Privacy Policy, GDPR Permissions and Marketing Permissions

Prepared for Al Quran Institute Academy

Version 1.0 | October 2026

Part 1 - Website Privacy Policy

Last updated: 21 October 2026

1. Who we are

- Al Quran Institute Academy ("we", "us" or "our") provides online Quran, Tajweed, Arabic and Islamic Studies education for children and adults, including personalized one-to-one and group learning.
- For data-protection purposes, the controller is Al-Quran Institute Academy.
- Privacy contact: alquraninstitute.academy@gmail.com.

2. Scope of this policy

- This policy explains how we collect and use personal information when you visit our website, make an inquiry, book a trial lesson, enroll yourself or a child, attend online lessons, make payment, communicate with us or choose to receive marketing.
- If you provide information about a child, you confirm that you are the child's parent, guardian or otherwise authorized to provide the information.

3. Personal information we collect

- Identity and contact details, such as names, parent or guardian details, email address, telephone number, country, time zone and preferred contact method.
- Learner and enrolment details, such as age or age range, current learning level, selected programme, learning goals, preferred teacher, availability, attendance and progress information.
- Communication, including enquiries, support requests, feedback and messages exchanged with our team or teachers.
- Payment and transaction information. Card details should be processed by customers' payment providers and Al-Quran Institute Academy should not retain full payment-card details.
- Technical and website information, such as IP address, browser, device information, pages viewed and cookie preferences, where collected by the website or analytics tools.
- Online lesson information, such as meeting links, attendance, teaching notes and, only where specifically notified and permitted, lesson recordings.
- Marketing preferences, consent records and unsubscribe or objection requests.

4. How we collect information

- Directly from you through website forms, email, telephone, messaging services, trial bookings, enrolment and lessons.
- From a parent or guardian where the learner is a child.
- Automatically through essential cookies and, where you consent, analytics or advertising technologies.
- From service providers that support bookings, payments, video lessons, email delivery, website hosting or customer administration.

5. Why we use your information and our lawful bases

Purpose	Typical information	Lawful basis
Respond to enquiries and arrange trial lessons	Contact and learner details	Steps requested before entering into a contract; legitimate interests where appropriate
Provide lessons and manage enrolment	Identity, learner, attendance, progress and communication details	Contract; legitimate interests for effective administration
Manage payments and accounting	Contact and transaction details	Contract; legal obligation
Send service messages	Contact, booking and enrolment details	Contract or legitimate interests. Service messages are not marketing
Send direct marketing	Contact details and preferences	Consent, or another lawful basis only where legally permitted and documented
Handle legal claims and regulatory requirements	Relevant account, payment and communication information	Legal obligation; legitimate interests

Where we rely on legitimate interests, we will consider whether the use is necessary and proportionate and whether your rights override our interests. You may object to processing based on legitimate interests. You may always object to direct marketing.

6. Children's information

- Our services are offered to children and adults. A parent or guardian should complete registration and provide permission for a child unless we have established another lawful and age-appropriate process.
- We aim to collect only the information needed to provide and safeguard the learning service. We do not use a child's information for behavioral advertising.
- We will not record a child's lesson merely because technology permits recording. Where recording is proposed, we will explain the purpose, access, retention and choices and obtain any permission required before recording starts.

7. Special category information

- Please do not submit sensitive personal information unless it is necessary for us to support the learner. If you voluntarily provide health, disability, religious or other special-category information, we will identify appropriate lawful conditions and restrict access. Because the courses are religious in nature, programme choice alone should not be used to make unrelated assumptions about a person.

8. Sharing personal information

- We may share information with authorized staff and teachers, and with vetted providers supporting website hosting, video lessons, scheduling, communications, payments, cloud storage, security and professional advice.
- We may disclose information required by law, to protect rights. We do not sell personal information.

9. International transfers

- Our learners and service providers may be in different countries. If personal information is transferred outside the United Kingdom or Egypt, we will use an approved transfer mechanism and supplementary safeguards where required.

10. Retention

- We keep information only for as long as needed for the purpose collected, including teaching administration, safeguarding, tax, accounting, dispute resolution and legal requirements.

11. Security

- We use proportionate organizational and technical measures to protect personal information, including access controls, secure accounts, staff guidance, supplier controls and incident management. No internet service can guarantee absolute security.

12. Your data-protection rights

- Depending on the circumstances, you may ask us for access to your information, correction, deletion, restriction, portability, or object to processing. Where processing depends on consent, you may withdraw consent at any time without affecting earlier lawful processing.
- To exercise a right, contact alquraninstitute.academy@gmail.com. We may need to verify your identity.

13. Marketing choices

- You can stop marketing at any time by contacting alquraninstitute.academy@gmail.com. We may keep a minimal suppression record so that we remember not to market to you.
- Withdrawing marketing consent does not stop necessary service communications about enquiries, bookings, payments, lessons, security or changes to terms.

14. Cookies and similar technologies

- Essential cookies may be used where necessary for the website to function. Optional analytics, personalization or advertising technologies should not be activated until the visitor has made an appropriate choice through the cookie banner.

15. Changes and contact

- We may update this policy when our services, suppliers or legal obligations change. The latest version should be posted on the website with its effective date.
- Questions or requests: alquraninstitute.academy@gmail.com.