THE LINGUA ATELIER

Privacy Policy

Website Policy - Foreign Language Classes

1. About this policy

The Lingua Atelier ("we", "us" or "our") provides live online foreign-language classes. This policy explains how we handle information you share when you visit our website, submit an enquiry, or participate in classes. For current contact options and updated business information, please visit https://thelinguaatelier.com.

2. Information we may collect

Depending on how you interact with us, we may receive your name, email address, phone / WhatsApp number, preferred foreign language, self-reported proficiency level, learning goal and enrolment intent, message, and the time zone automatically reported by your browser.

To help assign you to the right batch and counselor, we also collect approximate location information – city, region / province / state, and country – inferred from your IP address via a third-party IP geolocation service (ipapi.co), and your browser timezone via JavaScript. We populate these values into a hidden form field (user_location_info) together with a timestamp and source (Meta Ad). We do not collect precise GPS location and we do not store your raw IP address, only the resulting city/region/country/timezone string.

If you contact us using a communication service linked from our website (for example, WhatsApp after form submission), we may also receive information you choose to include in that chat. Basic technical information such as browser type or pages visited may be processed by the website host for security and operation.

3. How we use information

We use enquiry information to respond to questions, arrange a free demo class, understand your learning goals and current proficiency, recommend a suitable course and batch based on your approximate location and timezone, communicate about enrolment and classes via email, phone or WhatsApp, and maintain appropriate business records. We do not ask you to pay for a demo class. If you decide to enrol, we use relevant information to administer your course and payment.

Location and timezone are used only for operational purposes – for example, to suggest class timings in your local time and to route your enquiry to the appropriate counselor. We do not use location to discriminate or to personalize advertising.

4. Location and time zone information

The website may use your browser time-zone setting (via Intl.DateTimeFormat) and your approximate city, region and country (via ipapi.co IP lookup) to populate a hidden form field so we can better coordinate communication about classes and assign you to the right batch. This is device and network-based approximate information and may not reflect your exact location. No precise GPS data is collected.

You are informed about this collection on the form itself before submission ("We also collect your approximate city, region, country and timezone...") and you consent to it via the required consent checkbox. You may contact us through the options currently published on our website if you have a question about this information or wish to request deletion.

5. Sharing and service providers

We do not sell your personal information. Information may be processed by providers necessary to operate the website, store enquiries, deliver communications, host the site, or handle payments:
• Google Apps Script / Google Sheets – to store form submissions securely;
• WhatsApp (Meta) – to continue the conversation after form submission when you are redirected to our official WhatsApp;
• ipapi.co – to infer approximate city/region/country from IP (no raw IP stored by us).

We may disclose information where required by applicable law or where reasonably necessary to protect rights, safety, or the security of our services.

6. Retention and security

We keep information only for as long as reasonably necessary to respond to enquiries, administer classes, maintain records, resolve disputes, and meet applicable legal obligations. We take reasonable steps to protect information, but no website transmission or storage system can be guaranteed completely secure.

7. Cookies and third-party services

The website may rely on hosting or embedded third-party services that use technical logs or cookies, including Google Fonts, Google Sheets/Apps Script, ipapi.co, and WhatsApp (wa.me / api.whatsapp.com). The exact practices depend on the services enabled on the live site. Your use of third-party platforms is also subject to their own privacy terms.

8. Your choices and rights

Depending on the law that applies to you, you may have rights to request access to, correction of, or deletion of personal information, or to object to certain processing. For privacy questions or requests, please use the current contact options published at thelinguaatelier.com. We may need to verify your request before acting on it.

9. Children

Our website and classes are not specifically designed to collect personal information from children without appropriate permission. If you believe a child has provided personal information inappropriately, please use the contact options on our website so we can review it.

10. Changes and contact

We may update this policy when our practices or legal requirements change. The current version will be published on our website. Please visit https://thelinguaatelier.com for the latest policy and current contact information. This policy is intended as general website information and should be reviewed for compliance with laws applicable to the business.

Last reviewed: 31 October 2026. Please check the website periodically for the latest version.