

Valdo Academics SRL Privacy Policy

Last updated 8th October 2024

As a private tuition agency providing clients with a high standard of academic tuition, mentoring and education consultancy services, effective customer service is paramount to the way Valdo Academics SRL works. At the forefront of our operation is the highest respect for your privacy, personal data, and any other information we require to provide the services you need. Valdo Academics SRL stores, manages, uses and disposes of your data in accordance with the laws in ITALY, and EU directives that ITALY is a signatory to, and your requests. The following privacy notice outlines how Valdo Academics SRL collects, uses, processes, shares and secures your personal information.

This privacy policy applies to you if you attend our events, or use our products or services online, over the phone, or interacting with us on social media. This policy gives effect to our commitment to protect your personal information.

Our Privacy Policy is split up into the following sections:

1. [Who are we?](#)
2. [What are your data protection rights?](#)
3. [Information we collect from you](#)
4. [How we use your information](#)
5. [How do we store your data? How long do we store it for?](#)
6. [Keeping you informed about our products and services](#)
7. [Information Sharing](#)
8. [Our website and cookies](#)
 - o [Cookies](#)
 - o [How do we use cookies?](#)
 - o [What types of cookies do we use?](#)
 - o [How to manage cookies](#)
 - o [Google Analytics](#)
 - o [External Links](#)
9. [Social Media Platforms](#)
10. [Access and Correction of your personal information](#)
11. [Right to stop or limit our processing of your data](#)
12. [Complaints](#)
13. [Privacy policies of other websites](#)
14. [Changes to our privacy policy](#)
15. [How to contact us](#)
16. [How to contact the authorities](#)

1. Who are we?

When we say 'we' or 'us' in this policy, we're generally referring to
VALDO ACADEMICS SRL
Srl Unipersonale Capitale sociale Euro 10.000 i.v.
Sede legale Piazza Galileo Galilei, 15
09128 Cagliari P.Iva 03967010921
CF 03967010921

2. What are your data protection rights?

Valdo Academics SRL would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access – You have the right to request Valdo Academics SRL for copies of your personal data. We may charge you a small fee for this service.

The right to rectification – You have the right to request that Valdo Academics SRL correct any information you believe is inaccurate. You also have the right to request Valdo Academics SRL to complete the information you believe is incomplete.

The right to erasure – You have the right to request that Valdo Academics SRL erase your personal data, under certain conditions.

The right to restrict processing – You have the right to request that Valdo Academics SRL restrict the processing of your personal data, under certain conditions.

The right to object to processing – You have the right to object to Valdo Academics SRL's processing of your personal data, under certain conditions.

The right to data portability – You have the right to request that Valdo Academics SRL transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email: info@valdoacademics.com

3. Information we collect from you

We collect information directly from you when you choose to participate in our offers and programs, subscribe, call or email us, or otherwise provide information directly with us. The following are examples of information we collect directly from you:

- For parents and guardians:
 - Name and surname
 - Email address
 - Telephone number
 - Address
 - Your relationship to the student we are teaching (i.e. if you are the parent or guardian)
 - The need we must fulfill ("the assignment details")
- For students:
 - Name and surname
 - Telephone number
 - Information about your education history
 - Information about your education preferences
 - School
 - Graduation year
- For tutors:
 - Name and surname
 - Photograph
 - Email address
 - Telephone number
 - Date of birth
 - Address and proof of residence
 - Country of tax residence
 - Other information you choose to make available for parents and students
 - Bank account details so that we can pay into your account

4. How we use your information

CLIENTS AND STUDENTS:

- We will then use your personal information to set up an account on our trusted partner platform, [Tutorcruncher](#), as well as on our company's [G-Suite](#).
- If you get in touch with an enquiry, we will utilise the software [Calendly](#) to organise a call with one of our or experts.
- We may create a [whatsapp](#) group, if you are already on whatsapp
- You will receive a tutor pitch on the Whatsapp group when that happens, and if you agree to proceed under the conditions outlined in the pitch, you will be connected both via Tutorcruncher (for the purpose of keeping track of lessons and paying for classes) and via Whatsapp (to simplify communication) with the tutor.
- From time to time we may also share personal data, with your consent, with third parties, such as your school, so that we may best serve your needs.
- Other than sharing information as outlined in this policy, we will keep your personal information confidential and not pass it on to any 3rd parties, save for our trusted payment partners as detailed in this policy, unless we are required to do so by law.
- Inbound Payment – For credit and debit card payments, Valdo Academics SRL uses the [Stripe](#) payment system. Payment details processed on Stripe are not saved on Valdo Academics SRL devices or systems.

TUTORS

- When you apply, you will register on [Tutorcruncher](#), where you will submit your personal information. This will be reviewed, and an interview will be held and recorded. The recording will be held on our [G-Suite](#), where it will be reviewed by a senior team for the purposes of assessing your application.
- If you are approved, we will create a [Whatsapp Group](#), if you are already on Whatsapp.
- We will pass on your contact details to clients for jobs that you have applied for or for jobs that you have expressed an interest in. Other than sharing information with our clients on the basis outlined above we will keep your personal information confident and not pass it on to any 3rd parties unless we are required to do so by law.
- For tutors to be paid, tutor information retained for payment is securely stored and password protected with 2-factor authentication. We may utilise [Wise](#) to make payments, or our bank, [Unicredit](#)..

5. How do we store your data? How long do we store it for?

- Valdo Academics securely stores personal data the following data on [Tutorcruncher](#) Valdo Academics will keep this data as long as we are working with you. If we do not work with you for 3 years, we will delete your data by permanently deleting the tutorcruncher account.
- Valdo Academics also securely stores your data on the [Google cloud, G-Suite](#), and on its internal project management software, [Slack](#). Both are password protected with 2-factor authentication Valdo Academics will keep this data as long as we are working with you. If we do not work with you for 3 years, we will delete your data.
- Third party software processors: We use third party software as part of our operations, such as API integration tools like [Zapier](#), or accounting software such as [Xero](#). These third party providers are subject to at least an equivalent degree of confidentiality and data security as we maintain and any personal data that may be processed by or through such third party providers is only as is reasonably necessary in accordance with this Policy.

6. Keeping you informed about our products and services

We would like to tell you about the great offers, ideas, products and services of Valdo Academics SRL from time to time that we think you might be interested in. Where you have consented to us doing so, we may do this through the post, by email, text message, online, using social media, push notifications via apps, or by any other electronic means.

We won't send you marketing messages if you tell us not to but we will still need to send you occasional service-related messages (such as ticket confirmation or payment processing). If you wish to amend your marketing preferences please contact us (see details below).

7. Information Sharing

Asides from the processes described in this privacy policy in section [4. How we use your information](#), we will not share your information with third parties.

8. Our website and cookies

Our website (www.valdoacademics.it) takes a proactive approach to user privacy and ensures the necessary steps are taken to protect the privacy of its users throughout their visiting experience

Cookies

Cookies are text files placed on your computer to collect standard Internet log information and visitor behavior information. When you visit our websites, we may collect information from you automatically through cookies or similar technology. For further information, visit allaboutcookies.org.

How do we use cookies?

Valdo Academics SRL uses cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in
- Understanding how you use our website

What types of cookies do we use?

There are a number of different types of cookies, however, our website uses:

- **Functionality** – Valdo Academics SRL uses these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.
- **Advertising** – Valdo Academics SRL uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address. Valdo Academics SRL sometimes shares some limited aspects of this data with third parties for advertising purposes. We may also share online data collected through cookies with our advertising partners. This means that when you visit another website, you may be shown advertising based on your browsing patterns on our website.

How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser (allaboutcookies.org).

Google Analytics

We have implemented Google Analytics features based on Display Advertising (Google Analytics Demographics and Interest Reporting). You can opt-out of Google Analytics for Display Advertising and customize Google Display Network ads using the Ads Settings. In addition, you can use the Google Analytics Opt-Out Browser Add-on to disable tracking by Google Analytics. We will use the data provided by Google Analytics Demographics and Interest Reporting to develop the site and content around our users' interests.

Other cookies may be stored to your computers hard drive by external vendors when our website uses referral programs, sponsored links or adverts. Such cookies are used for conversion and referral tracking and typically expire after 30 days, though some may take longer. No personal information is stored, saved or collected.

External Links

Although our website only looks to include quality, safe and relevant external links, users are advised adopt a policy of caution before clicking any external web links mentioned throughout our website.

The owners of our website cannot guarantee or verify the contents of any externally linked website despite their best efforts. Users should therefore note they click on external links at their own risk and our website and its owners cannot be held liable for any damages or implications caused by visiting any external links mentioned.

9. Social Media Platforms

Communication, engagement and actions taken through external social media platforms that our website and its owners participate on are custom to the terms and conditions as well as the privacy policies held with each social media platform respectively.

Users are advised to use social media platforms wisely and communicate / engage upon them with due care and caution in regard to their own privacy and personal details. our website nor its owners will ever ask for personal or sensitive information through social media platforms and

encourage users wishing to discuss sensitive details to contact them through primary communication channels such as by telephone or email.

Our website may use social sharing buttons which help share web content directly from web pages to the social media platform in question. Users are advised before using such social sharing buttons that they do so at their own discretion and note that the social media platform may track and save your request to share a web page respectively through your social media platform account.

10. Access and Correction of your personal information

You have the right to access the personal information that we hold about you (as defined in the EU General Data Protection Regulation 2018) upon receipt of a written request.

Before providing personal information to you or another person on your behalf, we will ask for proof of identity and sufficient information about your interactions with us that we can locate your personal information.

If any of the personal information we hold about you is inaccurate or out of date, you may ask us to correct it.

11. Right to stop or limit our processing of your data

You have the right to object to us processing your personal information if we are not entitled to use it any more, to have your information deleted if we are keeping it too long or have its processing restricted in certain circumstances.

If you would like to exercise this right, please contact us (see details below).

12. Complaints

If you consider that we have processed personal data in violation of applicable law, please contact us as described below. If you consider that we have processed personal data in violation of applicable law and failed to remedy such violation to your reasonable satisfaction, you may lodge a complaint with a supervisory authority.

If you would like to exercise this right, please contact us (see details below).

13. Privacy policies of other websites

The Valdo Academics SRL website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

14. Changes to our privacy policy

Valdo Academics SRL keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 9 January 2019.

15. How to contact us

If you have any questions about Valdo Academics SRL's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: ita@valdoacademics.it