

GOALBI PRIVACY POLICY

Goalbi values its users' privacy. This Privacy Policy ("Policy") will help you understand how we collect and use personal information from those who visit our website or make use of our online facilities and services and what we will and will not do with the information we collect. Our Policy has been designed and created to ensure those affiliated with Goalbi of our commitment and realization of our obligation not only to meet, but to exceed, most existing privacy standards.

We reserve the right to make changes to this Policy at any given time. If you want to make sure that you are up to date with the latest changes, we advise you to frequently visit this page. If at any point in time Goalbi decides to make use of any personally identifiable information on file, in a manner vastly different from that which was stated when this information was initially collected, the user or users shall be promptly notified by email. Users at that time shall have the option as to whether to permit the use of their information in this separate manner.

This Policy applies to Goalbi, and it governs any and all data collection and usage by us. Through the use of <https://www.goalbi.com>, you are therefore consenting to the data collection procedures expressed in this Policy.

Please note that this Policy does not govern the collection and use of information by companies that Goalbi does not control, nor by individuals not employed or managed by us. If you visit a website that we mention or link to, be sure to review its privacy policy before providing the site with information. It is highly recommended and suggested that you review the privacy policies and statements of any website you choose to use or frequent to better understand the way in which websites garner, make use of and share the information collected.

Specifically, this Policy will inform you of the following:

1. What personally identifiable information is collected from you through our website;
2. Why we collect personally identifiable information and the legal basis for such collection;
3. How we use the collected information and with whom it may be shared;
4. What choices are available to you regarding the use of your data; and
5. The security procedures in place to protect the misuse of your information.

INFORMATION WE COLLECT

It is always up to you whether to disclose personally identifiable information to us, although if you elect not to do so, we reserve the right not to register you as a user or provide you with any products or services. Goalbi collects various types of information, such as:

- 1. Account for Students:** Goalbi collects and handles personal data that you provide during registration and when updating your account settings. When you sign up, you are asked to provide login credentials (username and password), as well as your first and last name, and email address. In addition, you have the

option to add more information to your account at any time, including syncing your Google and Goalbi Calendars. This additional information can assist in finding an appropriate time slot with a tutor or providing greater visibility into your schedule. It's worth noting that you are not required to provide any additional information that is not strictly necessary for registration, and it's entirely up to you to decide whether or not to share it.

2. Account for Tutors: Goalbi collects and processes personal data submitted by you upon registration and further editing of your profile. For registration purposes, you submit your login credentials (username and password), first name, last name and email address. You may also edit your profile anytime with additional information as well as sync your Google and Goalbi Calendars. Such additional information may help you to find a suitable time slot with a student or to have more visibility of your schedule. At the same time, you are not strictly required to provide additional information not specifically necessary for the registration. Therefore, it is your choice whether to include additional data in your profile, or not, such as zip code, country, language skills, education, and work experience. Some personal data, such as users' names and location that is listed in your user profiles or derived from IP Addresses may be publicly visible to other users on the Services or to the web.

3. Account for Instructors: Goalbi collects and processes personal data submitted by you upon registration and when editing your profile. The information we collect includes, but is not limited to:

- 3.1. **Registration Data:** When you register as an instructor, we collect your login credentials (username and password), first name, last name, and email address. This information is necessary for setting up your account and allowing you to access the platform's features.
- 3.2. **Profile Information:** You may choose to provide additional information in your profile, such as your zip code, country, language skills, education, and work experience. This data helps us to better understand your background and expertise, and it may be used to improve the quality of our services.
- 3.3. **Communication Data:** We may collect information related to your communications within the platform, such as messages, feedback, or ratings. This data is used to maintain a safe and effective learning environment and to address any concerns or issues that may arise.
- 3.4. **Usage Data:** We may collect information about your interactions with the platform, including pages viewed, features used, and time spent on the platform. This data helps us to understand how our services are being used and to identify areas for improvement. Therefore, it is your choice whether to include additional data in your profile, or not, such as zip code, country, language skills, education, and work experience. Some personal data, such as users' names and location that is listed in your user profiles or derived from IP Addresses may be publicly visible to other users on the Services or to the web.

Goalbi may also deem it necessary, from time to time, to follow websites that our users may frequent to glean what types of services and products may be the most popular to customers or the general public.

Please rest assured that this site will only collect personal information that you knowingly and willingly provide to us by way of surveys, completed membership forms, and emails. It is the intent of this site to use personal information only for the purpose for which it was requested, and any additional uses specifically provided for on this Policy.

- 4. Subscription to the Goalbi Blog:** You may choose to receive newsletters and updates from the Goalbi Blog; for this, it's required that you give us your email address.
- 5. Service Use, Cookies and Other Similar Technologies:** When you use our Services, we monitor and analyze your behavior on our website. We use cookies and other technologies to do this. You can learn more about our use of cookies in our [Cookie Policy](#).
- 6. Financial Information:** We process the details of transactions you make through the Goalbi Platform, including the date, time, and ID of the transaction.
- 7. Sensitive Data:** We don't process your sensitive data unless you expressly agree.
- 8. Posting of Information:** If you fill out a survey or form, leave a comment, or give us feedback on Goalbi, we'll process that personal data. We may also process any content or messages you post on Goalbi, including your personal information. You acknowledge that other users of Goalbi may see the information you share, and some of it cannot be deleted if it's connected to Lessons used by other users. We'll keep this information unless you opt-out, as it helps us resolve disputes and provide customer support. We reserve the right to terminate accounts of users who don't follow the [Terms of use](#).
- 9. Pages on Social Networks:** We have official pages on social networks like Facebook and Instagram. When you interact with our pages, we may analyze that data to measure our efficiency and conduct an analysis of our social media marketing campaigns.
- 10. Information Required for Marketing and Promotion:** We may collect your postal address to promote your Tutoring Services to prospective students in a certain geographic area.

WHY WE COLLECT INFORMATION AND FOR HOW LONG

We are collecting your data for several reasons:

1.1. Provision:

To better understand your needs and provide you with the services you have requested;
To fulfill our legitimate interest in improving our services and products as stated in our [Terms of Use](#)

To send you promotional emails containing information we think you may like when we have your consent to do so;

To contact you to fill out surveys or participate in other types of market research when we have your consent to do so;

To customize our website according to your online behavior and personal preferences. Specifically, we use your personal data upon registration to help others (be it a tutor or a student) find your account or profile, schedule, give and/or take lessons, and track your learning progress.

1.2. Payment Services:

We use payment providers such as Stripe and PayPal to process your payment information. This keeps your payment details safe, as they are stored and encrypted by these providers rather than on our own servers.

We use an integrated iframe for checkouts, meaning that you can securely pay for one or more lessons from your account. Tutors also receive payment securely through these providers.

We may use your payment card transaction data to confirm that a specific transaction occurred and to verify your purchase with our records. For example, we may use the date and amount of your purchase and the last 4 digits of your card number to qualify you for a promotional offer.

1.3. Marketing and Promotion of Goalbi:

We might send you marketing messages about our Services through our mailing list or newsletter, but we'll ask for your consent first, and you can always opt-out using the links in the messages or the user settings on Goalbi. If you give us your phone number, we might also contact you with marketing messages.

Finally, any feedback you give us may be used by Goalbi without paying you more for it, as explained in our [Terms of Use](#).

1.4. Verification and Preparation:

We want to make sure that Students receive high-quality lessons from tutors on Goalbi. To achieve this, we collect and process the credentials of tutors to verify that they are qualified to teach the subjects they claim to teach. To automate and improve the tutor verification process, we analyze the registration data of tutors.

1.5. Improvement of Tutor's and Instructors Ranking Algorithm:

We use various data, including personal data provided by tutors/Instructors and students on the Goalbi Platform, to improve the algorithm that ranks tutors/Instructors. This helps us to enhance your experience as a student. You can read more about the types of data we may collect in our [Terms of Use](#).

The data we collect from you will be stored for no longer than necessary. The length of time we retain said information will be determined based upon the following criteria: the length of time your personal information remains relevant; the length of time it is reasonable to keep records to demonstrate that we have fulfilled our duties and obligations; any limitation periods within which claims might be made; any retention periods prescribed by law or recommended by regulators, professional bodies or associations; the type of contract we have with you, the existence of your consent, and our legitimate interest in keeping such information as stated in this Policy.

USE OF INFORMATION COLLECTED

Goalbi does not now, nor will it in the future, sell, rent or lease any of its customer lists and/or names to any third parties.

Goalbi may collect and make use of personal information to assist in the operation of our website and ensure delivery of the services you need and request. At times, we may find it necessary to use personally identifiable information as a means to keep you informed of other possible services that may be available to you from <https://www.goalbi.com>

Goalbi may also be in contact with you with regards to completing surveys and/or research questionnaires related to your opinion of current or potential future services that may be offered.

Goalbi may feel it necessary, from time to time, to contact you on behalf of our other external business partners with regard to a potential new offer that may be of interest to you. If you consent or show interest in presented offers, then, at that time, specific identifiable information, such as name, email address and/or telephone number, may be shared with the third party.

Goalbi uses various third-party social media features, including but not limited to Facebook And Google, and other interactive programs. These may collect your IP address and require cookies to work properly. These services are governed by the privacy policies of the providers and are not within Goalbi LLC's control.

HOW IS PERSONAL DATA SHARED

1.1. Third-Party Service Providers:

Goalbi needs to work with various people, such as employees and contractors, and partner with other companies to provide you with the best service possible. However, Goalbi only shares your personal information with these parties under strict agreements that ensure your data is protected.

Your personal data may be shared with third-party service providers who specialize in analytics, social media platforms, communication, user research, email and push notifications, SMS marketing, payment processing, video conferencing, language assessment, influencer marketing, and search engine optimization.

Your personal information may include contact details, personal identifiers, payment information, and other relevant details that are described in our [Privacy Policy](#).

Goalbi only stores your data in secure places such as those provided by Microsoft Azure in USA, Japan, Australia, Hong Kong, Ireland and many other places.

1.2. Social Network Platforms:

We use social media platforms like Facebook and Instagram to keep in touch with our users and followers. When you interact with us on these platforms, we may collect your personal data, reactions, and comments under our posts.

When you use Goalbi's Facebook and Instagram pages, Meta Platforms, Inc. is a joint controller for processing personal data. This means that Meta and Goalbi are both responsible for the insight data and statistics of these pages and the information you provide when you contact us.

To ensure that your personal data is safe and secure, we work with service providers who are certified and use data processing agreements to protect your information.

We may also share your personal data with contractors and subsidiaries in other countries. Still, we ensure that your data is only used for the purposes specified in our [Privacy Policy](#) and is protected by technical measures such as **Standard Contractual Clauses** and secure storage systems. If you have any questions about how we use your personal data on our social media pages or in general, please don't hesitate to contact us at: support@goalbi.com.

DISCLOSURE OF INFORMATION

Goalbi may not use or disclose the information provided by you except under the following circumstances:

- as necessary to provide services you have ordered;
- in other ways described in this Policy or to which you have otherwise consented;
- in the aggregate with other information in such a way so that your identity cannot reasonably be determined;
- as required by law, or in response to a subpoena or search warrant;
- to outside auditors who have agreed to keep the information confidential;
- as necessary to enforce the Terms of Service;
- as necessary to maintain, safeguard and preserve all the rights and property of Goalbi

NON-MARKETING PURPOSES

Goalbi greatly respects your privacy. We do maintain and reserve the right to contact you if needed for non-marketing purposes (such as bug alerts, security breaches,

account issues, and/or changes in Goalbi services). In certain circumstances, we may use our website, newspapers, or other public means to post a notice.

CHILDREN UNDER THE AGE OF 13

Goalbi website is not directed to, and does not knowingly collect personal identifiable information from, children under the age of thirteen (13). If it is determined that such information has been inadvertently collected on anyone under the age of thirteen (13), we shall immediately take the necessary steps to ensure that such information is deleted from our system's database, or in the alternative, that verifiable parental consent is obtained for the use and storage of such information. Anyone under the age of thirteen (13) must seek and obtain parent or guardian permission to use this website.

UNSUBSCRIBE OR OPT-OUT

All users and visitors to our website have the option to discontinue receiving communications from us by way of email or newsletters. To discontinue or unsubscribe from our website please send an email that you wish to unsubscribe to support@goalbi.com. If you wish to unsubscribe or opt-out from any third-party websites, you must go to that specific website to unsubscribe or opt-out. Goalbi will continue to adhere to this Policy with respect to any personal information previously collected.

LINKS TO OTHER WEBSITES

Our website does contain links to affiliate and other websites. Goalbi does not claim nor accept responsibility for any privacy policies, practices and/or procedures of other such websites. Therefore, we encourage all users and visitors to be aware when they leave our website and to read the privacy statements of every website that collects personally identifiable information. This Privacy Policy applies only and solely to the information collected by our website.

NOTICE TO EUROPEAN UNION USERS

Goalbi's operations are located primarily in the United States. If you provide information to us, the information will be transferred out of the European Union (EU) and sent to the United States. (The adequacy decision on the EU-US Privacy became operational on August 1, 2016. This framework protects the fundamental rights of anyone in the EU whose personal data is transferred to the United States for commercial purposes. It allows the free transfer of data to companies that are certified in the US under the Privacy Shield.) By providing personal information to us, you are consenting to its storage and use as described in this Policy.

YOUR RIGHTS AS A DATA SUBJECT

Under the regulations of the General Data Protection Regulation ("GDPR") of the EU you have certain rights as a Data Subject. These rights are as follows:

- **The right to be informed:** this means we must inform you of how we intend to use your personal data and we do this through the terms of this Policy.

- **The right of access:** this means you have the right to request access to the data we hold about you and we must respond to those requests within one month. You can do this by sending an email to support@goalbi.com.
- **The right to rectification:** this means that if you believe some of the data we hold is incorrect, you have the right to have it corrected. You can do this by logging into your account with us, or by sending us an email with your request.
- **The right to erasure:** this means you can request that the information we hold be deleted, and we will comply unless we have a compelling reason not to, in which case you will be informed of same. You can do this by sending an email to support@goalbi.com.
- **The right to restrict processing:** this means you can change your communication preferences or opt-out of certain communications. You can do this by sending an email to support@goalbi.com.
- **The right of data portability:** this means you can obtain and use the data we hold for your own purposes without explanation. If you wish to request a copy of your information, contact us at support@goalbi.com.
- **The right to object:** this means you can file a formal objection with us regarding our use of your information with regard to third parties, or its processing where our legal basis is our legitimate interest in it. To do this, please send an email to support@goalbi.com.
- In addition to the rights above, please rest assured that we will always aim to encrypt and anonymize your personal information whenever possible. We also have protocols in place in the unlikely event that we suffer a data breach and we will contact you if your personal information is ever at risk. For more details regarding our security protections see the section below or visit our website at <https://www.goalbi.com>.

SECURITY

Goalbi takes precautions to protect your information. When you submit sensitive information via the website, your information is protected both online and offline. Wherever we collect sensitive information (e.g. credit card information), that information is encrypted and transmitted to us in a secure way. You can verify this by looking for a lock icon in the address bar and looking for "https" at the beginning of the address of the webpage.

While we use encryption to protect sensitive information transmitted online, we also protect your information offline. Only employees who need the information to perform a specific job (for example, billing or customer service) are granted access to personally identifiable information. The computers and servers in which we store personally identifiable information are kept in a secure environment. This is all done to prevent any loss, misuse, unauthorized access, disclosure or modification of the user's personal information under our control.

The company also uses Secure Socket Layer (SSL) for authentication and private communications to build users' trust and confidence in the internet and website use by providing simple and secure access and communication of credit card and personal information.

ACCEPTANCE OF TERMS

By using this website, you are hereby accepting the terms and conditions stipulated within this Privacy Policy. If you are not in agreement with our terms and conditions, then you should refrain from further use of our sites. In addition, your continued use of our website following the posting of any updates or changes to our terms and conditions shall mean that you agree and acceptance of such changes.

HOW TO CONTACT US

If you have any questions or concerns regarding the Privacy Policy Agreement related to our website, please feel free to contact us at the following email, telephone number or mailing address.

Email: support@goalbi.com

Mailing Address:

Goalbi LLC
4600 S Pinnacle Hills Pkwy Apt 310
Rogers, Arkansas 72758

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