



Gala Academy – Privacy Policy

Gala Academy (“Gala Academy”, “we”, “us”, or “our”) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you:

- visit our website at www.gala-academy.co.uk (the “Site”),
- use our learning platforms, applications, or services (collectively, the “Services”), or
- otherwise interact with us.

Please read this Privacy Policy carefully. If you do not agree with the terms of this Privacy Policy, please do not use our Site or Services.

Information We Collect

We may collect the following types of information:

Information You Provide to Us

- Account information: name, email address, username, password, profile photo (optional), contact details.
- Student information: grade level, school or institution, parent/guardian contact details (if applicable), learning preferences.
- Payment information: billing address and payment-related details processed via our third-party payment processors. We do not store full credit card numbers on our servers.
- Communications: information contained in messages you send us (e.g., email, chat, support requests, survey responses, feedback).
- Content you submit: assignments, projects, posts, comments, or other materials you submit or upload through our Services.

Information We Collect Automatically

When you use our Site or Services, we may automatically collect:

- Usage data: pages visited, features used, time spent on pages, links clicked, referring/exit pages, date and time of visits.
- Device and technical data: IP address, browser type and version, operating system, device identifiers, and similar technical information.
- Cookies and similar technologies: We use cookies, web beacons, and similar tools to recognize your browser, improve our Services, and analyze usage patterns. You can manage cookies through your browser settings, but disabling cookies may affect certain features.

Information from Third Parties

We may receive information about you from:

- Educational institutions or partners that provide us with enrollment or performance information necessary to deliver Services.
- Payment processors that confirm payment status or limited billing details.
- Third-party platforms (e.g., sign-in with Google or other single sign-on services) if you choose to connect or log in through them. The information we receive depends on the privacy settings and policies of those third parties.



How We Use Your Information

We may use the information we collect for the following purposes:

To provide and maintain our Services

- Create and manage user accounts
- Deliver courses, content, and learning tools
- Track progress, assessments, and learning outcomes

To communicate with you

- Send administrative information (e.g., confirmations, technical notices, security alerts, support messages)
- Respond to your questions, comments, and support requests
- Send information about updates, new features, or changes to our policies

To personalize the learning experience

- Recommend content or courses based on usage and performance
- Customize our Services to better meet your needs and interests

To improve and develop our Services

- Monitor and analyze usage, trends, and activities
- Test and develop new features, content, and tools

For safety, security, and legal compliance

- Protect the rights, property, or safety of Gala Academy, our users, or others
- Detect, prevent, and address fraud, abuse, or technical issues
- Comply with applicable laws, regulations, legal processes, and enforceable governmental requests

For other purposes with your consent

- Any additional uses not listed here will be disclosed to you and used only with your consent where required.

Legal Bases for Processing

As you are located in the United Kingdom, we process your personal data under one or more of the following legal bases:

- Your consent
- The performance of a contract with you or your institution
- Legitimate interests (e.g., improving and securing our Services)
- Compliance with a legal obligation



How We Share Your Information

We do not sell your personal information. We may share your information in the following limited circumstances:

Service providers and vendors

We may share information with trusted third parties who perform services on our behalf, such as:

- hosting providers, cloud storage, and IT services
- analytics and performance tools
- payment processors
- customer support and communication tools

These service providers are authorised to use your information only as necessary to provide services to us.

Educational institutions and authorized organizers

If you are enrolled through a school, organization, or other educational partner, we may share performance and usage information with authorized representatives (e.g., teachers, administrators, or program coordinators) to support your learning and program administration.

Legal and safety reasons

We may disclose information if we believe in good faith that such disclosure is:

- required by law, regulation, legal process, or governmental request,
- necessary to protect the rights, property, or safety of Gala Academy, our users, or the public, or
- necessary to detect, prevent, or address fraud, security, or technical issues.

Business transfers

In connection with any merger, sale of company assets, financing, or acquisition of all or a portion of our business, your information may be transferred as part of that transaction. We will take reasonable steps to ensure the confidentiality of your personal information and provide notice before your information becomes subject to a different privacy policy.

With your consent

We may share your information for any other purpose disclosed at the time we collect it or with your consent.

Children's Privacy

- Our Services may be used by children under the age of [13/16/other age] only with consent and oversight from a parent, guardian, or educational institution, as required by applicable law.
- We do not knowingly collect personal information directly from children without appropriate consent.
- If we become aware that we have collected personal information from a child in violation of applicable laws, we will take steps to delete such information as soon as reasonably possible.

Parents, guardians, and educators who have questions about children's information may contact us at the details provided in the Contact Us section below.



Data Retention

We retain personal information for as long as necessary to:

- provide our Services,
- fulfill the purposes described in this Privacy Policy,
- comply with our legal obligations,
- resolve disputes, and
- enforce our agreements.

When we no longer need to process your information, we will either delete it, anonymize it, or securely store it and isolate it from further processing until deletion is possible.

Cookies and Tracking Technologies

We use cookies and similar technologies to:

- remember your preferences and settings,
- keep you signed in,
- understand how you use our Site and Services, and
- improve performance and user experience.

You can control cookies through your browser settings. Some browsers also offer “Do Not Track” signals; our handling of such signals may vary in our Cookie Policy or additional information on our Site.

Data Security

We take reasonable and appropriate technical and organizational measures to help protect your personal information from loss, misuse, unauthorized access, disclosure, alteration, and destruction. However, no method of transmission over the internet or method of electronic storage is 100% secure, and we cannot guarantee absolute security.

If you believe your account or interaction with us is no longer secure, please contact us immediately.

International Data Transfers

Your information may be transferred to and processed in countries other than the one in which you reside. These countries may have data protection laws that are different from those in your country.

Where required by law, we take appropriate safeguards (such as standard contractual clauses or equivalent measures) to ensure that personal information remains protected in accordance with this Privacy Policy.

Third-Party Links and Services

Our Site and Services may contain links to third-party websites, services, or content that are not operated or controlled by Gala Academy. This Privacy Policy does not apply to such third parties. We are not responsible for the privacy practices of any third-party sites or services. We encourage you to review the privacy policies of any third party you interact with.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time. When we do, we will revise the “Last updated” date at the bottom of this policy statement. In some cases, we may provide additional notice (such as by sending an email or posting a prominent notice on our Site).



Your continued use of the Site or Services after any changes become effective signifies your acceptance of the updated Privacy Policy.

A handwritten signature in blue ink, appearing to be 'Gina', written over the printed text.

Signed
For and behalf of
GALA ACADEMY
Dated: 1 January 2026
Review Date: 31 December 2026

END DOCUMENT