1. Introduction

Welcome to TutorFront, We are committed to safeguarding the privacy of our users and maintaining the confidentiality of the information you provide to us. This Privacy Policy outlines how we collect, use, disclose, and protect your personal information when you use our online tutoring services.

2. Information We Collect

We may collect various types of information from you, including:

Personal Information: Name, contact information (email address, phone number), and other details you provide during registration and throughout the tutoring process.

Educational Information: Subject preferences, learning goals, academic history, and any information necessary for effective tutoring.

Technical Information: IP address, browser type, device information, and usage patterns when you access our platform.

3. How We Use Your Information

We use your information for the following purposes:

Providing Tutoring Services: To connect you with suitable tutors and facilitate effective online tutoring sessions.

Communication: Sending notifications, updates, and important information regarding your tutoring sessions or the platform.

Personalization: Tailoring tutoring recommendations and content to your preferences and learning goals.

Improving Services: Analyzing usage patterns and feedback to enhance our platform's functionality and user experience.

Legal Obligations: Complying with legal requirements and resolving disputes if they arise.

4. Information Sharing

We may share your information under certain circumstances:

Tutors: Your information will be shared with the tutors assigned to your sessions to ensure effective teaching.

Third-Party Services: We may use third-party tools to manage payments, communication, and analytics, and they will have limited access to your information.

Legal Compliance: We may share information to comply with legal obligations or respond to lawful requests.

5. Data Security
We implement reasonable security measures to protect your information from unauthorized access, alteration, disclosure, or destruction.

6. Your Choices
Access and Correction: You can access and update your personal information through your account settings.
Communication Preferences: You can choose to receive certain communications from us.
Data Retention: We will retain your information as long as necessary for the purposes outlined in this policy.

7. Children's Privacy
Our services are not directed towards individuals under the age of 13. We do not knowingly collect personal information from children.

8. Changes to the Privacy Policy
We may update this Privacy Policy from time to time. We will notify you of any material changes through the platform or other means.

9. Contact Us
If you have questions or concerns about this Privacy Policy or our data practices, you can contact us at [contact email/phone number].
By using our services, you agree to the practices described in this Privacy Policy. Please read this policy carefully before using our platform.

10. Refund Policy

No refunds will be provided for the classes, which a student has already attended.

A student is required to cancel classes for a subject, at least 48 hours before the upcoming class for that particular subject. Cancellation must be e-mailed to info@tutorfront.com.

Upon cancellation of classes by a client, a refund request will be considered by TutorFront only if it's reasonable. Upon receiving the refund request, we will look into the same and initiate the process of accepting/ rejecting the said refund request.

If classes for a subject are discontinued by TutorFront, before the completion of the total number of classes, then the refundable amount towards the student will be calculated on the basis of remaining classes.

11. Gift Voucher
The gift Voucher is valid for any A-Level or GCSE course on the TutorFront website.
All e-vouchers are valid for twelve months from the date of purchase. Each e-voucher can only be used once.

No refund, amendment or cancellation will be honoured upon order confirmation.

Only one E-voucher can be applied per purchase.