

Privacy Policy

Cognexa AI Academy

Effective Date: 15.01.2025

Cognexa AI Academy (“we,” “our,” “us”) is committed to safeguarding the privacy and personal data of its users. This Privacy Policy explains how we collect, use, store, disclose, and protect personal data when you access our website, enroll in courses, make payments, or communicate with us, in accordance with applicable laws in India, including the **Digital Personal Data Protection Act, 2023**, the **Information Technology Act, 2000**, and related rules.

By accessing or using our services, you agree to the terms of this Privacy Policy.

1. Scope of This Policy

This Privacy Policy applies to all users, learners, visitors, instructors, and partners who interact with Cognexa AI Academy through:

- Our website built and hosted using **Wix**
 - Online payment processing via **Razorpay**
 - Communication channels including **WhatsApp** and **Facebook Messenger**
 - Any other services, platforms, or tools operated by Cognexa AI Academy
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2. Personal Data We Collect

We may collect the following categories of personal data:

a. Identity and Contact Information

- Full name
- Email address
- Mobile number
- City, state, and country
- Educational or professional details (if provided voluntarily)

b. Account and Usage Information

- Course registrations and learning progress
- Interaction with course materials and assessments
- Support requests and communication history
- Preferences and feedback

c. Payment Information

- Transaction IDs and payment status
- Billing-related information

Payments are processed securely through **Razorpay**. Cognexa AI Academy does **not** store credit card numbers, debit card details, UPI IDs, or bank account information.

d. Technical Information

- IP address
 - Browser type and device information
 - Cookies and usage data collected through Wix analytics tools
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3. Purpose of Data Processing

We collect and process personal data for the following purposes:

- To provide and manage educational courses and services
 - To create and maintain user accounts
 - To process payments and issue confirmations
 - To communicate with users via email, WhatsApp, or Messenger
 - To provide customer support and respond to inquiries
 - To improve our website, content, and user experience
 - To comply with legal and regulatory requirements
 - To prevent fraud, misuse, or security threats
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4. Legal Basis for Processing

Personal data is processed in accordance with the **Digital Personal Data Protection Act, 2023**, based on:

- User consent
- Performance of a lawful and legitimate purpose related to education
- Compliance with applicable legal obligations

Users may withdraw consent at any time, subject to legal or contractual restrictions.

5. Third-Party Services and Data Sharing

We do not sell or rent personal data. Personal data may be shared only with trusted third parties for legitimate service-related purposes, including:

a. Wix (Website Hosting and Analytics)

Our website is hosted on **Wix**, which may collect technical and usage data such as IP address, cookies, and browser information in accordance with its own privacy policy.

b. Razorpay (Payment Processing)

Payments are processed by **Razorpay**, which independently collects and processes payment-related data under its own privacy practices.

c. WhatsApp and Facebook Messenger

We use **WhatsApp** and **Facebook Messenger** to communicate with users for:

- Course-related updates
- Support and inquiries
- Important notifications

Messages exchanged through these platforms are governed by the privacy policies of **Meta Platforms, Inc.**

d. Legal Authorities

We may disclose personal data if required by law, regulation, court order, or government request.

6. Cookies and Tracking Technologies

We use cookies and similar technologies via Wix to enable website functionality, analyze usage, and enhance user experience. Users may manage or disable cookies through browser settings; however, certain features may not function properly if cookies are disabled.

7. Data Storage and Retention

Personal data is stored securely on servers operated by us or our service providers, located in India or other jurisdictions with adequate data protection standards.

We retain personal data only for as long as necessary to fulfill the purposes outlined in this Privacy Policy or to comply with legal and regulatory obligations.

8. Data Security

Cognexa AI Academy implements reasonable security practices and procedures, including administrative, technical, and organizational safeguards, to protect personal data from unauthorized access, disclosure, or misuse. However, no system can guarantee absolute security.

9. User Rights

In accordance with Indian law, users have the right to:

- Access their personal data
- Request correction of inaccurate or incomplete data
- Request deletion of personal data, subject to legal requirements
- Withdraw consent for data processing
- Raise grievances related to data protection

Requests may be submitted using the contact details provided below.

10. Children's Privacy

Our services are not intended for individuals under the age of 18 without parental or legal guardian consent. We do not knowingly collect personal data from minors in violation of applicable law.

11. External Links

Our website or services may contain links to third-party websites or platforms. Cognexa AI Academy is not responsible for the privacy practices or content of such third parties.

12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect legal, regulatory, or operational changes. Updates will be posted on our website with a revised effective date. Continued use of our services constitutes acceptance of the updated policy.

13. Governing Law and Jurisdiction

This Privacy Policy shall be governed by and construed in accordance with the laws of India. Courts located in India shall have exclusive jurisdiction.

