclaims liability for any **intercepted, altered, or misused information** caused by external attacks or factors beyond our control, unless proven to be due to gross negligence.

User Responsibility

Any **unauthorized access to Lernern's systems, APIs, dashboards, or data flows** is strictly prohibited. Any user, entity, or third party accessing our backend or secure environment without explicit authorization will be considered in breach of our Privacy Policy and Terms of Use, and we reserve the right to take **legal action** including suspension, reporting to authorities, and termination of services.

Cookies and Tracking Technologies

Lernern collects certain information about your interactions with the Platform, including your activity history, device usage, and browsing patterns. This includes:

- Pages visited, search queries, course interactions
- IP address (which may indicate your approximate location)
- Device type, browser information, and operating system
- Session time, traffic source, and response times. This data is collected using technologies such as:
 - **Cookies** (small text files stored on your device)
 - Web beacons and pixels
 - Server-side logs and app analytics tools. These tools help us:
 - Monitor and improve platform performance
 - Understand user behaviour
 - Personalize your experience
 - Conduct internal research and development

We may also permit **third-party service providers or advertisers** to place unique cookies in your browser to analyse visits or serve content or communications. However, **we do not store personally identifiable information in cookies**, and all cookie data is processed in compliance with applicable data protection laws.

You can control or disable cookies through your browser settings. However, disabling cookies may affect certain features or functionalities of the Platform.

Privacy of Children and Minors

Lernern's services are designed for users of all ages, including minors. However:

- We do **not knowingly collect personally identifiable information from users under the age of 13** without verified parental or guardian consent.
- If a parent or guardian becomes aware that their child has provided us with personal information without their consent, they should contact us immediately.
- Upon receiving a valid request, we will delete such data from our records.

By using our Platform, it is **assumed that any minor user has obtained the necessary parental or guardian consent** as required under applicable laws.

Amendment of Privacy Policy

Lernern reserves the right to **modify, update, or revise this Privacy Policy at any time**, with or without prior notice, to reflect changes in legal requirements, technology, or business practices.

- The updated version will be posted on this page with a revised “Effective Date”.
- We recommend reviewing this policy periodically to remain informed about how your data is handled.
- If you do not agree with the revised terms, you may withdraw your consent and discontinue using the Platform by writing to our support team.

By continuing to use the Platform after any updates, you **agree to the revised Privacy Policy** and consent to its terms.

Governing Law and Jurisdiction

This Privacy Policy shall be governed by and construed in accordance with the **laws of India**.

- Any disputes arising under or in relation to this Privacy Policy shall first be attempted to be resolved through mutual discussion.
- In the event of failure to resolve, the matter shall be referred to a **sole arbitrator**, appointed under the **Arbitration and Conciliation Act, 1996**.
- The **language of arbitration shall be English**, and the **seat of arbitration shall be Delhi, India**.
- Subject to the above, courts located in **Delhi** shall have exclusive jurisdiction.

Grievance Officer

If you have any questions or concerns about this Privacy Policy or our data practices, you may contact us at:

Gram Tarang Technical Vocational Education and Training Pvt. Ltd.

Website: <https://lernern.com>

Location: Delhi, India