IvySpace Limited
Privacy Policy
(Updated as of Jul 7, 2016)

The following will set out the privacy policy for www.ivyspace.com including, but not limited to the details and information that will be collected by our website and the privacy rights included therein. This policy concerns:

- Privacy assurance
- Your credit card/payment details
- The information you voluntarily disclose
- Termination of your account
- Security
- Policy towards children
- Cookies/Advertising
- Newsletters and communication
- Further enquiries
- End notes

By accessing this website you understand and agree to the terms and conditions stated herein. Please note that this privacy policy regards www.ivyspace.com only, IvySpace has no control over third party's use of user's personal information should users follow links or plug-ins to third party companies located on our site, such as Facebook, Google or Wechat. Please review any external third party websites privacy policies accordingly.

1) Ensuring privacy
IvySpace shall collect voluntarily submitted user information for personal identification such users’ name and email address. This information is used to complete requests made on www.ivyspace.com and to allow for communication with users.

The following information shall not be made publicly available to other users:

- Any payment details provided
- Individuals’ Password
- Individuals’ IP Address
- Individuals’ phone number
- Any direct communications made directly with the Company
2) Credit card/ Payment details
To access IvySpace’s services, users must initially complete the websites’ registration form. The form will prompt users to provide personal information such as name and email address to allow for communication with users. During registration a user is required to give certain information (such as name and email address). This information is used to contact you about your IvySpace account. IvySpace security measures include encryption and authentication tools to assure confidentiality and protect your personal information.

Donations and orders will be placed via a secure server. Please ensure that your browser can support said function.

Regardless of these efforts, data transmission over the Internet is not guaranteed as 100% secure. Please ensure that you take the necessary precautions to protect your personal information, and that your password is kept secret. IvySpace reserves the right to obtain the users’ IP addresses to regulate, solve technical issues and prevent any legal disputes.

3) Voluntary Disclosure of Information through our platform
All voluntarily disclosed personal information made on our platform can be viewed and used by other members of the community. As such, please do not disclose any sensitive information on our platform through this public service.

Information made available to other users
When creating a user or mentor account with IvySpace, you will set up a profile page. The profile page consists of personal information (This includes, but is not limited to first name, last name, profile picture, education background, and other experience). Should you feel uncomfortable to provide such information, you can opt to omit. Information you choose to provide in your profile page will be publicly visible to all users. As such, we recommend that you consider carefully the information you are willing to disclose.

Company use of your information
IvySpace will make use of your information in order to:
1) Identify users by their individual accounts
2) Notify users of information that IvySpace believes to be of relevance to the user such as sessions that may be of interest to them. Note: the user can opt out of this should they wish not to receive messages from us.
3) Allow for the contact of you should you require assistance or would like to make enquiries.
4) Provide us with information as to how best to improve our services and serve you.
5) Contact you should we require additional information from you.
6) Provide information to parents/school that subsidizes your paid sessions upon request.
   i. A school is considered to be subsidizing the paid sessions if it has negotiated a special price or trial offer for its students
7) Provide information to transaction processing companies, for purposes such as charging your credit card. Any such sharing is always subject to a legal agreement requiring the companies to keep your personal information strictly confidential.

4) Deleting your account or information
Users may review, update, amend, or delete the personal information in their profile page by contacting us at admin@ivyspace.com or simply by editing the relevant part of their profile. Users may also terminate their account by contacting us via the above email address, we will accommodate any cancelation request should there be no legal obligation or a legitimate business reason to retain the information the account. Kindly note that any previously posted reviews via the Service will remain publicly viewable even if the account ceases to exist.

5) Security
IvySpace takes reasonable steps to protect the information provided by its users via the Services from loss, misuse, unauthorized access, or disclosure. However, again, security of data transmission over the Internet is not always guaranteed. In particular, email sent to or from the Services may not be secure. Users should therefore take special care in deciding whether to send private information to us via email, as well as in disclosing personal information to third party service providers on internet.

6) Policy towards children
IvySpace does not knowingly collect personally identifiable information from children under the age of 13. If a parent or guardian is aware that his/her has provided us with personal information without his/her consent, please contact us at admin@ivyspace.com to request for the removal of such information.

7) Cookies/ advertising
Please note that this website may include third-party advertising on occasion. Tracking technologies include, but are not limited to cookies and web beacons, that may be used by third party companies. These third party companies may make use of such technologies to attain anonymous statistics regarding your visits and other website activities. These statistics shall be used to provide users with specific advertisements that are of relevance to you. Please note we have no control over these third party cookies, nor do we have control over what these third party websites do with your personal information should you follow said said advertisements.
Your IP address may be obtained by IvySpace for the purpose of identifying you and anonymously tracking your activity on our site. The information obtained shall be used to monitor and analyze the use of the Service and for the Service’s technical administration, in order to increase the Service’s functionality and user-friendliness, as well as to better tailor the Services to fit our users’ needs. If you would rather not share details regarding when you are accessing our website and other anonymous information, please ensure that your website browser is set so that cookies are declined.

8) Newsletters and communications
IvySpace shall inform you of relevant sessions and provide you with newsletters or other information should you wish to receive it.

If the user wishes to opt out of these newsletters please click the “unsubscribe” button.

9) Further enquiries
If you would like to make additional enquiries, or would like further information regarding IvySpace or its privacy policy please contact us at admin@ivyspace.com.

10) End Notes
IvySpace reserves the right to update this privacy policy at any time. Users shall be notified of any adjustments to the privacy policy via the email address that was provided or will be displayed on the website.

In order to edit or remove any personal information that has been provided, simply log in and edit your profile information. Note: Some information may be retained as required by law or for required business purposes.

If requested, a copy of the personal information we hold about you can be provided. Note: the costs of providing the information as relevant and permitted by law will be charged to the user.

IvySpace reserves the right to disclose user information if it has been established that it is reasonably necessary in order to comply with the law or legal enforcement agencies, to prevent abuse or fraud, as well as to protect other users’ and IvySpace’s legal rights.