

Privacy Policy

Last updated 8/9/2023

This Privacy Policy is designed to help you understand how Spanish Tutoring & Translation by Ivy, LLC collects, transmits, and stores information about our Users. The term “you” or “You” or “User” or “Users” shall refer to Students, or any person or entity who views, uses, accesses, browses, or submits any content or material to the Service (defined below). This Privacy Policy is not a contract and does not create any legal rights. Providing your information is voluntary and your use of the Service (defined below) after the effective date of this document constitutes your acceptance of this Privacy Policy. If you do not agree to all the terms and conditions of this Privacy Policy, do not use the Service.

What type of information do we collect?

Information you provide to us

This Privacy Policy applies only to information we collect via the website www.tutoringbyivy.com (“Site”), online and mobile applications (“Apps”) (the Site and Apps collectively referred to as, the “Service”), email, telephone, electronic devices, and other interactive services. In order to help you get the most out of our service, we collect User submitted personally identifiable information (“PII”) when you use the Service. For example, we may collect information you provide when you create an account. Such information may include your name, address, password, zip code, email address, and phone number for communication purposes. Information may be submitted to the Site or Apps or via telephone or email when communicating with Spanish Tutoring & Translation by Ivy, LLC. For students and parents, we may collect information related to your documentation of and payment for tutoring sessions; tutoring questions related to homework or your studies; teacher feedback of a student (once the parent provides consent for submission); and content you upload for the purposes of transmitting it to another user or for public display on the Site or Apps. We use Wix as our website builder, which offers around-the-clock-monitoring and uses the strongest encryption standard commercially available to safeguard businesses and their clients online. Supported by anti-fraud protection, sites are also compliant with the highest Payment Card Industry Data Standards. Therefore, our business, which runs on the platform, receives enterprise-grade security managed by experts.

Information we collect automatically

We also gather non-PII when you use the Service, including type of browser you use, access time, pages viewed, your IP address; and we collect information about the computer or mobile device you use to access the Service, including without limitation operating system and unique device identifiers and mobile network information. This data is used to better understand and enhance the user experience on the Site. Spanish Tutoring & Translation by Ivy, LLC may publish these statistics or share them with third

parties without including PII. Some browsers allow you to indicate that you would not like your online activities tracked, using “Do Not Track” indicators (“DNT Indicators”).

Information we collect for payment processing

In compliance with Connecticut Data Privacy Act ("CTDPA"), which took effect on July 1, 2023, Wix as our data "processor" and payments processing service provider collects the information on our behalf solely to securely process the payments. Your payment information, (such as credit card and contact information) is secured and protected through Wix services.

Your right to have your data information deleted

You have the right to request that your data be deleted at any time. Please contact us should you wish to do so. You may contact us at tutoringbyivy@gmail.com to request that we remove this information.

We may use your personal information to:

- provide you with and personalize our products and services;
- create and manage your account, process your orders, and provide you customer service;
- maintain our internal records and otherwise manage our business;
- send you newsletters and advertisements and otherwise correspond with you about products, services, events, and other organizations that we think may interest you or, if an organizational customer arranged for your participation in our programs, send you newsletters and otherwise correspond with you about our products, services, and events that we think may interest you;
- ask for your reviews and testimonials and send you surveys and questionnaires;
- administer sweepstakes and other promotions;
- develop and display content and advertising tailored to your interests on our Site and other sites, provide our advertisements to you when you visit other sites, and analyze the effectiveness of our advertisements or, if an organizational customer arranged for your participation in our programs, develop and display content tailored to your interests on our Site;
- perform research and analysis about your use of or interest in our products and services, the products or services offered by others, and our Site, and develop new products and services (unless an organizational customer arranged for your participation in our programs);
- detect, prevent, or investigate illegal activity or misuse of our products or services and enforce our legal rights; and
- perform functions as otherwise described to you at the time of collection.

We may use non-personal information for any lawful purpose.

Using Caution when Sharing Information with Others

When you contribute in a group tutoring session setting, we recommend that you do not provide any sensitive information to others in the session, including your full name, home address, phone number, financial information or any other information that would enable other users to locate you or contact you.

Your choices to withdraw your consent

Spanish Tutoring & Translation by Ivy, LLC may send you email communications periodically detailing new features or promotions on the Site. You may unsubscribe from these messages by using the link at the bottom of the email. We may also send you email messages about the status of your account, or any notices as required by law. You may not opt-out of receiving these administrative emails so long as you continue to use this voluntary service. If you wish to terminate your account, please contact us.

Referrals

If you choose to refer our Service, we will ask you for your referral's email address and contact your referral. Your referral may contact us at tutoringbyivy@gmail.com to request that we remove this information from our database.

For Parents of Children under the Age of 13

For any user under the age of 13 whose personal information we collect, we must have permission from such user's parent or legal guardian (obtained by the user's school or provided by the user's school on behalf of the user's parent or legal guardian if the user is using our program through the user's school or obtained by us) before we collect or use any personal information of such user on the Site. You are welcome to contact us at tutoringbyivy@gmail.com to review any personal information we have collected about your child. You may request that we delete this information or specify that we collect no more of your child's information. We will need to verify the identity of anyone requesting information about a child under the age of 13 to ensure that the person is in fact the child's parent or legal guardian. We do not correspond with users under the age of 13 about products, services, and events of other organizations. All contact, including tutoring sessions, between a tutor and any minor, should, of course, take place only in a supervised setting. Supervision is the responsibility of the parent.

Law enforcement, legal requests, and business transfers

Spanish Tutoring & Translation by Ivy, LLC may disclose personal information when we believe such action is necessary to comply with the law or enforce or apply our Terms of Service. In the event of a change in control of Spanish Tutoring & Translation by Ivy, LLC business, personal information may be exchanged as part of a merger, sale, or other business transfer. If such a transfer makes a material change to this Privacy Policy, we will notify you of any changes. We may also disclose or otherwise allow access to any

categories of your Personal Information described in this Privacy Policy pursuant to a legal request, such as a subpoena, legal proceedings, search warrant or court order, or in compliance with applicable laws, if we have a good faith belief that the law requires us to do so, with or without notice to you.

Your California Privacy Rights

California law permits users who are California residents the:

Right to Correct Inaccurate Information

When you exercise your right to access information and the information provided is inaccurate, you can request that Spanish Tutoring & Translation by Ivy, LLC correct that information. We are then required to use commercially reasonable efforts to correct that information if it receives a verifiable consumer request (some exceptions apply).

Right to Have Personal Information Collected Subject to Data Minimization and Purpose Limitations

Spanish Tutoring & Translation by Ivy, LLC is required to minimize use, retention and sharing of personal information to what is reasonably necessary and proportionate to achieve the purposes for which the information was collected.

Right to Receive Notice from Businesses Planning on Using Sensitive Personal Information and Ask Them to Stop

Spanish Tutoring & Translation by Ivy, LLC is required to give people special notice if we plan to collect or use any sensitive personal information, and a person can ask us to stop selling, sharing and using it. This type of information includes

- information revealing a social security, driver's license, state ID card or passport number
- account log-in, financial account, debit card or credit card number in combination with the access code, password or credentials to them
- precise geolocation
- racial or ethnic origin, religious or philosophical beliefs, or union membership
- contents of mail, email and text messages
- genetic data
- biometric information for the purpose of identifying someone
- information collected and analyzed concerning a person's health, sex life or sexual orientation

You may also request and obtain from us once a year, free of charge, a list of the third parties to whom we have disclosed their personal information (if any) for their direct

marketing purposes in the prior calendar year, as well as the type of personal information, disclosed to those parties. If you are a California resident and would like to request this information, please submit your request in an email to tutoringbyivy@gmail.com.

Privacy policy updates

Spanish Tutoring & Translation by Ivy, LLC reserves the right to change this Privacy Policy, from time to time, due to modifications to the Site's features and functionality. We will post any changes here and indicate the new effective date of the Privacy Policy at the top of the document. We encourage you to review the Privacy Policy for any updates while you are an active User of the Site.

Users Outside the United States

As per Wix's Privacy Policy, "Users' and Users-of-Users' Personal Information may be stored in data centers located in the United States of America, Ireland, and Israel. Wix may use other jurisdictions as necessary for the proper delivery of their Services and/or as may be required by law."

"Wix.com Ltd. is based in Israel, which is considered by the European Commission to be offering an adequate level of protection for the Personal Information of EU Member State residents."

Privacy Shield Certification

Wix and its affiliates, including DeviantArt Inc., participates in, and has certified its compliance with, the EU-U.S. Privacy Shield Framework and the Swiss-U.S. Privacy Shield Framework. To learn more about the Privacy Shield Framework, visit the U.S. Department of Commerce's Privacy Shield List, [here](#).

How do we use cookies and other tracking tools?

We and our Third-Party Service Providers use cookies and other similar technologies ("Cookies") in order for us to provide our Service and ensure that it performs properly, to analyze our performance and marketing activities, and to personalize your experience.

You can learn more about how we use cookies and similar technologies and how you can exercise control over them in the Wix [Cookie Policy](#).

Please note that we do not change our practices in response to a "Do Not Track" signal in the HTTP header from a browser or mobile application, however, most browsers allow you to control cookies, including whether or not to accept them and how to remove them. You may set most browsers to notify you if you receive a cookie, or you may choose to block cookies with your browser.

Questions and contact information

Questions regarding this Privacy Policy should be directed to tutoringbyivy@gmail.com.

If you have any questions or concerns about our collection, use or disclosure of Personal Information, or if you believe that we have not complied with this Privacy Policy or applicable data protection laws, please contact us – our details are set out at the end of this Privacy Policy.

Spanish Tutoring & Translation by Ivy, LLC will investigate the complaint and determine whether a breach has occurred and what action, if any, to take. We take every privacy complaint seriously and will make all reasonable efforts to resolve your complaint promptly and in accordance with applicable law.

You can file a complaint with your local supervisory authority for data protection at any time, however we recommend that you contact us first so we can try to resolve it.

You may reach us at tutoringbyivy@gmail.com or by mail at:

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