



PRIVACY POLICY

Privacy Policy

Version 1.0

Effective Date: 10 August 2026

1. Introduction

Welcome to **Skilup** ("Company", "We", "Us", or "Our").

This Privacy Policy explains how We collect, use, store, disclose, and protect Your personal information when You access or use <https://skilup.in> ("Website") and the online learning services, educational content, digital products, and related services offered through the Website ("Service").

We are committed to protecting Your privacy and handling Your personal information responsibly and transparently. This Privacy Policy has been prepared in accordance with applicable laws of India, including the **Digital Personal Data Protection Act, 2023 (DPDP Act)**.

By accessing or using the Website or enrolling in any of Our courses, You acknowledge that You have read, understood, and agree to this Privacy Policy.

2. Interpretation and Definitions

Interpretation

Words with initial capital letters have meanings defined below. These definitions apply whether the terms appear in singular or plural form.

Definitions

For the purposes of this Privacy Policy:

Account means a unique account created by You to access the Website or any part of the Service.

Company means **Skilup**, the operator of the Website <https://skilup.in>.

Cookies mean small text files stored on Your computer, mobile device, or other device by a website to remember information about Your visit.

Device means any device capable of accessing the Website, including computers, laptops, tablets, and mobile phones.

DPDP Act means the Digital Personal Data Protection Act, 2023 of India, together with any amendments, rules, or regulations issued thereunder.

Personal Data means any information relating to an identified or identifiable individual.



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Processing means any operation performed on Personal Data, including collection, recording, storage, use, disclosure, transfer, deletion, or destruction.

Service means the educational services, digital learning platform, online courses, assessments, downloadable resources, certificates, and related services offered through the Website.

Service Provider means any third party engaged by the Company to support the operation of the Website or delivery of Services, including website hosting providers, payment gateways, cloud infrastructure providers, email service providers, analytics providers, learning management system providers, and technical support providers.

Usage Data means information collected automatically when You access or use the Website.

Website means **Skilup**, accessible at:

<https://skilup.in>

You or **Your** means the individual accessing or using the Website or, where applicable, the legal entity on whose behalf such individual accesses the Website.

3. Educational Services

Skilup provides professional education and training services through an online learning platform.

Depending upon the courses offered, the Website may provide:

- Online self-paced learning programmes
- Instructor-led training programmes
- Digital educational resources
- Course assessments and quizzes
- Learning progress tracking
- Certificates of completion
- Downloadable learning materials
- Student accounts
- Customer support services

Information collected through these Services is processed solely for the legitimate operation, administration, delivery, improvement, and compliance requirements of the educational platform.



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4. Use of Artificial Intelligence (AI)

Skilup may use Artificial Intelligence (AI) tools to assist in the creation of certain educational materials, including illustrative images, graphics, diagrams, icons, and limited textual content intended solely to support learning.

AI and Personal Data

The Company does not intentionally submit learners' Personal Data, confidential learner records, photographs, assessment responses, payment information, or personally identifiable information to AI systems for the purpose of generating instructional content.

AI-generated content is created independently of learner information.

Purpose of AI

AI tools are used only to assist in preparing educational and illustrative material intended to improve the learner experience. AI is not used to make automated decisions about learners, evaluate learner performance, or determine eligibility for enrolment, certification, or assessment outcomes.

Consent

Personal information collected during registration or course enrolment is processed solely for educational administration, delivery of Services, customer support, legal compliance, and related operational purposes.

Your enrolment does **not** constitute consent for Your Personal Data to be used for AI-generated content creation.

Data Subject Rights

Nothing in the Company's use of AI limits Your rights under applicable law. Subject to the DPDP Act and other applicable laws, You retain the right to:

- Access Your Personal Data;
- Request correction of inaccurate information;
- Request deletion of Personal Data where legally permissible;
- Withdraw consent where consent forms the basis of processing; and
- Exercise any other rights available under applicable law.

Data Security

The Company maintains reasonable administrative, technical, and organisational safeguards to protect Personal Data against unauthorised access, disclosure, alteration, or destruction. The



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Company's use of AI tools is managed in a manner intended to protect the confidentiality and privacy of learner information.

5. Information We Collect

We collect information necessary to provide and improve Our educational Services.

The categories of information We collect may include:

Personal Information

Depending on the Services You use, We may collect:

- Full name
- Email address
- Mobile or telephone number
- Postal address
- State, City, PIN/ZIP Code
- Billing information
- Organisation or employer (where applicable)
- Course enrolment information
- Customer support communications
- Information voluntarily provided through forms or correspondence

We collect only the information reasonably necessary to provide the Services requested by You.

6. Educational Records

As part of delivering Our educational Services, We may maintain records relating to Your learning activities, including:

- Courses purchased or enrolled in
- Course completion status
- Lesson progress
- Quiz and assessment attempts
- Scores and results



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- Certificates issued
- Participation records
- Feedback voluntarily submitted by You

These records are maintained solely for educational administration, learner support, certification, quality assurance, and compliance purposes.

7. Usage Data

We automatically collect certain technical information when You access the Website.

Usage Data may include:

- IP address
- Browser type and version
- Device type
- Operating system
- Pages visited
- Date and time of access
- Duration of visits
- Referral source
- Device identifiers
- Diagnostic information
- Website performance and error logs

This information helps Us maintain Website security, improve performance, analyse usage patterns, and enhance the user experience.

8. Information Collected Automatically

When You use the Website through a mobile device or computer, We may automatically collect technical information necessary for the proper functioning, security, and performance of the Website.

Such information may include:

- Mobile device model



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- Operating system
- Browser information
- Language preferences
- IP address
- Device identifiers
- Log files
- Crash reports
- Security logs

These details do not ordinarily identify You directly but may be associated with Your Account where necessary for security or service administration.

9. Cookies and Similar Technologies

The Website uses Cookies and similar technologies to provide essential functionality, improve user experience, enhance security, analyse Website usage, and remember Your preferences.

Cookies are small text files stored on Your Device by Your web browser.

Depending on how You use the Website, We may use:

Essential Cookies

These Cookies are necessary for the operation of the Website and enable core functionality such as:

- User authentication
- Secure login
- Session management
- Shopping cart functionality
- Course access
- Security and fraud prevention

Without these Cookies, certain features of the Website may not function correctly.

Functional Cookies

These Cookies remember preferences such as:



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- Language selection
- Login preferences
- User interface settings
- Course display preferences

These Cookies improve usability and help personalise Your experience.

Analytics Cookies

Subject to applicable law and Your browser settings, We may use analytics tools to understand:

- Website traffic
- Visitor behaviour
- Popular content
- System performance
- Technical issues

This information is generally collected in an aggregated or anonymised manner to improve Our Services.

WooCommerce and Learning Platform Cookies

Our Website may also use Cookies required for:

- Shopping cart functionality
 - Checkout processes
 - User account authentication
 - Learning Management System (LMS) session management
 - Remembering enrolled courses
 - Maintaining secure user sessions
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Managing Cookies

Most web browsers allow You to:

- [View Cookies](#)



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- Delete Cookies
- Block Cookies
- Configure Cookie preferences

Disabling certain Cookies may affect the functionality of the Website, including access to learner accounts, shopping cart features, and course delivery.

10. How We Use Your Personal Data

We process Personal Data only for legitimate educational, contractual, administrative, operational, legal, and customer service purposes.

Depending on the Services You use, We may process Your Personal Data to:

- Create and manage Your learner account.
- Process course registrations and enrolments.
- Deliver purchased courses and educational content.
- Provide access to assessments, quizzes, and certificates.
- Process payments and issue invoices where applicable.
- Verify learner identity where necessary.
- Respond to enquiries and support requests.
- Send important service-related communications.
- Notify You about course updates or scheduled maintenance.
- Improve Website functionality and learner experience.
- Maintain records required for certification and compliance.
- Detect fraud, misuse, unauthorised access, or security incidents.
- Comply with legal and regulatory obligations.
- Protect the rights, safety, and security of the Company, learners, and other users.

Where You have expressly consented, We may also send You information about new courses, educational events, webinars, newsletters, promotions, or other learning opportunities. You may opt out of such communications at any time.



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11. Payment Processing

Payments for courses, digital products, or other Services offered through the Website are processed through trusted third-party payment service providers.

The Company does **not** store complete debit card numbers, credit card numbers, CVV numbers, UPI PINs, internet banking credentials, or other sensitive payment authentication information on its own servers.

Payment processing may be carried out by authorised payment gateway providers, including Razorpay, in accordance with their own privacy policies and applicable laws.

Users are encouraged to review the privacy policy of the payment service provider before completing any transaction.

12. Learning Management System (LMS) Data

As part of providing the Services, the Company uses third-party Learning Management System (LMS) software and other educational technology platforms to facilitate the delivery of the Website and the Courses. Such third-party platforms may process information relating to Your learning activities, including:

- Course enrolments
- Lesson completion
- Learning progress
- Quiz attempts
- Assessment scores
- Certificates earned
- Completion dates
- Continuing education records
- Learning preferences

These records enable Us to provide educational Services, verify course completion, issue certificates, improve course quality, and maintain academic records.

13. Sharing of Personal Data

We do **not** sell or rent Your Personal Data.



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We may share Personal Data only where reasonably necessary for the operation of the Website or where required by law.

Personal Data may be shared with the following categories of recipients.

Service Providers

We may share information with trusted service providers who assist Us in operating the Website and delivering Our Services, including providers of:

- Website hosting
- Cloud infrastructure
- Learning Management Systems
- Payment gateway services
- Email communications
- Technical support
- Website maintenance
- Data backup services
- Analytics services
- Security monitoring

These service providers are authorised to process Personal Data only to the extent necessary to perform services on Our behalf.

Business Transfers

If the Company undergoes a merger, acquisition, restructuring, or transfer of assets, Personal Data may be transferred as part of that transaction, subject to applicable legal requirements.

Legal Compliance

We may disclose Personal Data where required:

- by law;
- by a court of competent jurisdiction;
- by a lawful governmental authority;
- to protect the rights, property, or safety of the Company;



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- to investigate fraud, abuse, or security incidents; or
 - to enforce Our legal rights.
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With Your Consent

We may disclose Your Personal Data to third parties where You have expressly authorised or consented to such disclosure.

14. Marketing Communications

Where permitted by applicable law, We may send information regarding:

- New educational programmes
- Workshops
- Webinars
- Learning resources
- Special offers
- Product updates
- Newsletters

You may opt out of receiving promotional communications at any time by following the unsubscribe instructions contained in the communication or by contacting Us.

Even if You opt out of marketing communications, We may continue sending essential service-related communications relating to Your account, purchases, enrolments, or legal obligations.

15. Data Retention

We retain Personal Data only for as long as reasonably necessary to fulfil the purposes described in this Privacy Policy or as required under applicable law.

Retention periods may vary depending upon the nature of the information.

For example, We may retain:

- learner account information;
- course enrolment records;
- payment records;



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- certificates issued;
- assessment records;
- customer support communications;
- system security logs; and
- legal compliance records,

for periods reasonably necessary to:

- provide ongoing learner support;
- verify certificates;
- resolve disputes;
- maintain educational records;
- comply with taxation, accounting, or legal obligations; and
- protect the legitimate interests of the Company.

Once Personal Data is no longer required, We will securely delete, anonymise, or otherwise dispose of it in accordance with applicable law and Our internal data retention practices.

16. International Transfer of Personal Data

The Company primarily processes Personal Data in India.

However, certain technology service providers engaged by the Company may process or store information on servers located outside India.

Where such transfers occur, the Company will take reasonable steps to ensure that Personal Data receives an appropriate level of protection consistent with applicable law and this Privacy Policy.

By using the Website and providing Personal Data, You acknowledge that such transfers may occur where necessary for the provision of the Services.

17. Your Rights Regarding Personal Data

Subject to applicable law, including the Digital Personal Data Protection Act, 2023, You may have the following rights regarding Your Personal Data:

- Request access to the Personal Data We hold about You.
- Request correction or updating of inaccurate or incomplete Personal Data.



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- Request deletion of Personal Data where We are no longer required or legally permitted to retain it.
- Withdraw consent for processing where processing is based on Your consent.
- Request information regarding the processing of Your Personal Data, where applicable.
- Lodge a complaint with the appropriate authority if You believe Your rights have been infringed.

We will consider and respond to such requests in accordance with applicable law.

18. Managing Your Information

Where available, You may review or update certain Personal Data directly through Your learner account.

You may also contact Us to:

- update Your information;
- correct inaccuracies;
- request deletion of Your Personal Data;
- withdraw consent where applicable; or
- enquire about the processing of Your Personal Data.

Please note that We may retain certain information where required to comply with legal obligations, resolve disputes, protect Our legitimate interests, maintain educational records, or enforce Our agreements.

19. Security of Personal Data

Protecting Your Personal Data is important to Us.

We implement reasonable administrative, technical, and organisational safeguards designed to protect Personal Data against unauthorised access, alteration, disclosure, misuse, loss, or destruction.

These safeguards may include, where appropriate:

- Secure website hosting
- SSL/TLS encryption
- Password-protected user accounts



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- Role-based administrative access
- Software updates and security patches
- Firewall and malware protection
- Periodic backups
- Access controls for authorised personnel

While We strive to protect Personal Data using commercially reasonable security measures, no method of electronic storage or Internet transmission can be guaranteed to be completely secure. Accordingly, We cannot guarantee absolute security.

20. Children's Privacy

Skilup provides educational and training services that may, in certain circumstances, be accessed by school students or other individuals below the age of eighteen (18) years.

Where Personal Data of children is collected, the Company will process such information in accordance with applicable laws, including the Digital Personal Data Protection Act, 2023, and any rules made thereunder.

Where required by law, verifiable consent from a parent or lawful guardian will be obtained before processing the Personal Data of a child.

If a parent or guardian believes that a child has provided Personal Data without the required consent, they should contact the Company. Upon verification, We will take appropriate steps in accordance with applicable law.

21. Third-Party Websites

The Website may contain links to third-party websites or services for Your convenience.

The Company does not control and is not responsible for the privacy practices, security, content, or policies of third-party websites.

Accessing such websites is at Your own discretion, and You are encouraged to review the privacy policies of those websites before providing any Personal Data.

22. Changes to this Privacy Policy

The Company may revise this Privacy Policy from time to time to reflect:

- changes in applicable laws;



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- changes in technology;
- changes in business operations;
- improvements to Our Services; or
- other legitimate operational requirements.

When material changes are made, the revised Privacy Policy will be published on the Website together with the updated "Last Updated" date.

Where required by applicable law, We may also notify registered users through email or other appropriate means.

Continued use of the Website after the revised Privacy Policy becomes effective constitutes acceptance of the updated Privacy Policy.

23. Governing Law and Jurisdiction

This Privacy Policy shall be governed by and construed in accordance with the laws of the Republic of India.

Subject to applicable law, any dispute arising out of or relating to this Privacy Policy or the processing of Personal Data by the Company shall be subject to the exclusive jurisdiction of the competent courts in **Delhi NCR**, India.

24. Grievance Redressal

If You have any questions, concerns, or complaints regarding this Privacy Policy or the processing of Your Personal Data, You may contact Our Grievance Officer.

Grievance Officer

Name: *Adinarayanan Krishnan*

Designation: Grievance Officer

Email: support@skilup.in

Postal Address: *[Business Address to be inserted]*

The Company will endeavour to acknowledge and address grievances within a reasonable period in accordance with applicable law.



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25. Contact Us

If You have any questions regarding this Privacy Policy or wish to exercise any of Your rights relating to Personal Data, You may contact Us through any of the following methods:

Email: support@skilup.in

Website: <https://skilup.in>

Postal Address:

Skilup

21, Primrose 6, Gardenia Street, Vatika City, Sector 49, Gurugram, Haryana 122018

India

— End of Privacy Policy —