

Children's Privacy Notice — WinQuest Online Education (Website)

Last Updated: 04/04/2026

Quick Summary for Kids

Welcome to WinQuest! We care about your privacy and only collect the information we need to help you learn, keep you safe, and let your parent or guardian manage your account. We don't show ads that are targeted just at children. If you're unsure about anything, please ask a parent or guardian to read this with you.

Who Controls the Data

- **Data Controller:** WinQuest Online
 - **Website:** <https://www.winqestonline.com>
 - **Email for Privacy & Children's Data:** privacy@winqestonline.com
(Recommended; consistent with main Privacy Policy)
 - **General Email:** contact@winqestonline.com
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Age Limit & Parental Consent

*We do not knowingly collect personal information from children under **16 years old** on our website without a parent or guardian's verifiable consent. This age limit is consistent with our main Privacy Policy and common international standards. If local law in your country requires a different age of consent for online services, we will follow that applicable law.*

For Children under 13 in the USA (COPPA Compliance): *If your child is under 13 years old and located in the United States, we strictly adhere to the Children's Online Privacy Protection Act (COPPA). We obtain verifiable parental consent before collecting any personal information from children under 13.*

If you suspect your child under the applicable age submitted personal information without your verifiable consent, please contact us immediately at

privacy@winquestonline.com (or *contact@winquestonline.com*), and we will take prompt steps to investigate and help remove it.

What We Collect on the Website and Why

We collect only the information necessary to provide and improve our learning services, ensure safety, and comply with legal obligations. Examples of what we may collect on our website, and why:

- **Account & Contact Details:** Child's name, parent/guardian name, age, grade, email, WhatsApp number, time zone, country name, phone number – to create accounts, manage enrollments, send class information, and facilitate communication.
- **Educational Records:** Attendance, assignments, grades, quiz results, teacher feedback, learning progress data – to track and support your child's learning, provide personalized feedback, and measure academic progress.
- **Live Class Recordings and Chat:**
 - **Recordings:** When live classes are recorded (with parental consent where required by law) – to provide make-up sessions, for student review, and for safety and quality assurance purposes (e.g., tutor training, issue resolution).
 - **Chat Logs:** When chat features are enabled during classes – for educational support, communication with tutors, and for safety/quality review.
- **Device & Technical Data:** Internet Protocol (IP) address, browser type, device identifiers, operating system, log files, unique identifiers – to keep the website working correctly, secure our services, troubleshoot technical issues, and prevent fraud.
- **Cookies and Analytics:** To remember your preferences, securely manage your login sessions, and to help us understand how users interact with our site so we can improve its features and usability. (Please see the "Cookies and Similar Technologies" section below and our full [Link to Cookie Policy] for more details).
- **Optional Health/Support Info:** Only if you or your parent/guardian voluntarily provide it, e.g., accessibility needs, medical conditions relevant to the learning environment – to ensure your child receives appropriate support and accommodations.

We do not use children's personal information for targeted advertising, nor do we sell or "share" (for cross-context behavioral advertising)

children's personal information with third parties for their own marketing purposes.

Cookies and Similar Technologies (Website-Specific)

Our website uses cookies and similar technologies (e.g., pixels, web beacons) to operate, secure, and improve our services. These are small files placed on your device.

- **Strictly Necessary Cookies:** These are essential for the website to function securely and efficiently (e.g., to manage account login, keep sessions active, and enable secure payment processes).
- **Functional Cookies:** These remember your preferences (e.g., language selection, region, or customized settings) to enhance your user experience.
- **Analytics Cookies:** These help us collect anonymous information about how users interact with our site (e.g., which pages are visited most, time spent on site). This data helps us understand site usage patterns and improve our services.

When a parent or guardian creates an account, we present cookie and tracking choices consistent with legal requirements (e.g., GDPR, CCPA). Parents can manage cookie preferences through their browser settings, but please note that disabling some cookies, particularly strictly necessary ones, may limit website functionality. For more details on our cookie practices, please refer to our comprehensive [Link to Cookie Policy].

Third-Party Services and Embeds on the Website

We use trusted third-party providers to deliver essential services that support our educational platform. These providers may collect limited technical or operational information on our behalf strictly for the purpose of providing their services to WinQuest. We carefully select our partners and require them to protect data, use it only for the specified purposes, and adhere to strong security and privacy practices.

Examples of services from third-party providers include (subject to change):

- **Video Conferencing Tools:** For live online classes.
- **Video Hosting Platforms:** For pre-recorded lessons and educational content.

- **Cloud Storage:** For secure storage of educational materials and user data.
- **Payment Processing Gateways:** To securely handle payment transactions (we do not store your full payment card details).
- **Analytics Platforms:** To help us understand website and service usage.

For specifics about these providers and their privacy practices, please refer to our full Privacy Policy and, where applicable, the vendor-specific privacy notices linked on their respective sites.

How We Protect and Retain Website Data

- **Security:** We implement robust technical and organizational measures to protect personal information from unauthorized access, loss, misuse, or alteration. These measures include data encryption, secure server environments, access controls, and regular security audits. While we strive for maximum security, no system is 100% immune to breaches. If there is a data breach affecting children's data, we will notify affected families and relevant authorities as required by law.
- **Retention:** We retain account and educational records for as long as needed to provide our services, facilitate ongoing learning, and meet our legal, accounting, or regulatory obligations. This period may vary based on the type of data and applicable laws. Parents may request the deletion of their child's personal data at any time; we will comply unless specific legal requirements mandate its retention for a certain period.

Parent/Guardian Rights and How to Exercise Them (Website Actions)

- **Review and Correct Information:** Access and correct your child's information directly via the account dashboard or by contacting privacy@winquestonline.com.
- **Provide, Refuse, or Withdraw Consent:** You can provide, refuse, or withdraw consent for certain data collection activities or class recordings (where consent is required by law). Please note that withdrawing consent for essential data or recordings may affect your child's ability to use some features or participate in certain classes.

- **Request Deletion:** Request the deletion of your child's personal information. We will process these requests in accordance with our data retention policy and applicable laws.
- **Opt-Out of Selling/Sharing:** Exercise your right to opt-out of the "sale" or "sharing" (for cross-context behavioral advertising) of your child's personal information, where applicable (e.g., under CCPA/CPRA).

When parents log in to their account, they can typically manage cookie preferences, review consented recordings, update contact and emergency details, and access educational records.

Recordings and Live Classes (Website Guidance)

We will ask for explicit parental consent before recording live classes when required by law. Recordings are stored securely on our cloud platforms and accessed only by authorized WinQuest staff (e.g., tutors, support, quality assurance) for legitimate educational, safety, or quality purposes (e.g., providing make-up sessions, reviewing academic support, investigating behavioral issues). Parents may request copies of recordings or their deletion according to our data retention rules and applicable laws.

International Transfers

Data collected on the website, including children's personal information, may be stored or processed in countries outside the user's home country (e.g., India where WinQuest is based, the USA where some servers may be located, or other locations of our Service Providers). We use appropriate safeguards and legal mechanisms, such as Standard Contractual Clauses (SCCs), as required by law (e.g., GDPR, DPDP Act), to ensure that personal information remains protected during international transfers, maintaining a level of protection equivalent to that of the user's home country.

Changes to This Notice (Website Updates)

We may update this Children's Privacy Notice from time to time as our website features evolve or as laws change. Any updates will be posted on this page with a new effective date. For major changes affecting our practices regarding children's data, particularly those requiring new consent or significantly

altering data use, we will notify parents directly via email or a prominent notice on our Service where required by law.

Contact & How to Report Concerns (Website Support)

If you have any questions about this Children's Privacy Notice, want to review or delete your child's information, or believe a child under the applicable age submitted information without your consent, please contact:

Privacy Team — WinQuest Online Education

Email: privacy@winquestonline.com (Recommended dedicated email)

General Email: contact@winquestonline.com

Website Contact Form: [Link to your Contact Us page, e.g., <https://www.winquestonline.com/contact-us>]

When contacting us, please include your child's full name, the account email associated with your child, and clear details of your request to help us assist you efficiently.

Sample Website Consent Checkboxes (for Account Creation & Recording)

When parents create an account on the website, show checkboxes such as:

I am the parent/legal guardian of the child named above and consent to WinQuest collecting and using the child's personal information as described in the Children's Privacy Notice. (Required for account creation for a child under the applicable age)

I consent to the recording of live classes that my child will attend. I understand how to withdraw this consent. (Optional, if recordings are not strictly necessary for the core service and require consent)

Important Note: This Children's Privacy Notice is a website-focused summary about our practices for children's data and complements our full Privacy Policy. For the comprehensive legal terms that apply to all users, please see the site's **Privacy & Legal Policy** and **Terms of Service**.

