



# PRIVACY POLICY

At 123 English, we are committed to protecting the personal data of our users, particularly our students and their parents/guardians. This privacy policy outlines how we collect, use, and protect personal data in accordance with the Personal Data (Privacy) Ordinance (PDPO).

## Personal Data Collection:

We collect personal data from you when you:

- Register for our online English courses
- Create an account on our website or platform
- Interact with our customer support team
- Participate in our online activities or surveys

The personal data we collect may include:

- Name
- Email address
- Phone number
- Age and date of birth (for students)
- Payment information (for course enrollment)

## Purpose and Use of Personal Data:

We collect and use personal data for the following purposes:

- To provide and manage our online English courses
- To communicate with you about course enrollment, schedules, and progress
- To respond to your inquiries and provide customer support
- To improve our services and develop new courses

## Data Protection:

We take all practicable steps to protect your personal data against unauthorized access, processing, erasure, loss, or use. We have implemented security measures to safeguard our systems and databases.

## Data Retention:

We retain personal data for as long as necessary to fulfill the purposes for which it was collected. We will erase personal data that is no longer required for the purpose for which it was collected.

## Access and Correction:

You have the right to request access to and correction of your personal data. Please contact us if you would like to:

- Request access to your personal data
- Correct any inaccuracies in your personal data
- Erase your personal data (where applicable)

#### Direct Marketing:

We may use your personal data for direct marketing purposes, but only with your consent. You can opt-out of direct marketing at any time.

#### Data Transfer:

We may transfer personal data to third-party service providers or partners, but only for the purposes outlined in this privacy policy. We will ensure that such transfers are made in accordance with the PDPO.

#### Compliance with PDPO:

We comply with the Data Protection Principles (DPPs) under the PDPO, including:

- DPP1: Purpose and manner of collection
- DPP2: Accuracy and duration of retention
- DPP3: Use of data
- DPP4: Data security
- DPP5: Openness and transparency
- DPP6: Access and correction

#### Contact Us:

If you have any questions or concerns about our privacy policy, please contact us.

#### Changes to this Policy:

We may update this privacy policy from time to time. We will notify you of any changes by posting an updated version on our website.

By using our services, you acknowledge that you have read and understood this privacy policy.



# TERMS OF USE

Welcome to 123 English, an online platform providing English courses to children aged 2-13. By accessing and using our website and services, you agree to be bound by these Terms of Use.

## 1. Definitions:

- "Platform" refers to the 123 English website and its associated online services.
- "User" refers to anyone accessing and using the Platform, including parents/guardians and students.
- "Courses" refers to the online English courses offered by 123 English.

## 2. Eligibility:

The Platform is designed for children aged 2-13. By using the Platform, parents/guardians confirm that their child meets this age requirement.

## 3. User Accounts:

To access certain features and courses, users may need to create an account. Parents/guardians are responsible for:

- Providing accurate and up-to-date information
- Maintaining account security and confidentiality
- Ensuring their child's compliance with these Terms of Use

## 4. Course Enrollment:

- Course enrollment is subject to availability and payment (if applicable).
- 123 English reserves the right to modify or cancel courses due to unforeseen circumstances.

## 5. Intellectual Property:

- All content, materials, and intellectual property on the Platform are owned by 123 English or its licensors.
- Users may not reproduce, distribute, or modify any content without prior written permission.

## 6. User Conduct:

Users agree to:

- Use the Platform for its intended purpose
- Respect other users and instructors
- Refrain from posting or sharing inappropriate content
- Comply with all applicable laws and regulations

## 7. Payment Terms:

- Payment terms and conditions apply to paid courses.
- Refunds and cancellations are subject to 123 English's policies.

## 8. Disclaimer and Limitation of Liability:

- 123 English provides the Platform and courses on an "as-is" basis.
- We disclaim all warranties, express or implied.
- In no event shall 123 English be liable for any damages or losses arising from use of the Platform or courses.

## 9. Governing Law:

These Terms of Use are governed by and construed in accordance with the laws of Hong Kong.

#### 10. Changes to Terms:

123 English reserves the right to modify these Terms of Use at any time. Users will be notified of changes by posting an updated version on the Platform.

#### 11. Contact Us:

If you have any questions or concerns about these Terms of Use, please contact us.

By using the 123 English Platform and services, you acknowledge that you have read, understood, and agree to be bound by these Terms of Us.