

GDPR stands for **General Data Protection Regulation**. It is a **comprehensive privacy and data protection law** in the **European Union (EU)** that came into effect on **May 25, 2018**.

Why it matters:

Even if the business (Coachinns) is based in India, **GDPR applies to us if we collect or process personal data of anyone in the EU**, for example, if someone from Germany or France signs up for the CKA mock exam.

Key Principles of GDPR:

1. **Consent**
Must clearly ask for and receive consent before collecting or using personal data (like names, emails, IP addresses).
 2. **Right to Access**
Users can request to see what data you have on them.
 3. **Right to Be Forgotten**
Users can ask you to delete their data.
 4. **Data Portability**
Users can request that their data be transferred to another service.
 5. **Privacy by Design**
Must build systems that protect data from the ground up.
 6. **Data Breach Notification**
Must notify affected users and EU authorities within **72 hours** if there's a data breach.
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If offering services globally, including the EU:

We should have a **GDPR-compliant Privacy Policy** and **Terms of Use**, use **secure data handling**, and ideally, have a **cookie consent banner** on our site.

Privacy Policy for Coachinns.com

Effective Date: [Insert Date]

Coachinns ("we," "our," or "us") is committed to protecting your personal data and your right to privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your data when you visit our website **coachinns.com** and use our services, including CKA mock tests, coaching resources, and learning tools.

We process your personal data in accordance with the **General Data Protection Regulation (GDPR)** if you are located in the **European Economic Area (EEA)** or the **United Kingdom (UK)**.

1. What Information We Collect

We may collect the following types of personal data:

- **Personal identification data:** Name, email address, phone number
- **Login credentials:** Username and encrypted password
- **Usage data:** Pages visited, time on site, test progress, IP address
- **Payment data:** Processed securely via third-party payment gateways (e.g., Stripe/PayPal)
- **Cookies and tracking:** For analytics and experience personalization (see Cookie Policy)

2. How We Use Your Data

We use your data to:

- Provide access to mock exams and learning content
- Personalize your learning experience
- Send account-related emails (reminders, progress reports)
- Improve our platform and services
- Comply with legal obligations

3. Legal Basis for Processing (Under GDPR)

We rely on the following legal bases:

- **Consent:** For email communication and analytics
- **Contractual necessity:** To fulfill your subscription or access to services
- **Legal obligation:** To comply with laws and regulations
- **Legitimate interest:** To enhance user experience and secure the platform

4. Data Sharing and Third Parties

We do **not** sell your data. We may share your data with trusted third-party service providers who help us operate our business, such as:

- Payment processors
- Hosting and analytics providers (e.g., Google Analytics)
- Email delivery services

All such parties are **GDPR-compliant** and only process your data on our instructions.

5. Data Retention

We keep your personal data only for as long as necessary to:

- Provide our services
- Comply with legal obligations
- Resolve disputes

If you delete your account, we will erase your data within **30 days**, except where retention is legally required.

6. Your Rights Under GDPR

You have the right to:

- Access your personal data
- Rectify inaccuracies
- Request deletion ("right to be forgotten")
- Restrict processing
- Object to processing
- Data portability

To exercise any of these rights, email us at **[our support email]**.

7. Data Security

We implement appropriate technical and organizational safeguards (e.g., SSL encryption, secure logins) to protect your data from loss, misuse, or unauthorized access.

8. International Transfers

Your data may be processed outside the EEA, including in India, where our servers or support teams are located. We ensure adequate protection through **Data Processing Agreements** and **Standard Contractual Clauses** as required by GDPR.

9. Cookies

We use cookies to enhance user experience, monitor performance, and enable features like login persistence. By using the site, you agree to our [Cookie Policy].

You can manage your cookie preferences anytime via your browser settings.


10. Changes to this Privacy Policy

We may update this Privacy Policy from time to time. When we do, we will notify you via email or a site banner. Continued use of our platform after changes means you accept the new terms.

11. Contact Us

For any privacy-related concerns, contact us at:

 **Email:** privacy@coachinns.com

 **Address:** [Insert Physical Address]