Details & Definitions

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The app/Service: Learn2Help

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Privacy Policy

This page is to inform visitors of policies regarding the collection, use, and disclosure of Personal Information relating to the Service.

By choosing to use the Service, you agree to the collection and use of information in relation to this policy. The Personal Information collected is used for providing and improving the Service. Your information is not used or with anyone except as described in this Privacy Policy.

Information Collection and Use

For a better experience, the Service may require you to provide certain personally identifiable information like your email address, your Google user ID, your name and a profile picture of your choice. The requested information is only to enable you to use the Service and better your experience.

The app does use third party services that may collect information used to identify you.

Link to privacy policy of third party service providers used by the app

- Google Play Services

Data Retention

We retain the data we directly collect and use (email address, Google user ID, name, current profile picture) from the time you create an account with us until you delete the data, which may require emailing us to request deletion of your account in the case of your email address or Google user ID. Your in-app data (which courses you have passed) is also retained until you request erasure of it through deletion of your account. We delete past account data (old profile pictures, old names) the moment they are replaced - note that these are irrecoverable. The data retention policies of third party services we use are contained in the privacy policies linked in the previous section.

Data Deletion

If you wish to delete your account, please email us at blue0techprogramming@gmail.com. Deleting your account involves removing your email address, Google user ID (if you signed up with Google), name and profile picture from our servers. We will aim to get back as soon as possible; expect a response within two weeks. Note that this is irreversible and your data cannot be restored.

To keep your account but delete your data, follow these instructions. For removing your profile picture, you may open Learn2Help, go to the “My Account” section and press “Remove profile picture”. For deleting your name, you may open Learn2Help, go to the “My Account” section, change your name to

blank text and press “Change name”. Note that your email address, Google user ID and other data that is required to sign in cannot be deleted without deleting your account.

Account Recovery

If you have lost access to your Learn2Help account and wish to gain access to or delete it, please email us at our provided email address, blue0techprogramming@gmail.com. Provide us with as much information as you can so we can help you, but do not send us your password.

Log Data

Whilst using the Service, in the case of an error in the app, we may collect data and information (through third party products) on your phone called Log Data. This Log Data may include information such as your device Internet Protocol (“IP”) address, device name, operating system version, the configuration of the app when utilising the Service, the time and date of your use of the Service, and other statistics.

Cookies

Cookies are files with a small amount of data that are commonly used as anonymous unique identifiers. These are sent to your browser from the websites that you visit and are stored on your device.

This Service does not use these “cookies” explicitly. However, the app may use third party code and libraries that use “cookies” to collect information and improve their services.

Third-Party Service Providers

Third-party companies and individuals may be employed for the following reasons:

- To facilitate our Service;
- To provide the Service on our behalf;
- To perform Service-related services; or
- To assist us in analysing how our Service is used.

These third parties (mentioned earlier) have access to your Personal Information to perform tasks on behalf of this Service. For more information on how they use them, read their privacy policies (mentioned earlier).

Security

Your data is encrypted in transit and at rest, provided by our third-party service. Up-to-date security practices ensure that your data is protected. Note that no method of transmission over the internet or method of electronic storage is 100% secure and reliable, so absolute security cannot be guaranteed. However, users will be notified of any privacy, and data breaches at the earliest opportunity.

Links to Other Sites

This Service may contain links to other sites, or embedded content from other sites. Note that these external sites are not operated by us. Therefore, we strongly advise you to review the Privacy Policy of these websites. We source our embedded content from Youtube, which is subject to Google's privacy policy. We have no control over and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services.

Children's Privacy

These Services do not address anyone under the age of 13. We do not knowingly collect personally identifiable information from children under 13. In the case we discover a child under 13 has provided us with personal information, we delete this from our servers. If you are a parent or guardian and you are aware that your child has provided us with personal information, please contact us so that we can take necessary action.

Changes to This Privacy Policy

We may update our Privacy Policy from time to time. Thus, you are advised to review this page periodically for any changes. We will notify you of any changes by posting the new Privacy Policy on this page. These changes are effective immediately from the time they are posted on this page.

Contact Us

If you have any questions or suggestions about this Privacy Policy, do not hesitate to contact us at blue0techprogramming@gmail.com.