



PRIVACY POLICY

Effective Date: 10 May 2025

Last Updated: 12 May 2025

1. Introduction

i-CODE Robotics & AI Lab ("i-CODE", "we", "our", or "us") is a premium technology education institution located at Onestop Arcade, off Langata Road, Karen, Nairobi, Kenya. We are committed to protecting the privacy and personal information of our students, parents, guardians, professionals, and all visitors to our platforms.

This Privacy Policy explains how we collect, use, store, protect, and share your personal information when you interact with us through our website (icodetailab.com), our student portal (app.icodetailab.com), our programs, and any related services. By using our platforms or enrolling in our programs, you agree to the terms of this Privacy Policy.

2. Information We Collect

We collect the following categories of personal information:

2.1 Information You Provide Directly

- Full name, age, and date of birth (for students)
- Parent or guardian name and contact details
- Email address and phone number
- Postal address or location
- School or institution name
- Payment and billing information (processed securely via third-party providers)
- Program preferences and enrollment details
- Communication records (emails, WhatsApp, or form submissions)

2.2 Information Collected Automatically

- IP address and browser type
- Pages visited and time spent on our website
- Device type and operating system
- Referring URLs and navigation patterns
- Login activity on the student portal (app.icodeailab.com)

2.3 Information from Third Parties

- Referral information from partner schools or organizations
- Social media profile data when you connect via social login (if applicable)

3. How We Use Your Information

We use the information we collect for the following purposes:

- To process enrollment and registration for our programs
- To manage student profiles, progress, and academic records
- To communicate program updates, schedules, and important notices
- To process payments and issue receipts or invoices
- To provide customer support and respond to inquiries
- To send newsletters, promotions, and event invitations (with your consent)
- To improve our website, portal, and service delivery
- To conduct internal analytics and program performance evaluation
- To comply with legal obligations and protect against fraud
- To share student achievements and project showcases (with prior consent)

4. Legal Basis for Processing

We process your personal data based on the following legal grounds under applicable Kenyan data protection law (Kenya Data Protection Act, 2019):

- Contractual necessity – to fulfil our obligations when you enrol in a program
- Legitimate interests – to operate, improve, and grow our business responsibly
- Legal compliance – to meet regulatory requirements
- Consent – for marketing communications, photography, or optional data sharing

5. Sharing of Your Information

We do not sell, rent, or trade your personal information. We may share your information only in the following circumstances:

- With trusted service providers who assist in delivering our programs (e.g. payment processors, cloud hosting, SMS/email platforms) — all bound by data protection agreements
- With partner schools or organizations, only where relevant to a specific program or agreement
- With regulatory or law enforcement authorities when required by law
- With your explicit consent for any other purpose not listed here

All third parties we work with are required to handle your data securely and in accordance with applicable privacy laws.

6. Data Retention

We retain your personal information for as long as necessary to fulfil the purposes outlined in this policy, or as required by law. Specifically:

- Student enrollment records are retained for a minimum of 5 years after program completion
- Payment records are retained for 7 years for financial compliance
- Marketing contact preferences are retained until you withdraw consent
- Portal login data is retained for the duration of active enrolment plus 12 months

When data is no longer needed, it is securely deleted or anonymised.

7. Data Security

We take the security of your personal information seriously. Our measures include:

- SSL/TLS encryption on all web platforms (icodeailab.com and app.icodeailab.com)
- Secure, password-protected access to administrative systems
- Role-based access controls — staff only access data relevant to their role
- Regular security reviews and updates to our systems
- Secure hosting infrastructure with LiteSpeed server technology

While we implement strong security measures, no online system is 100% immune to risk. We encourage you to use strong passwords and contact us immediately if you suspect any unauthorized access.

8. Cookies and Tracking Technologies

Our website and student portal use cookies to enhance your experience. Cookies are small text files stored on your device. We use:

- Essential cookies – necessary for the platform to function (e.g. login sessions)
- Analytics cookies – to understand how visitors use our site (e.g. Google Analytics)
- Preference cookies – to remember your settings and preferences

You may disable cookies through your browser settings. However, doing so may affect the functionality of certain features, particularly on the student portal.

9. Children's Privacy

i-CODE serves students from the age of 7 years and above. We are committed to protecting the privacy of minors. For students under the age of 18:

- Enrollment requires the consent of a parent or legal guardian
- We collect only the minimum information necessary for program delivery
- We do not share a minor's personal data with third parties for marketing purposes
- Parents and guardians may request access to, correction of, or deletion of their child's data at any time

If you believe a minor's data has been collected without proper consent, please contact us immediately at info@icodetailab.com.

10. Your Rights

Under the Kenya Data Protection Act (2019), you have the following rights regarding your personal data:

- Right to access – request a copy of the personal data we hold about you
- Right to correction – request correction of inaccurate or incomplete data
- Right to deletion – request deletion of your data where no longer necessary
- Right to restriction – request that we limit how we use your data
- Right to data portability – receive your data in a structured, machine-readable format

- Right to object – object to processing based on legitimate interests or for marketing
- Right to withdraw consent – withdraw previously given consent at any time

To exercise any of these rights, contact us at info@icodeailab.com. We will respond within 21 days of receiving your request.

11. Third-Party Links

Our website may contain links to external websites or platforms (e.g. YouTube tutorials, partner organizations, or social media). We are not responsible for the privacy practices or content of those external sites. We encourage you to review the privacy policies of any third-party sites you visit.

12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, legal requirements, or platform features. When we make material changes, we will:

- Update the "Last Updated" date at the top of this document
- Post a notice on our website or student portal
- Notify enrolled students and parents via email where appropriate

Your continued use of our platforms after any changes constitutes your acceptance of the updated policy.

13. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or your personal data, please contact us:

i-CODE Robotics & AI Lab

Onestop Arcade, off Langata Road, Karen, Nairobi, Kenya

Email: info@icodeailab.com

Phone: +254 141 054 939

Website: www.icodeailab.com

i-CODE Robotics & AI Lab — Invent the Code. Ignite the Future.

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