

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>