

Privacy Policy

TekGen Technical Institute

Summary: This policy explains what information TekGen Technical Institute collects, how it is used, protected, and retained, and the rights you have over your personal data. Please review each section carefully.

1. Information We Collect

- Personal Identification Information: full name, email address, contact number, and residential address.
- Verification Documents: CNIC, passport, or other government-issued identification for course enrollment or certification validation.
- Academic and Professional Background: previous education, certifications, work experience, and relevant skills.
- Payment Information: transaction IDs, invoice details, partial payment history, and receipts.
- Account and Login Data: username, login timestamps, activity logs, and LMS usage patterns.
- Website Usage Information: IP address, browser type, device information, pages visited, session duration, and referral URLs.
- Communication Records: emails, support tickets, chat transcripts, and feedback.

2. How We Use Your Information

- To process course registrations and create student profiles in our database and LMS.
- To generate, issue, and validate course completion certificates, diplomas, and progress reports.
- To maintain accurate attendance records and academic history for accreditation compliance.
- To provide access to online learning portals, video libraries, quizzes, and assignments.
- To send course updates, learning reminders, class schedules, exam notices, and system alerts.
- To offer customer support and respond to technical or academic queries.
- To send promotional materials and newsletters, but only with consent (opt-in required).
- To analyze usage data and behavior to improve teaching methods and platform performance.
- To comply with obligations under national laws, tax regulations, and certification requirements.
- We never use your information for automated decision-making or profiling without your consent.

3. Data Protection

- End-to-End Encryption: all data transfers protected via HTTPS/SSL; sensitive fields encrypted at rest.
- Access Restrictions: role-based access limited to authorized staff; every access attempt logged and monitored.
- Secure Cloud Infrastructure: hosting partners comply with ISO 27001, GDPR, and PCI-DSS standards.
- Data Minimization: only necessary data collected; sensitive uploads (like ID cards) deleted after validation.
- Regular Training & Audits: internal teams undergo regular training on data ethics and cybersecurity.
- Routine audits conducted to test vulnerabilities and close potential security gaps.
- In the event of a data breach, affected users and authorities notified within 72 hours, as per applicable law.

4. Cookies

- Cookies maintain user sessions for login functionality and access control.
- Used to understand visitor behavior through heatmaps, click tracking, and page flow analysis.
- Store user preferences and settings, such as language or display mode.
- Track campaign performance for visitors arriving via advertisements or social media referrals.
- By using our website, you agree to our use of cookies.
- Browser settings may be modified to disable cookies, though this may affect certain site features.
- Refer to our Cookie Policy or contact us for further detail.

5. Data Retention

- Active Students: data retained until course completion plus an additional 5 years for certificate reissuance or verification.
- Website Visitors: analytical cookies and logs stored for up to 12 months before automatic deletion.
- Unsubscribed Contacts: emails removed from mailing lists stored in an inactive state for audit compliance.
- Where legal, financial, or accreditation rules require it, data may be retained longer (up to 10 years).
- Data no longer required is securely erased using automated or secure manual processes.
- A copy of our Data Retention Schedule can be requested by contacting our DPO.

6. Your Rights

- Access: request a copy of the personal information we hold about you.
- Rectification: request corrections to inaccurate or incomplete data.
- Erasure: request deletion of your data, subject to legal and contractual obligations.
- Restriction: request that processing of your data be limited in certain circumstances.
- Portability: request a copy of your data in a commonly used, machine-readable format.
- Withdraw Consent: withdraw consent at any time where processing is based on consent.
- Identity verification may be required to complete requests; some rights may be limited by law.
- To exercise these rights, contact us at info@tekgenti.com.

7. Updates

- This Privacy Policy may be revised to reflect changes in business, technology, or legal landscape.
- The Effective Date and Version listed at the top of this policy will be updated with each revision.
- Major updates will be notified via email, on-platform announcements, or banners.
- We recommend reviewing this page periodically to stay informed.
- Continued use of our services after updates constitutes acceptance of those changes.

8. Contact Us

- Email: info@tekgenti.com

- Phone: +92-337-0333300 (10:00 AM – 8:00 PM, Monday-Saturday)
- Website Contact Form: <https://www.tekgenti.com/contact>

Terms & Conditions

TekGen Technical Institute

Effective Date: January 1, 2024

Version: 1.0 (Updated: July 28, 2025)

Summary: These Terms & Conditions explain the rules, responsibilities, and legal requirements that apply when using TekGen Technical Institute's website, services, and training programs.

1. Acceptance of Terms

- By using our website, services, or enrolling in a program, you agree to these Terms & Conditions.
- If you do not agree with these terms, please discontinue use of our services.
- These terms apply to online, hybrid, and on-site training.
- TekGen may update these terms from time to time.
- Updated terms will be published on the website.
- Continued use of our services after an update means you accept the revised terms.
- TekGen may modify, suspend, or terminate services where necessary.
- Users must comply with applicable laws and regulations.
- Violations may result in restricted access or other appropriate action.

2. Use of Services

- Users must be at least 16 years old or have appropriate parental consent.
- Services must not be used for illegal or unauthorized purposes.
- Users are responsible for protecting their account credentials.
- Access may be suspended or terminated because of fraud, abuse, or policy violations.

3. Enrollment & Payment

- Enrollment is confirmed after full payment or approval of an installment arrangement.
- All application information must be accurate and verifiable.
- False documents or misleading information may result in cancellation.
- TekGen may accept or reject applications at its discretion.
- Students must satisfy any applicable course prerequisites.
- Registration cannot normally be transferred without written approval.
- Students may receive confirmation and login details where applicable.
- Required onboarding steps must be completed.
- A waiting list may be used when a course is over-enrolled.
- Serious misconduct may result in cancellation of enrollment.
- Fees must be paid according to the agreed payment schedule.
- Available payment methods may include bank transfer, online payment gateways, or in-person payment.

- Installment plans require approval from the relevant department.
- Late payments may result in penalties or temporary suspension.
- Certificates may be withheld until outstanding dues are cleared.
- Refund matters are handled under the separate Refund Policy.
- Course prices may change, while enrolled students generally retain the price applicable at registration.
- Promotional discounts are not normally applied retrospectively.
- Students are responsible for applicable transaction or bank charges.
- Failure to follow a payment schedule may result in removal from the course.

4. Intellectual Property

- Course content, manuals, videos, graphics, and other materials are protected intellectual property.
- Access is provided for personal educational use.
- Copying, selling, reproducing, or distributing materials without permission is prohibited.
- TekGen trademarks, logos, and branding may not be used without authorization.
- Unauthorized use may result in account termination or legal action.
- Recorded sessions may not be downloaded or redistributed unless specifically permitted.
- Custom materials developed by TekGen remain its property unless otherwise agreed.
- Third-party copyrighted material is used according to applicable licenses.
- Suspected intellectual-property misuse should be reported to TekGen.

5. Cancellation & Refund Policy

- Refund requests are handled according to TekGen's separate Refund Policy.
- Refund eligibility may depend on the circumstances and applicable approval.
- Refunds are generally not available after training or digital content has been accessed or downloaded.

6. Limitation of Liability

- TekGen is not responsible for indirect or incidental losses arising from use of its services.
- We are not responsible for interruptions caused by internet problems or third-party software.
- Course participation does not automatically guarantee employment, job placement, or a particular professional outcome.
- TekGen is not responsible for data loss caused by hardware problems, malware, or user error.
- Liability, where applicable, is limited to the amount paid for the relevant course.
- Services are used at the user's own responsibility.
- Information and content are provided without guarantees of complete accuracy.
- Third-party websites and services are used at the user's own risk.
- TekGen may suspend or terminate services in appropriate circumstances.

7. Amendments to Terms

TekGen reserves the right to change these Terms & Conditions when necessary. Updated terms will be published on the website and will become effective when posted. Continued use of the website or services indicates acceptance of the updated terms.

8. Governing Law

- These Terms & Conditions are governed by the applicable laws of Pakistan.
- Legal matters are subject to the relevant courts and jurisdiction specified by applicable law.
- If any provision is found invalid, the remaining provisions will continue to apply.
- TekGen may cooperate with relevant authorities when legally required.
- Legal communications should be directed to the appropriate TekGen department.
- Where translations are provided, the English version will take precedence.
- These terms replace previous agreements unless otherwise specifically stated.

9. Contact Us

- Email: info@tekgenti.com
- Website: www.tekgenti.com

Refund Policy

TekGen Technical Institute

Effective Date: January 1, 2024

Version: 1.1 (Updated: December 31, 2023)

Summary: This policy outlines the terms for refunds, returns, and course transfers at Tekgen Technical Institute. Please review each section carefully before enrolling or making any payments.

1. General Policy

- Tekgen Technical Institute ensures a fair, transparent refund and transfer policy for all students.
- Applies to all courses—online and in-person—once registration is completed.
- All students should review course details thoroughly before enrolling.
- Policy updates may occur without notice; students should check regularly.
- Any exceptions are solely at Tekgen's discretion.
- Policy ensures accountability and protects both students and the Institute.
- By enrolling, students agree to these terms automatically.
- Any violation may lead to refusal of refund or transfer requests.

2. Cancellations by the Student

- Cancellations must be submitted in writing via email or contact form.
- If done more than 10 working days before course start, partial/full refunds may apply.
- Less than 10 working days: refunds are typically not available.
- Medical or emergency documentation may be required for late cancellations.
- Requests are reviewed case-by-case and must be acknowledged by our team.
- No verbal or informal messages will be accepted.
- Tekgen does not refund due to personal scheduling conflicts.
- All communication should be clear, complete, and properly documented.

3. E-Learning / Online Courses

- Refunds not granted once login details or materials are issued.
- Technical problems on the user's end aren't valid reasons for a refund.
- No refund if the student chooses not to access the online content.
- Online courses are considered consumed once login is shared.
- Compatibility and access should be confirmed before enrollment.
- Exceptions may apply only for verified technical failures on Tekgen's side.
- No transfers permitted between online and physical programs.
- Course content remains accessible for the time stated, even post-refusal.

4. Transfer or Substitution Requests

- Requests allowed at least 7 days before course begins.
- One-time transfer or substitution per registration, based on availability.
- Admin fee may be charged for such changes.
- Substitute must meet course prerequisites for approval.
- All transfer requests must be in writing.
- No-shows after approval will result in forfeiture of seat and fees.
- Transfers not permitted once a course has started.
- Confirmation from Tekgen is required to finalize substitution.

5. Cancellations by Tekgen

- Tekgen may cancel or reschedule courses due to low enrollment or emergencies.
- Students will be offered full refunds or transfers in such cases.
- Notification will be sent in advance via email or phone.
- Tekgen not responsible for student travel, hotel, or related expenses.
- Rescheduled sessions will be prioritized for affected students.
- Every effort will be made to minimize disruption.
- Refunds will be processed promptly for cancelled sessions.
- Tekgen retains the right to revise course schedules when necessary.

6. No Show Policy

- Participants who don't attend without notice are considered no-shows.
- No-shows are not eligible for refunds or rescheduling.
- Repeated absences may affect future course eligibility.
- Documented emergencies may be reviewed for rare exceptions.
- Approval in such cases lies entirely with Tekgen.
- Attendance is mandatory for course completion and certification.
- No-shows cannot claim course completion certificates.
- Notification prior to class is crucial to avoid policy consequences.

7. Refund Request Procedure

- Refunds must be formally requested via email or online form.
- Reason for request and all relevant documents must be attached.
- Acknowledgement sent within 3 working days of receiving request.
- Processing takes 7–14 working days depending on payment mode.
- Refunds are issued via original payment method unless noted otherwise.
- Incomplete requests will be delayed or rejected.

- Tekgen may deny refunds not adhering to the policy.
- Keep proof of transaction to facilitate refund processing.

8. Non-Refundable Timeline

- Refunds not allowed after course start date under normal conditions.
- No partial refunds for missed classes or late arrivals.
- Login shared for online classes means refund ineligible.
- Students should align their schedule before enrolling.
- Requesting a refund too late results in automatic denial.
- Students are responsible for managing their own attendance.
- Tekgen provides sufficient upfront information for informed decision-making.
- Timely enrollment and planning prevent refund issues.

9. Non-Refundable Items

- Registration fees, exam vouchers, and study kits are non-refundable.
- Personalized services like coaching or resume building are excluded from refund.
- One-time consumable items are non-returnable.
- Custom packages or bundled discounts are final-sale items.
- No credit or refund will be issued for these categories.
- Non-refundable items will be clearly mentioned in the invoice.
- Tekgen ensures clarity at purchase stage to avoid confusion.
- Transparency and fairness guide all non-refundable item handling.

10. Late Payment Or Dues

- All course dues must be cleared before starting the course.
- Pending dues may result in seat cancellation without refund.
- Tekgen can impose penalties for repeated late payments.
- No access to course materials or certifications with unpaid fees.
- Payment plans must be approved before registration.
- Students should contact finance team in case of hardship.
- Defaulting may lead to restrictions on future enrollments.
- Prompt and complete payment ensures uninterrupted learning.

11. Corporate Or Group Enrollment

- All course dues must be cleared before starting the course.
- Pending dues may result in seat cancellation without refund.
- Tekgen can impose penalties for repeated late payments.

- No access to course materials or certifications with unpaid fees.
- Payment plans must be approved before registration.
- Students should contact finance team in case of hardship.
- Defaulting may lead to restrictions on future enrollments.
- Prompt and complete payment ensures uninterrupted learning.

12. Force Majeure

- Events like natural disasters, pandemics, or government orders qualify.
- In such cases, Tekgen cannot be held liable for delays or cancellations.
- No refunds offered under force majeure conditions.
- Course delivery may be moved online or rescheduled where possible.
- Students will be informed of developments through official channels.
- Tekgen prioritizes safety and regulatory compliance.
- Disruptions will be handled fairly and transparently.
- Flexibility offered when legally and practically possible.

13. Contact Us

- For any policy questions, email: info@tekgenti.com.
- Call us at (+92) 337-0333300 during working hours.
- Our support team responds within 24–48 business hours.
- Clear subject lines and details speed up response.
- Include student ID or invoice number in all refund requests.
- Polite, professional communication is appreciated.
- We're here to help with clarity, fairness, and respect.
- Visit our office or use our website form for direct contact.