

# Privacy Policy for GoHero.Education

**Effective Date:** [Insert Date]

**Last Updated:** [Insert Date]

Welcome to **GoHero.Education** (“GoHero”, “we”, “our”, or “us”). We value your privacy and are committed to protecting your personal data in accordance with the **Personal Data Protection Act 2010 (PDPA) of Malaysia**.

This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you use our online education services — including **video courses, live-stream classes, downloadable materials, online tests, and assessments** — through our website at <https://gohero.education>.

By accessing or using our platform, you consent to the collection and processing of your personal data as described below.

## 1. What Personal Data We Collect

We collect your personal data directly from you or automatically through your interactions with our platform.

### *1.1 Data You Provide to Us*

- Full Name
- Email Address
- Phone Number
- Payment Details (processed securely by payment gateway)
- Profile Information (username, photo, bio)
- Course Enrollments and Progress Records
- Exam/Test Results and Submissions
- Communication records (support tickets, chat messages)

### *1.2 Automatically Collected Data*

- Device and browser type
- IP address and location (approximate)
- Access time, duration, and activity logs
- Cookies and usage analytics data

### *1.3 From Third Parties*

We may receive limited information from:

- Payment service providers
- Educational partners and instructors

## 2. Purpose of Data Collection (PDPA Section 6(1)(a))

We process your personal data for the following purposes:

- To register, verify, and manage your account

- To provide you access to classes, tests, and educational materials
- To communicate updates, course reminders, and announcements
- To process payments, refunds, and invoices
- To improve our platform and user experience
- To comply with legal obligations and enforce our Terms of Use
- To prevent fraud, misuse, or unauthorized access
- If we intend to use your data for a new purpose, we will seek your consent before doing so.

### 3. Disclosure of Personal Data

We may disclose your personal data to:

- **Instructors and educational partners** involved in your enrolled courses
- **Service providers** (e.g., hosting, analytics, payment processors) strictly under confidentiality agreements
- **Regulatory bodies or authorities**, where required by law
- **Affiliates or successors**, in the event of a business transfer
- We **do not sell**, rent, or trade your personal data to third parties for marketing purposes.

### 4. Data Retention

We retain your personal data only as long as necessary to:

- Fulfill the purposes stated above; or
- Meet legal, accounting, or regulatory requirements.
- Afterward, your data will be securely deleted or anonymized.

### 5. Security of Personal Data

We implement reasonable technical and organizational measures to protect your personal data from unauthorized access, disclosure, alteration, or destruction, including:

- Encrypted data transmission (SSL/TLS)
- Secure storage and role-based access control
- Regular system updates and monitoring
- However, please note that no system is completely secure; use of our platform is at your own risk.

### 6. Access, Correction & Deletion Rights (PDPA Section 12–15)

You have the right to:

- Request access to your personal data we hold
- Request correction of inaccurate or outdated data
- Withdraw consent to processing or request deletion of your data
- Requests can be submitted to our Data Protection Officer (DPO) via email at [cs@gohero.education](mailto:cs@gohero.education). We will respond within 21 days in accordance with PDPA regulations.

### 7. Cookies Policy

We use cookies and similar tracking technologies to:

- Maintain session login
- Store user preferences (e.g., video playback, theme settings)
- Analyze site performance and usage
- You may disable cookies in your browser settings, but some features may not function properly.

## **8. Transfer of Data Outside Malaysia**

If your data needs to be processed or stored outside Malaysia (for example, on international cloud servers), we will ensure such transfers comply with PDPA Section 129(3) and are subject to adequate data protection safeguards.

## **9. Children's Privacy**

Our platform is designed for users aged 13 and above. For users under 18, parental or guardian consent is required before registration. We do not knowingly collect data from minors without consent.

## **10. Your Consent (PDPA Section 7)**

By providing your personal data, using our services, or continuing to use our platform, you consent to the collection and processing of your data as outlined in this Privacy Policy. You may withdraw consent at any time by contacting us at [cs@gohero.education](mailto:cs@gohero.education), subject to any legal or contractual restrictions.

## **11. Changes to This Policy**

We may update this Privacy Policy from time to time. Any significant changes will be notified via email or a prominent notice on our website. The updated version will take effect from the date specified in the "Effective Date" above.

## **12. Contact Us**

- Data Protection Officer (DPO)
- GoHero.Education
- ■ [cs@gohero.education](mailto:cs@gohero.education)
- ■ <https://gohero.education>

## **Consent to Personal Data Processing**

By checking the box during registration, I confirm that I have read and understood the Privacy Policy and I consent to the collection and processing of my personal data by GoHero.Education in accordance with the PDPA Malaysia. I understand I can withdraw my consent at any time by writing to [cs@gohero.education](mailto:cs@gohero.education).