

# LSI Tutoring – Terms & Conditions & Privacy Policy

*Last updated: 14 Jan 2026*

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## Privacy Policy

LSI Tutoring (“we,” “our,” or “the Platform”) is committed to protecting the privacy and personal information of all users, including students, parents/guardians, and tutors. This Privacy Policy explains how we collect, use, store, disclose, and protect personal data when you use our website and services.

### 1. Information We Collect

#### *a) Personal Information*

We may collect the following information from students, parents/guardians, and tutors: -

- Full name
- Email address
- Age, grade level, or school information
- Parent or guardian contact information (where applicable)
- Payment-related information (processed securely through third-party payment providers such as PayPal; we do not store full payment details)
- Tutoring history, including session records, messages, and reviews
- Uploaded files, homework, or learning materials
- Tutor qualifications, certifications, and profile information

#### *b) Automatically Collected Information*

We may automatically collect certain technical and usage data, including:

- IP address
- Browser type and device information
- Cookies and similar technologies for authentication, analytics, and platform functionality
- Usage patterns and activity logs to improve platform performance and security

### 2. How We Use Your Information

We use collected information to:

- Create, manage, and authenticate user accounts
- Schedule, deliver, and manage tutoring sessions
- Process payments and payouts
- Match students with suitable tutors
- Communicate service updates, support messages, and administrative notices
- Improve and maintain platform features and user experience
- Detect, prevent, and investigate fraud, security incidents, spam, or violations of our policies

We do not sell or rent personal data to advertisers.

### 3. Sharing of Information

We only share personal information when necessary and limited to the following circumstances:

- **Trusted service providers**, including payment processors, communication platforms (e.g., video conferencing or email services), and identity or background verification providers (if applicable)
- **Employees and contractors** who require access to perform platform operations - **Legal and regulatory disclosures**, where required by law, court order, or governmental authority
- **Protection of rights**, where disclosure is necessary to enforce our terms, protect users, or prevent harm

We are not responsible for the privacy practices of third-party websites or services accessed through external links.

### 4. Data Security

We implement reasonable administrative, technical, and organizational safeguards to protect personal data, including secure servers and encrypted connections where appropriate. However, no system is completely secure, and we cannot guarantee absolute protection against unauthorized access, data breaches, or cyberattacks.

### 5. Children's Privacy

- Users under the age of 18 require parent or guardian consent.
- We do not knowingly collect personal data from children under 13.
- Accounts found to violate this policy may be suspended or deleted.

## 6. Data Retention

We retain personal information only for as long as necessary to fulfill the purposes outlined in this policy, comply with legal obligations, resolve disputes, and enforce agreements. Inactive accounts and session records may be retained for a limited period before secure deletion.

## 7. Updates to This Policy

We may update this Privacy Policy from time to time. Changes will be posted with a revised date, and continued use of the Platform constitutes acceptance of the updated policy.

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# Student & Parent Terms of Use

These Terms apply to all students and parents/guardians who access or use LSI Tutoring.

## 1. Eligibility & Accounts

- Students must be at least 13 years old.
- Students under 18 require parent or guardian consent.
- Parents or guardians may create, manage, and oversee student accounts.
- All registration information must be accurate and kept up to date.
- Users are responsible for maintaining the confidentiality of their login credentials.
- Account sharing is strictly prohibited.

## 2. Booking & Attendance

- All tutoring sessions must be booked through the Platform.
- Students are expected to attend sessions on time and prepared.

## 3. Cancellations & No-Shows

- Sessions must be cancelled or rescheduled at least 24 hours in advance.
- Late cancellations or no-shows may result in forfeited fees.
- Repeated no-shows or misuse may result in account review or suspension.

## 4. Payments & Refunds

- Payments are processed securely through third-party providers such as PayPal.
- Sessions must be paid for prior to commencement.
- Refunds may be issued at LSI Tutoring's discretion in cases such as tutor absence or major technical failure.
- Refunds are not guaranteed for no-shows or late cancellations.

## 5. User Conduct

Students and parents/guardians agree to:

- Treat tutors and staff with respect
- Use the Platform solely for legitimate educational purposes
- Refrain from academic dishonesty, including requesting tutors to complete assignments or exams
- Not record sessions without explicit consent
- Avoid harassment, offensive language, or inappropriate content

## 6. Prohibited Activities

Users may not:

- Harass or threaten tutors or staff
- Attempt to bypass the Platform or avoid service fees
- Share or misuse personal information
- Upload malicious software, spam, or harmful files
- Upload or distribute copyrighted materials without authorization

## 7. Platform Limitations & Disclaimer

- LSI Tutoring does not guarantee specific grades, academic outcomes, or results.
  - Platform availability may be affected by technical issues beyond our control.
  - LSI Tutoring is not responsible for interactions or agreements that occur outside the Platform.
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## Tutor Terms & Conditions

These Terms apply to all tutors who provide services through LSI Tutoring.

### 1. Tutor Status

Tutors operate as independent contractors and are not employees of LSI Tutoring unless otherwise stated in writing.

### 2. Eligibility & Verification

Tutors must:

- Be at least 18 years old
- Provide accurate qualifications and experience

- Be legally permitted to work as an independent contractor in Canada
- Provide identification or verification documents upon request

### 3. Account Responsibilities

Tutors agree to:

- Maintain accurate and up-to-date profile information
- Keep login credentials secure
- Not share accounts or misrepresent identity

### 4. Professional Conduct

Tutors must:

- Arrive on time and prepared for sessions
- Provide honest, high-quality academic support
- Communicate professionally with students and parents
- Maintain confidentiality of all student information
- Refrain from completing assignments, tests, or exams on behalf of students

### 5. Payments & Fees

- Tutor compensation is calculated per session or hourly rate as determined by the Platform.
- Payments are issued according to the Platform's payout schedule.
- Tutors are responsible for all applicable taxes.
- Chargebacks, disputes, or fraudulent activity may result in delayed or withheld payments.

### 6. Scheduling, Cancellations & No-Shows

- Tutors set their availability through the Platform.
- Sessions must be cancelled at least 24 hours in advance.
- Excessive cancellations may result in account review or termination.
- Compensation for student no-shows is determined at LSI Tutoring's discretion.

### 7. Prohibited Conduct

Tutors may not:

- Provide false credentials
- Engage in harassment, discrimination, or inappropriate behavior
- Share student data without authorization

- Solicit off-platform payments or contact
- Upload copyrighted or illegal materials without permission

## 8. Content Ownership

- Tutors retain ownership of their original teaching materials.
- LSI Tutoring may use tutor-generated content for quality assurance, training, and internal purposes.
- Tutors are responsible for ensuring uploaded content does not infringe third-party rights.

## 9. Account Termination & Liability

LSI Tutoring reserves the right to suspend or terminate accounts for violations of these Terms. Pending payments will be handled in accordance with our policies.

LSI Tutoring is not liable for:

- Actions or behavior occurring outside the Platform
- Losses caused by technical issues beyond reasonable control
- Indirect, incidental, or consequential damages

Tutors use the Platform at their own risk.

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## Governing Law & Dispute Resolution

These Terms & Conditions and the Privacy Policy are governed by and interpreted in accordance with the laws of **Canada and the Province of Ontario**, without regard to conflict of law principles.

Any dispute, claim, or controversy arising out of or relating to the use of LSI Tutoring, the Platform, or these Terms shall first be attempted to be resolved informally by contacting LSI Tutoring support.

If informal resolution is unsuccessful, the dispute shall be resolved exclusively in the courts located in **Ontario, Canada**, and users irrevocably submit to the personal jurisdiction of such courts.

Nothing in this section prevents LSI Tutoring from seeking injunctive or equitable relief in any jurisdiction to protect its intellectual property, confidential information, or platform security.

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## Compliance With Canadian Laws

LSI Tutoring operates in accordance with applicable Canadian laws and regulations, including but not limited to:

- The **Personal Information Protection and Electronic Documents Act (PIPEDA)**
- Applicable provincial consumer protection laws
- Canadian tax and independent contractor regulations

Users are responsible for ensuring their own compliance with local, provincial, and federal laws when using the Platform.

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## Contact Information

For questions regarding these Terms or our Privacy Policy, please contact:

**LSI Tutoring Support**

live.switchboard@gmail.com

Official communications must be submitted through the above contact method. Personal phone numbers are not provided for legal, privacy, and security reasons.