PRIVACY & DATA PROTECTION

PRIVACY NOTICE

How Langlear collects, uses and protects personal information

Business

Langlear LLC

Version

1.1

Effective date

2 October 2026

Contact

privacy@langlear.com www.langlear.com

Our commitment Langlear aims to explain its use of personal information clearly and to handle it responsibly throughout the online tutoring relationship.

About this notice

This Privacy Notice explains how Langlear handles personal information relating to prospective and current Students, Parents/Guardians, Tutors, website visitors, people who contact us and other individuals involved in our services.

For the activities described here, Langlear LLC , a limited liability company registered in New Mexico, United States, operates Langlear and decides why and how personal information is used. Privacy enquiries and requests for further information about the person responsible for administering Langlear may be sent to privacy@langlear.com .

Privacy contact

Email: privacy@langlear.com Website: www.langlear.com

Please write “Privacy Request” in the subject line or at the beginning of your message.

Who this notice covers

- Students and prospective Students
- Parents and legal guardians
- Tutors and tutor applicants

- Website visitors and enquirers
- Emergency or safeguarding contacts
- People communicating with Langlear

Our service

Langlear receives enquiries, recommends and introduces suitable independent Tutors, helps establish the Tutor-Student relationship, creates or administers approved communication arrangements, supports lesson delivery, administers Student payments and Tutor payments, and handles service, safety and safeguarding concerns.

Important This notice describes Langlear's own use of personal information. Google, Meta/WhatsApp, payment providers, banks and other services may also act as controllers for some of their activities under their own privacy information.

Personal information we may collect

Identity and contact

Name, age or date of birth where relevant, country, email address, telephone or WhatsApp number, Parent/Guardian details and preferred contact method.

Learning and matching

Language, approximate level, goals, availability, lesson frequency, learning preferences, academic or examination objectives, feedback, progress and reasonable learning requirements.

Lesson administration

Tutor match, agreed schedule, attendance, lateness, cancellations, rescheduling, lesson credits, homework or lesson-related messages, Google Meet details and operational notes.

Payments and transactions

Prices, invoices, payment status, transaction references, refunds, credits and records needed to reconcile Student and Tutor payments. Langlear should not receive full payment-card credentials where the payment provider processes them directly.

Tutor information

Application and contact details, subjects or languages offered, qualifications, experience, introductory video, assessment information, availability, rates, identity checks, payment details, performance and service records.

Communications

Website enquiries, portal lesson messages and read receipts, emails, authorised WhatsApp support messages, complaints, message reports, support requests, consent records and other correspondence with Langlear.

Safety and safeguarding

Age, relevant welfare information, incidents, concerns, allegations, actions taken and communications reasonably needed to protect a Student, Tutor or another person.

Website and technical

Account email or student username, password hashes, sign-in and security records, session identifiers, account preferences such as language and time zone, IP address, browser or device details, timestamps, referral information and basic server records generated when the website or portal is used.

Special or sensitive information

Please provide sensitive information only when it is genuinely relevant. Depending on the circumstances, learning or safeguarding information may reveal health, disability, religious or other specially protected information. Langlear will seek to collect only what is necessary and will apply an additional lawful condition where the law requires one.

Sources, purposes and lawful bases

Where information comes from

We usually receive information directly from the individual or, for a young learner, from a Parent/Guardian. We may also receive relevant information from a Tutor, another authorised family contact, payment provider, website or communications provider, or a public authority where appropriate.

Purpose	Typical lawful basis
Responding to an enquiry, assessing needs and recommending a Tutor	Steps requested before entering an arrangement; legitimate interests in responding and operating the service
Arranging and supporting lessons, portal conversations and Tutor-Student matches	Performance of the service arrangement; legitimate interests in effective administration
Invoices, payments, refunds, Tutor payments and financial records	Performance of an arrangement; legal obligations; legitimate interests in accurate accounts and fraud prevention
Support, quality, complaints, disputes and enforcing service rules	Performance of an arrangement; legitimate interests in service quality, evidence and protecting legal rights
Safety, safeguarding and responding to serious concerns	Legitimate interests; legal obligations; vital interests or another condition where applicable
Website security, abuse prevention and technical operation	Legitimate interests in providing a secure and reliable service
Optional promotional messages	Consent, or legitimate interests where direct-marketing rules permit; every message will offer an easy way to opt out

Legitimate interests means Langlear has a genuine operational, safety or business reason to use information and has considered whether that use is necessary and appropriately balanced against the individual's rights.

If information is not provided

Some information is optional. However, Langlear may be unable to respond, recommend a suitable Tutor, arrange lessons, process a payment, meet a safeguarding need or provide the requested service if essential information is withheld.

Automated decisions

Langlear does not currently make decisions producing legal or similarly significant effects solely through automated processing. Tutor matching and service decisions involve human judgement.

Who may receive personal information

Langlear does not sell personal information. We disclose it only where reasonably necessary, authorised or required. Recipients may include:

01

Matched or prospective Tutors

Relevant Student profile, learning goals, availability, age group and requirements needed to consider or deliver a match. Information is limited before the Tutor accepts.

02

Students and Parents/Guardians

Relevant Tutor profile, qualifications, experience, availability and lesson information needed to consider and manage the teaching relationship.

03

Communications and lesson platforms

Hostinger for website and email hosting, together with Google Meet, WhatsApp and other authorised lesson or support channels that Langlear may adopt.

04

Payment and financial providers

Stripe, Wise and relevant banks, according to the payment or payout method used, together with payment recipients where required to complete and reconcile transactions.

05

Professional and technical support

Accountants, legal advisers, insurers, IT support and other advisers who need information and are subject to appropriate duties.

Authorities and protective services

Regulators, courts, law enforcement, emergency services or safeguarding bodies where disclosure is lawful, necessary or required.

Portal conversations and guardian access

Lesson messages are shared with the authorised participants in the relevant portal conversation. For a linked child account, the verified Parent/Guardian can read the same lesson conversation. A guardian may manage multiple linked children from one account. Incoming tutor-message reminders are routed to the guardian's registered email, subject to delivery controls; email reminders are not a substitute for checking the portal. When a message is reported, the report and relevant message are shared with Langlear support for review. Participants must not use lesson information for unrelated purposes. Langlear does not continuously monitor every conversation.

Recordings and screenshots

Langlear does not record lessons as a standard part of the service. Students, Parents/Guardians and Tutors must not independently record, screenshot or photograph a lesson or participant unless Langlear and all relevant participants have authorised it and applicable requirements have been satisfied.

Children, parents and safeguarding

Langlear may provide lessons to Students under 18. Children deserve particular protection because they may be less aware of how personal information is used and of the associated risks.

Parent/Guardian involvement

A Parent/Guardian normally provides or confirms information for a young learner and remains appropriately involved in lesson and communication arrangements.

Minimum necessary information

Langlear seeks only the information reasonably needed for matching, teaching, administration and safety. A child should not be asked for unnecessary private information.

Approved communication

A guardian may handle lesson messages or enable a separate limited student login after the relationship is verified. Student-tutor messages must remain in a portal conversation accessible to the linked guardian. Private off-platform, secret or concealed communication with a child is prohibited.

Careful sharing

Information about a child is shared only where there is a proper teaching, administration, legal or safeguarding reason, taking the child's best interests into account.

Safeguarding disclosures

If information suggests that a child or another person may be at risk, Langlear may record the concern, seek necessary information, take temporary protective steps and share relevant information with a Parent/Guardian or an appropriate authority. Information may sometimes need to be shared without consent where this is necessary and lawful to protect someone.

Children's privacy rights

A Parent/Guardian may usually assist a young learner with a privacy request. A child who has sufficient understanding may be able to exercise their own rights. Langlear will consider the child's age, understanding, best interests and the applicable law rather than assuming that only an adult can make a request.

A simple message for young learners We use information about you to arrange and support your lessons and help keep you safe. You can ask us what we know about you or tell us if something is wrong. You can speak to your Parent/Guardian or contact Langlear.

International services and protection

International processing

Langlear operates online and may involve Students, Parents/Guardians and Tutors in different countries. Service providers such as Google, Meta/WhatsApp, website hosts, email providers, banks and payment platforms may process information in countries other than the individual's country of residence.

Where data-protection law restricts an international transfer, Langlear will use an available legal mechanism appropriate to the transfer, which may include an adequacy regulation, contractual safeguards or a legally permitted exception. The precise mechanism may depend on the provider, destination and applicable law. Individuals may contact Langlear for further information about safeguards relevant to their data.

Security measures

- Access limited according to operational need
- Account passwords and available multi-factor authentication
- Approved communication and lesson channels
- Separation of business records where practicable
- Careful verification before changing payment information
- Secure providers selected proportionately
- Backups and updates where appropriate
- Investigation and response to suspected incidents

No system can be guaranteed completely secure. Anyone who suspects unauthorised access, an accidental disclosure or another privacy incident should contact Langlear promptly.

Individual responsibilities

Students, Parents/Guardians and Tutors should protect their devices and accounts, avoid forwarding lesson links or messages, verify unusual payment requests, and tell Langlear promptly if contact details change or an account may have been compromised.

Service providers Langlear uses Hostinger for website and email hosting, Google Meet for approved lessons, and WhatsApp for authorised support contact. Stripe, Wise and banks handle the applicable payment and payout methods. Portal accounts and lesson messages are handled through Langlear’s hosted service. Providers may change as the service develops.

How long we keep information

Langlear keeps information only for as long as reasonably necessary for the purpose collected, including service, safety, accounting, dispute and legal requirements. The following working schedule guides Langlear's deletion practices:

Unsuccessful or inactive enquiries	Normally up to 12 months after the last meaningful contact
Student, Parent/Guardian and lesson administration	During the relationship and normally up to 6 years afterwards where needed for contractual, accounting or dispute records
Financial and transaction records	Normally 6 years after the relevant accounting period, or longer if required
Unsuccessful Tutor applications	Normally up to 12 months after the application closes, unless a longer period is agreed or needed for a dispute
Active Tutor records	During the relationship and normally up to 6 years afterwards for contractual, payment or dispute records
Safeguarding or serious incident records	According to the nature of the concern, the age of those involved, continuing risk and applicable safeguarding or legal guidance
Marketing preferences	Until consent is withdrawn or an objection is received; a minimal suppression record may then be retained
Technical and security logs	For a proportionate security period determined with the website host

Information may be kept longer where a complaint, safeguarding concern, investigation, unpaid amount, legal claim or regulatory requirement remains active. It may be deleted sooner where it is no longer needed.

Your privacy rights

Depending on the applicable law and the reason information is used, an individual may have rights to:

Be informed Access information Correct inaccuracies Request deletion Restrict use Object to use Receive portable data Withdraw consent

Not every right applies in every situation. Langlear may need to verify identity and may retain information where there is a lawful reason. Requests should be sent to privacy@langlear.com .

Right to object You may object to processing based on legitimate interests. You may object to direct marketing at any time.

Website information and final details

Cookies and external resources

The Langlear website uses essential session and security technologies for sign-in, account protection and form security. Where an eligible user selects “Remember me on this device”, a sign-in cookie may keep them signed in for up to 30 days; admin accounts are not remembered in this way. Users should use this option only on a personal device and sign out on shared devices. The website does not intentionally use advertising or behavioural-analytics cookies. It also loads resources supplied by Google Fonts and Font Awesome’s content-delivery network; those providers may receive technical information such as an IP address and browser details.

If Langlear later introduces analytics, advertising, embedded media or other non-essential storage or tracking, it will update its cookie information and obtain consent where required before those technologies operate.

Complaints

Please raise a privacy concern with Langlear first so that it can be investigated. This does not remove any right to complain to a competent data-protection authority where applicable. The appropriate authority will depend on the circumstances and the laws applying to the individual or processing.

Changes to this notice

Langlear may update this notice when its services, providers or legal obligations change. The version and effective date will be shown on the first page. Material changes will be communicated where appropriate.

How this notice works

This notice is intended to provide clear information rather than create a separate contract. It does not reduce any privacy right or obligation that applies by law. Langlear will review its practices as the service, providers and locations of its users develop.

Langlear maintains internal procedures for retention and secure disposal, responding to personal-data incidents, safeguarding, complaints and service resolution. Access to personal information is limited according to operational need.

Privacy contact: privacy@langlear.com | www.langlear.com