Suburani Student Privacy Policy – Individual account users

Particular care has been taken to ensure that we gather as little identifiable information about students as possible. Keeping students' personal information safe is a priority. This Student Privacy Policy explains what personal information we collect about students who have individual accounts on Suburani.com and how we use this information.

1. How does Suburani handle student information?

We only store data which is necessary to operate the e-learning service.
We do not share or sell students' personal information.
We do not have advertising on our platform and do not disclose any information for targeted advertising.

2. What personally identifiable information or data is collected?

- Student email address
- Student password
- Student progress data
- Persistent identifier
- Email address of parent/guardian (if the student user is under 16)

All accounts must be associated with an email address to authenticate the user on the site and allow them to reset their password. Users under 16 years old are not permitted to purchase an individual account on Suburani.com, instead a parent or guardian must purchase the account and then reassign the account to the student. In this case both the student's and the parent/guardian's email address are stored in our system. The sole use of the student email address is to allow users to reset their password. We do not contact the student user with this email address. We will contact the parent/guardian only to notify them of the data that is collected on Suburani.com and their data rights.

We also use a persistent identifier to authenticate that the student has a current user account for Suburani.com and to log activity and progress data from interactive exercises. This is a string of 28 numerical and alphabetical characters.

3. How does the Suburani software use this personal information?

To allow students to log in and monitor their progress as they engage with the interactive exercises.

To allow students to reset their password.

4. What measures do we take to protect the personal information that we collect?

We are committed to ensuring that personal information is held securely. To prevent unauthorized access or disclosure, we have put in place suitable physical, electronic, and managerial procedures to safeguard and secure the information we collect online.

5. What are our data retention and deletion policies for students' personal information?

At their request parents or guardians can review, amend, and have deleted the student personal information collected on Suburani.com. Please email us at contact@hands-up-education.org.

We delete inactive student accounts, and all associated personal information, six months after their expiry date, unless otherwise requested.

6. Changes to our privacy policy

We keep this privacy notice under review to make sure it is up to date and accurate. The most recent version of this document can be found at: https://hands-up-education.org/student-privacy-indiv_uk.pdf

You can also see our full Privacy Policy here: https://hands-up-education.org/privacy.html

If you have any questions please email us at contact@hands-up-education.org.