

Privacy Policy – Institute of Mathematical Sciences (IMS4Maths)

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1. Introduction & Commitment to Privacy

At **IMS4Maths** (Institute of Mathematical Sciences), we are committed to protecting your privacy and ensuring transparency in how we collect, use, and protect your personal information. This comprehensive Privacy Policy explains our data handling practices for visitors, students, and users of our website and services at <https://ims4maths.com/>.

Whether you're exploring our **UPSC mathematics coaching**, **IAS/IFoS preparation programs**, online classes, or downloading study materials, your privacy matters to us. We comply with applicable data protection regulations including **GDPR** and **India's data protection principles**.

2. What Personal Data We Collect

We collect personal data only when necessary to provide our services effectively. Here's what we gather:

2.1 Information You Provide Directly

When You Register for Courses:

- Full name
- Email address
- Phone number
- Date of birth
- Academic background
- Mailing address
- Payment information (processed securely)
- Course preferences (IAS, IFoS, CSIR, GATE, JAM, CSAT)

When You Contact Us:

- Name and contact information
- Inquiry subject
- Message content

- Purpose of inquiry

When You Submit Comments:

- Author name
- Email address
- Website URL (if provided)
- IP address
- Comment content
- Browser user agent

When You Download Materials:

- Email address
- Name
- Course of interest
- Document preferences

2.2 Information Collected Automatically

Website Usage Data:

- IP address and geolocation
- Browser type and version
- Operating system
- Pages visited and time spent
- Referring website
- Click patterns and navigation behavior
- Device information (mobile, tablet, desktop)
- User preferences and settings

Cookies & Tracking Technologies:

- Session cookies (expire when browser closes)
- Persistent cookies (last up to 1 year)
- Authentication cookies (login credentials)
- Analytics cookies (usage tracking)
- Preference cookies (display and personalization)

Third-Party Tracking:

- Google Analytics data
- YouTube embedded content analytics
- Form submission tracking
- Email engagement tracking

2.3 Information from Third Parties

- Payment processors (payment verification)
- Email service providers (newsletter subscriptions)



- Analytics providers (aggregated data)
 - Social media platforms (if you log in via social accounts)
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3. Why We Collect This Data (Legal Basis)

We collect personal data for the following legitimate purposes:

3.1 Service Delivery

- Enrolling you in **IAS/IFoS mathematics coaching** or other programs
- Processing course registrations and payments
- Delivering **study materials** and course content
- Managing online classes and live sessions
- Providing test series access and feedback
- Sending course updates and schedules

3.2 Communication

- Responding to inquiries and support requests
- Sending confirmation emails and receipts
- Delivering course materials and access credentials
- Notifying about program updates and important announcements
- Sharing educational content via email or WhatsApp

3.3 Analytics & Improvement

- Understanding user behavior on our platform
- Improving website functionality and user experience
- Analyzing course effectiveness
- Personalizing your learning experience

3.4 Marketing & Promotional Activities

- Sending newsletters with study tips and updates
- Promotional offers for **UPSC mathematics coaching**
- Success stories and topper achievements
- Educational webinars and events
- (Only with your explicit consent)

3.5 Legal Compliance

- Maintaining records for taxation and accounting
 - Responding to legal requests
 - Preventing fraud and unauthorized access
 - Protecting our intellectual property
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4. How We Use Your Data

4.1 Primary Uses

1. **Course Administration** – Enrollment, payments, attendance tracking, grade recording
2. **Communication** – Email, SMS, WhatsApp messages related to your programs
3. **Content Delivery** – Access to study materials, test series, video lectures
4. **Support Services** – Responding to student inquiries and technical issues
5. **Performance Tracking** – Test results, progress analysis, personalized feedback

4.2 Secondary Uses (With Consent)

- Marketing communications about new courses or services
- Alumni newsletters and success stories
- Testimonials and case studies (anonymized unless explicit permission given)
- Educational research and program improvement
- Social media promotion of student achievements (with written consent)

4.3 Automated Decision-Making

We do **NOT** use fully automated decision-making that significantly affects you. However, we use automation for:

- Spam detection in comments
- Email filtering and categorization
- Analytics and usage patterns
- Course recommendations (based on interests you express)

5. Who We Share Your Data With

5.1 Internal Sharing

Your data is shared within IMS4Maths team members who need it to:

- Process your registration
- Provide customer support
- Manage payments and finances
- Deliver course content
- Conduct analytics

5.2 Third-Party Service Providers

We share data with:

1. **Payment Processors**
 - Razorpay, PayU, or other secure payment gateways

- Purpose: Secure payment processing
- Data: Payment information, billing address
- 2. **Email Service Providers**
 - Email marketing platforms
 - Purpose: Sending newsletters and communications
 - Data: Email address, name, course preferences
- 3. **Cloud Hosting Providers**
 - Web hosting and server management
 - Purpose: Website operation and security
 - Data: All website data
- 4. **Analytics Platforms**
 - Google Analytics
 - Purpose: Website usage analysis
 - Data: Aggregated, anonymized usage data
- 5. **Communication Tools**
 - WhatsApp Business API, Telegram
 - Purpose: Course updates and support
 - Data: Phone number, name, course information
- 6. **Learning Management Systems**
 - Student portal platforms
 - Purpose: Course content delivery
 - Data: Login credentials, progress data
- 7. **Video Hosting (YouTube)**
 - Embedded lecture videos
 - Purpose: Content delivery
 - Data: Viewing analytics (YouTube handles this)

5.3 Legal Requirements

We may disclose personal data when required by law:

- Court orders or legal proceedings
- Government authority requests
- Fraud prevention and security
- Protection of our legal rights

5.4 What We Do NOT Do

- ✓ We do NOT sell your personal data to third parties
- ✓ We do NOT share data with unaffiliated marketing companies
- ✓ We do NOT use data for purposes other than stated
- ✓ We do NOT share data without your knowledge or consent (except legally required)

6. Data Retention Policy

Retention Periods by Data Type

Data Category	Retention Period	Reason
Course Registration	Duration of enrollment + 5 years	Legal/tax compliance, alumni records
Payment Records	7 years	Tax and financial regulations
Communications	2 years	Support history and reference
Comments	Indefinitely (can be deleted on request)	Community record, moderation
Login Cookies	2 days or logout	Session management
Analytics Data	26 months	Google Analytics default
Marketing Emails	Until unsubscribed	Subscriber management
Support Tickets	2 years	Customer service records

Deletion Upon Request

- You can request deletion of your data at any time
- We will delete within 30 days (except legally required data)
- Some data may be anonymized instead of deleted
- Backups may retain data for up to 90 additional days

7. Cookies, Tracking & Technology

7.1 Types of Cookies We Use

Essential Cookies (Required)

- WordPress session authentication
- Security tokens
- User preferences
- Login information

Functional Cookies (Enhance Experience)

- Language preferences
- Sidebar collapse/expand states
- Display settings
- Navigation preferences

Analytics Cookies (Understand Usage)

- Google Analytics (`_ga`, `_gid`)
- Page views and bounce rates
- User journey tracking
- Conversion tracking

Marketing Cookies (With Consent)

- Facebook Pixel
- Retargeting pixels
- Email engagement tracking
- Campaign attribution

7.2 Cookie Duration

- **Session Cookies:** Deleted when browser closes
- **Login Cookies:** 2 days or until logout
- **Preference Cookies:** 1 year
- **Analytics Cookies:** 26 months
- **Marketing Cookies:** As per platform defaults (usually 30-90 days)

7.3 Managing Cookies

You can control cookies through:

- Browser settings (block/delete cookies)
 - Privacy browser extensions
 - Do-Not-Track signals (if your browser supports)
 - Opt-out links in marketing emails
 - Our privacy preferences panel
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8. Your Data Protection Rights

8.1 Your Rights Under Data Protection Law

Right to Access

- You can request a copy of all personal data we hold about you
- Response within 30 days

Right to Rectification

- Correct inaccurate or incomplete data
- We will update records promptly

Right to Erasure ("Right to be Forgotten")

- Request deletion of your data
- Exceptions: Legal obligations, fraud prevention
- Processing within 30 days

Right to Restrict Processing

- Request we limit how we use your data
- Useful if you dispute accuracy or legitimacy

Right to Data Portability

- Receive your data in a structured format
- Transfer to another service provider

Right to Object

- Opt-out of marketing communications
- Object to certain processing activities
- One-click unsubscribe from marketing emails

Right to Complaint

- File a complaint with data protection authorities
- No retaliation for exercising rights

8.2 How to Exercise Your Rights

Submit Requests To:

- **Email:** ims4maths@gmail.com
- **Subject Line:** "[Data Request] [Your Name] – [Type of Request]"
- **Include:** Full name, email, phone number, specific request details

Response Timeline:

- Acknowledgment within 5 business days
- Full response within 30 days
- Extension possible (30+ days) for complex requests

9. Data Security Measures

9.1 Security Practices

We protect personal data through:

Technical Measures:

- SSL/TLS encryption (HTTPS on all pages)
- Firewalls and intrusion detection
- Regular security audits and penetration testing
- Secure password hashing (bcrypt/similar)
- Two-factor authentication options
- Automated backups with encryption

Administrative Measures:



- Limited access (need-to-know principle)
- Employee confidentiality agreements
- Annual data protection training
- Privacy impact assessments

Physical Measures:

- Secure data centers with access controls
- Surveillance and monitoring
- Visitor logging and verification

9.2 What We Cannot Guarantee

- Absolute security (no system is 100% secure)
- Third-party service provider breaches
- User-side security (your device/password strength)
- Transmission across unsecured networks

9.3 Data Breach Response

In the unlikely event of a breach:

- We will investigate immediately
 - Notify affected individuals within 72 hours
 - Report to authorities if required
 - Offer credit monitoring or protective services
 - Implement corrective measures
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10. Children's Privacy

Our Policy

IMS4Maths is primarily intended for adults preparing for **UPSC examinations** (minimum age typically 21+ for exam eligibility). However:

If You Are Under 18:

1. Parental/guardian consent required for account creation
2. We collect minimal data from minors
3. Parents can request access or deletion of their child's data
4. We do not market to children

If You Are a Parent/Guardian:

1. You can review your child's data anytime
2. Request deletion or account closure
3. Contact us at ims4maths@gmail.com



We comply with **COPPA** (Children's Online Privacy Protection Act) if applicable to your jurisdiction.

11. Automated Processing & Profiling

What We Do

1. Use analytics to understand user preferences
2. Recommend relevant courses based on your interests
3. Detect spam in comments
4. Categorize support inquiries
5. Personalize email communications

What We Don't Do

1. Create detailed behavioral profiles without your knowledge
 2. Make significant decisions solely based on automation
 3. Share profiling data with third parties
 4. Use profiling for discriminatory purposes
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12. International Data Transfers

Our Global Operations

1. IMS4Maths operates from India (Delhi, Hyderabad)
2. Some third-party services may process data internationally
3. We ensure standard contractual clauses or adequacy decisions protect your data

Where Your Data May Be Stored

1. India (primary servers)
2. United States (Google services, analytics)
3. Other jurisdictions (third-party service providers)

Adequacy Safeguards

1. Standard contractual clauses with processors
 2. Data protection impact assessments
 3. Contractual commitments to GDPR/local compliance
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13. Third-Party Services & Links

External Links

Our website links to:

1. YouTube (video content)
2. Social media platforms (Facebook, Instagram, etc.)
3. External educational resources
4. Payment gateways

These third parties have their own privacy policies. We are not responsible for their practices.

Embedded Content

YouTube videos and other embedded content may:

1. Track your viewing behavior
2. Set their own cookies
3. Collect analytics data
4. Use your interaction data

Check YouTube's and other platforms' privacy policies for details.

Third-Party Plugins & Tools

1. Google Analytics – [Privacy Policy](#)
2. Razorpay – [Privacy Policy](#)
3. Email platforms – Respective provider policies

14. Marketing Communications & Opt-Out

Types of Communications You May Receive

Transactional (Always Sent):

1. Course confirmation emails
2. Receipt and payment notifications
3. Password reset requests
4. Course material access links

Promotional (Requires Consent):

1. New course announcements
2. Seasonal discount offers
3. Study tips and educational content
4. Success stories and testimonials
5. Webinar invitations



6. Newsletter subscriptions

Preference-Based:

1. Based on your course selection
2. Your interaction history
3. Expressed preferences

Opting Out

Email Marketing:

1. Click "Unsubscribe" link in every email
2. Email us: ims4maths@gmail.com with "Unsubscribe" in subject
3. Update preferences in your student account

SMS/WhatsApp:

1. Reply "STOP" to any message
2. Contact us at +91-99991-97625

Push Notifications:

1. Disable in your browser/app settings
2. Opt out in your account preferences

Cookies:

1. Use browser privacy settings
2. Accept only essential cookies
3. Clear cookies anytime

15. How Long We Keep Your Data

Standard Retention Schedule

Information	Retention Period	Reason
Student Records	During enrollment + 5 years	Legal compliance, alumni services
Payment Info	7 years	Tax and financial records
Email Communications	2 years	Support history, disputes
Website Comments	Indefinitely or per request	Community moderation
Analytics Data	26 months	Google Analytics retention
Login Cookies	Until logout (max 2 days)	Session management
Preference Cookies	1 year	User experience
Support Tickets	2 years	Customer service quality



Information	Retention Period	Reason
IP Address Logs	90 days	Security monitoring

Deletion Exceptions

We may retain data longer if:

1. Required by law or court order
 2. Dispute resolution or litigation pending
 3. Fraud investigation or prevention
 4. Contractual obligations exist
 5. Financial accounting requirements
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16. Your Choices & Control

Privacy Control Panel (If Available)

Manage your preferences:

1. Email frequency
2. Cookie types
3. Content personalization
4. Data sharing preferences
5. Communication channels

Account Settings

1. View your profile information
2. Edit personal details
3. Change password
4. Download your data
5. Delete your account

Browser Controls

1. Disable cookies
 2. Clear browsing data
 3. Block certain sites
 4. Use incognito/private mode
 5. Install privacy extensions
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17. California Privacy Rights (CCPA Compliance)

If you are a California resident:

Right to Know

1. What personal data is collected
2. How it's used and shared
3. Categories of recipients

Right to Delete

1. Request deletion of personal data
2. Exception for necessary operational data

Right to Opt-Out

1. Refuse "sales" or sharing of data
2. We do not sell data; this is informational

Right to Non-Discrimination

1. No penalties for exercising rights
2. Same quality service regardless

How to Submit CCPA Requests:

1. Email: ims4maths@gmail.com
2. Subject: "CCPA Request – [Your Name]"
3. Include: Full legal name, email, specific request

Response Time: 45 days (may extend 45 more if needed)

18. Updates to This Policy

When We Update

1. Material changes to our practices
2. Legal or regulatory changes
3. Service modifications
4. Technology updates

How We Notify You

1. Email to registered address
2. Website banner notification
3. Policy update date clearly marked
4. "Last Updated" date prominently displayed

Your Options



If you disagree with updates:

1. Opt-out of new practices
2. Request data deletion
3. Stop using our services

Continued use = acceptance of updated terms

19. Contact Us & Data Protection Officer

Privacy-Related Inquiries

Email:

ims4maths@gmail.com

Mailing Address:

Institute of Mathematical Sciences (IMS4Maths)
25/8, Old Rajinder Nagar Market
New Delhi – 110060, India

Phone:

+91-011-45629987

+91-99991-97625 (WhatsApp available)

Support Hours:

Monday – Friday: 10:00 AM – 6:00 PM IST

Saturday: 10:00 AM – 2:00 PM IST

Sunday: Closed

Request Types & Expected Response Time

Request Type	Response Time
General inquiry	24-48 hours
Data access request	30 days
Data deletion request	30 days
Complaint/grievance	5-7 days
Technical issues	24 hours

Legal Requests

For government requests or legal inquiries:

1. Email: legal@ims4maths.com (if available)
2. Proper legal documentation required
3. Processing per applicable laws

20. FAQ – Frequently Asked Questions

Q: Do you sell my data?

A: No. We never sell personal data to third parties for profit.

Q: Can I delete my account?

A: Yes. Email ims4maths@gmail.com with "Delete Account" in subject line. We'll delete within 30 days.

Q: How do I opt-out of emails?

A: Click "Unsubscribe" at the bottom of any email. Instant removal from mailing list.

Q: Is my payment information secure?

A: Yes. We use industry-standard SSL encryption and trusted payment gateways. We don't store credit card details.

Q: Can I download my data?

A: Yes. Email us requesting a data export. We'll provide it in a standard format within 30 days.

Q: How long do you keep my information?

A: See Section 15 for detailed retention schedules. Generally: enrollment period + 5 years for student records.

Q: Do you use cookies?

A: Yes, but only essential cookies are required. You can control non-essential cookies in your browser settings.

Q: What if I have a privacy complaint?

A: Contact us via the methods in Section 19. You can also file complaints with data protection authorities.

21. Compliance & Certifications

1. ✓ **GDPR Compliant** (for EU residents)
 2. ✓ **India IT Act Compliant** (Section 43A)
 3. ✓ **CCPA Compliant** (for California residents)
 4. ✓ **SSL/TLS Encrypted** (<https://>)
 5. ✓ **Regular Security Audits**
 6. ✓ **Privacy by Design Principles**
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22. Summary in Simple Terms

We collect your data to:

1. Enroll you in **UPSC mathematics coaching** or other programs
2. Send course materials and updates
3. Improve our services
4. Communicate with you (only what you consent to)

We protect your data by:

1. Encryption (SSL/TLS)
2. Limited access (only staff who need it)
3. Secure servers and backups
4. Regular security checks

You control your data by:

1. Requesting what we have
2. Updating or deleting information
3. Opting out of communications
4. Controlling cookie settings

We don't:

1. Sell your data
2. Use it without your knowledge
3. Share it unnecessarily
4. Keep it longer than needed

Document Version History

Version	Date	Changes
1.0	August 2024	Original policy
2.0	August 19, 2026	SEO optimization, expanded sections, legal compliance updates

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Questions? Contact us at ims4maths@gmail.com or +91-99991-97625
