



Privacy Policy

PLEASE READ THIS POLICY CAREFULLY BEFORE USING OUR WEBSITE

1) Who we are

This website is run by **Establish Your English** ("we", "us", "our"). We respect your privacy and we are committed to handling personal information carefully and responsibly.

If you have any questions about this policy or how your information is used, you can contact us at: **hello@establishyourenglish.pro**.

2) What this policy covers

This Privacy Policy explains how we collect, use, store, and share personal information when you:

- visit **establishyourenglish.pro** ("Website")
- contact us through the Website
- sign up to emails or updates
- purchase a product or service (where available)
- use any features on the Website (for example, interactive learning tools)

3) Information we may collect

We only collect information that helps us run the Website and communicate with you.

A) Information you choose to give us

- **Name and email address** (for example, when you contact us or sign up to emails)
- **Message content** (anything you write to us in a contact form or email)
- **Purchase details (where available)** such as name, email, and billing information needed to process an order
 - Payments are handled through third-party payment providers. We do not store your full card details.

B) Information collected automatically

When you use the Website, some basic technical data may be collected automatically, such as:

- IP address (general location data, not your exact address)
- browser type, device type, and operating system
- pages viewed and how you move around the Website
- approximate time zone and language settings

This helps us understand what's working well and what needs improving.

4) How we use your information

We may use your information to:

- respond to messages or requests you send us
- provide access to Website features and any products or services you choose to use
- process purchases and deliver what you bought (where available)
- send emails you've asked to receive (such as updates, resources, or learning information)
- improve the Website, content, and overall user experience
- protect the Website from spam, misuse, and security issues

5) Marketing emails

If you join our email list, we may send you learning updates, resources, or information about what we offer. You can unsubscribe at any time using the link in any email.

6) When we share information

We do not sell your personal information.

We may share limited information only when it's necessary to run the Website and deliver services properly, for example with:

- website hosting and security providers
- email providers (to send messages you requested)
- form providers (if you submit information through a form)
- payment providers (to process transactions, where available)
- analytics providers (to help us understand Website usage)

We may also share information if we are required to do so by law, or if it is necessary to protect the Website, our users, or our rights.

7) Third-party websites and tools

Sometimes our Website may include third-party tools (for example embedded videos) or links to other websites. If you click through to a third-party site, their privacy rules apply. We are not responsible for how third parties collect or use your information.

8) International use and data handling

Because we may use online service providers (such as email, analytics, or payment platforms), your information may be processed in countries outside of where you live. We take reasonable steps to use reputable providers and protect information appropriately.

9) How long we keep information

We keep your information only as long as we need it to:

- respond to your requests
- provide services or deliver purchases (where available)
- keep basic records for operational and security reasons

When we no longer need your information, we delete it or anonymise it where reasonably possible.

10) Keeping your information safe

We take reasonable steps to protect personal information. However, no online system can guarantee complete security. You should take care when sharing information online and avoid sending sensitive personal details by email.

11) Your choices and rights

Depending on where you live, you may have rights to:

- ask what information we hold about you
- request corrections
- request deletion (where appropriate)
- withdraw consent for marketing at any time
- ask us to limit how we use your information in certain situations

To request anything, contact us at **hello@establishyourenglish.pro**.

12) Minors

Our website is not designed for **minors under the age of 16**, and we do not knowingly collect personal information from minors under 16. If you believe a minor has provided personal information to us, please email **hello@establishyourenglish.pro** and we will take appropriate steps.

13) Cookies and analytics

We may use cookies or similar tools to help the Website function properly and to understand how visitors use the Website. You can control cookies through your browser settings.

If we publish a separate Cookie Notice in future, it will explain cookies in more detail.

14) Changes to this Privacy Policy

We may update this Privacy Policy from time to time. The newest version will always be posted on the Website. By continuing to use the Website, you agree to the updated policy.

15) Contact

For questions, requests, or concerns, contact: hello@establishyourenglish.pro

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