



Privacy Policy

At Bilingual Education Institute, we respect the privacy of our customers and are committed to protecting it. This policy explains how we collect, use, and disclose personal information about our customers.

What personal information do we collect?

We may collect the following types of personal information about our customers:

- Name, email address, phone number, and other contact information
- Payment information, such as credit card details
- Language proficiency level, learning goals, and other educational information
- Usage data, such as website browsing history and user behavior
- I-20 data, such as passport information and visa status, for international students
- Eligibility documents for refugee social services, such as refugee status, asylum status, or other immigration documents

How do we collect personal information?

We may collect personal information from our customers in various ways, including:

- When customers register for our courses or services
- When customers submit inquiries or requests for information
- When customers visit our website or use our online platforms
- When customers participate in surveys or promotions
- For customers who are eligible for refugee social services, we may collect eligibility documents when they apply for those services.

How do we use personal information?

We may use personal information for the following purposes:

- To provide language courses and related services to our customers
- To communicate with customers about their enrollment, progress, and other matters related to their language learning
- To process payments and invoices
- To improve our courses and services
- To personalize the customer experience and provide targeted advertising
- To comply with legal and regulatory obligations, including reporting i-20 data and eligibility documents for refugee social services to government agencies

Do we share personal information?

We may share personal information with third-party service providers, such as payment processors and marketing platforms, as necessary to provide our courses and services. We may also share personal information in the following circumstances:

- With our affiliates and partners for marketing and other business purposes
- With government authorities and law enforcement officials to comply with legal obligations or protect our rights
- In connection with a merger, acquisition, or sale of assets
- With government agencies for international students or refugee social services, as required by law, to report i-20 data and eligibility documents and comply with immigration or refugee regulations

How do we protect personal information?

We take reasonable measures to protect personal information from unauthorized access, disclosure, or destruction. These measures include:

- Physical security measures, such as locked cabinets and restricted access to facilities
- Technical security measures, such as firewalls and encryption
- Organizational security measures, such as employee training and access controls
- However, no method of transmission or storage is 100% secure, and we cannot guarantee the security of personal information.

How long do we keep personal information?

We retain personal information for as long as necessary to provide our courses and services, comply with legal obligations, resolve disputes, and enforce agreements. When personal information is no longer needed, we securely dispose of it.

Your rights and choices

You have certain rights and choices regarding your personal information, including:

- The right to access, correct, or delete personal information we hold about you
- The right to object to or restrict our processing of personal information
- The right to withdraw consent for the collection, use, or disclosure of personal information
- To exercise your rights and choices, please contact us at security@bei.edu. We may need to verify your identity before processing your request.

Updates to this policy

We may update this privacy policy from time to time to reflect changes in our practices or legal requirements. We will post the updated policy on our website and notify customers of material changes.