

Privacy Policy

EFFECTIVE DATE
30 September 2026

LAST UPDATED
30 September 2026

APPLIES TO
olevels.com and related services

OLevels.com School ("we", "us" or "our") respects your privacy. This Privacy Policy explains what personal information we collect, how we use and protect it, and the choices you have.

It applies to our website at olevels.com, our online learning platforms and applications, and the related educational services we provide (together, the "Services"). By using the Services, you acknowledge that you have read this Privacy Policy.



What we collect

The information needed to enrol, teach and support our students.



How we use it

To provide our educational services. We do not sell personal information.



Your choices

You can ask to see or correct the information we hold about you.

01 Who we are

OLevels.com School is an educational institution based in Banigala, Islamabad, Pakistan. We are responsible for the personal information described in this Privacy Policy.

If you have any questions about this policy or about how your information is handled, you can reach us using the details in the "Contact us" section.

Information we collect

The information we collect depends on how you use the Services. It may include the following.

Information you give us

- **Identity and contact details**, such as name, email address, phone number and address.
- **Student and enrolment details**, such as date of birth, year or level of study, subjects, and parent or guardian details.
- **Academic information**, such as coursework, assessment results, attendance and progress records.
- **Account details**, such as a username and login details for our platforms.
- **Payment-related information**, such as fee records and transaction references. Online payments may be processed by third-party payment providers under their own privacy policies.
- **Communications**, such as enquiries, messages, feedback and survey responses.

Information collected automatically

- **Device and technical data**, such as IP address, browser type, device type, operating system and language settings.
- **Usage data**, such as pages viewed, features used, and the dates and times of access.
- **Cookies and similar technologies**, as described in the "Cookies" section below.

Information from other sources

We may receive information from parents or guardians, from schools or awarding bodies, and from third-party services that you choose to sign in with or connect to the Services. We receive only the information those sources are permitted to share with us.

How we use your information

We use personal information to:

- provide, operate and maintain the Services, including enrolment, teaching, assessment and student support;
- create and manage accounts and verify identity;
- communicate with students and their parents or guardians about classes, progress, schedules, fees and important updates;
- process payments and keep appropriate records;
- monitor and improve the quality, safety and performance of the Services;

- protect students, staff and the Services, including by preventing misuse and fraud;
- comply with legal, regulatory and awarding-body requirements; and
- share information about our programmes and events where this is permitted, with the option to opt out at any time.

We will not use personal information for a purpose that is incompatible with those described above without informing you first.

04

Legal bases for using information

Where applicable law requires a legal basis for handling personal information, we rely on one or more of the following:

- **consent** given by you or, for a child, by a parent or guardian;
- **performance of an agreement** with you, such as an enrolment;
- **compliance with legal obligations**; and
- **our legitimate interests** in running and improving an educational institution, where these are not overridden by your rights.

05

How we share information

We do not sell personal information. We keep it within the school and share it only in the limited circumstances below, where this is needed to provide the Services or is required by law:

- **Service providers** that help us operate the Services, such as hosting, communication, analytics, payment and IT support providers, who are required to keep the information confidential.
- **Awarding bodies and examination boards**, where needed to register students and administer qualifications.
- **Parents or guardians**, in connection with their child's education.
- **Authorities and professional advisers**, where required by law or where reasonably necessary to protect rights, safety or property.
- **A successor organisation**, if our operations are reorganised or transferred, subject to this Privacy Policy.
- **Other parties**, where you have given your consent.

06

Third-party services and sign-in

The Services may use or link to third-party services, such as video platforms, messaging tools, analytics tools and sign-in providers. These services operate under their own privacy policies, which we encourage you to read. We are not responsible for their privacy practices.

If you sign in with or connect a third-party account, we receive the information that you authorise that service to share with us, and we handle it in line with this Privacy Policy.

07 Cookies

We use cookies and similar technologies to keep you signed in, remember your preferences, understand how the Services are used and improve them.

You can control or delete cookies through your browser settings. If you disable cookies, some features of the Services may not work as intended.

08 Children's privacy

Many of our students are under 18. We collect and use students' information for educational purposes, and we ask that a parent or guardian completes or approves the enrolment of a child.

Where the law requires parental consent, we rely on the consent of the parent or guardian. Parents and guardians may contact us to review or correct their child's information, or to raise any concern about how it is handled.

If you believe we hold a child's personal information without the appropriate consent, please contact us so that we can look into it.

09 Data retention

Student records, including a student's basic information and their enrolment and academic records, form part of our permanent school records. We retain them so that we can confirm a student's studies and achievements with us whenever this is needed in the future.

Other information is kept for as long as it is needed for the purposes described in this Privacy Policy, including to meet legal, accounting and awarding-body requirements.

10 Security

We use reasonable technical and organisational measures designed to protect personal information against unauthorised access, loss, misuse and alteration.

No method of transmission or storage is completely secure, so we cannot guarantee absolute security. Please keep your login details confidential and tell us promptly if you suspect any unauthorised access to your account.

11 International transfers

We are based in Pakistan and may use service providers located in other countries. This means your information may be stored or processed outside the country where you live.

Where we transfer personal information, we take reasonable steps to ensure it remains protected in line with this Privacy Policy and applicable law.

12 Your rights and choices

Depending on where you live, you may have the right to:

- access the personal information we hold about you and receive a copy of it;
- ask us to correct information that is inaccurate or incomplete;
- object to, or ask us to restrict, certain uses of your information;
- withdraw consent where we rely on it; and
- opt out of promotional messages at any time.

To make a request, please contact us using the details below. We may need to verify your identity before acting on a request, and we will respond within a reasonable time and as required by applicable law. You may also have the right to raise a concern with the data protection authority in your country.

Student and academic records are kept as part of our permanent school records, as described in the "Data retention" section, and are not removed on request unless applicable law requires it.

13 Changes to this policy

We may update this Privacy Policy from time to time. When we do, we will revise the effective date shown at the top of this document and, where the changes are significant, take reasonable steps to let you know.

Your continued use of the Services after an update means that the updated Privacy Policy applies to you.

14 Contact us

If you have questions about this Privacy Policy, or would like to make a request about your personal information, please contact us.

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