

REFUND POLICY ALLIANCE FRANÇAISE DE BANGALORE**REFUND POLICY COURSES/WORKSHOPS/EVENTS**

Course fees are not refundable and are not transferable to a third person or to any other Alliance Française in India or in the world.

Cancellation of classes/events/workshop by AFB

In case a course is cancelled, students can choose either to: - Join another equivalent course. - Defer their registration to the next session. - Request a refund. Note that refunds may take between two to three months to be processed and to reflect in the bank account.

Cancellation of registration by student/client before the start of the session

A student may opt out of a class only before the commencement of the session. They would then be eligible for a credit note of the full amount valid for one year.

Discontinuation or withdrawal from an ongoing session

- In case of a medical emergency: students/client cancelling their classes/workshop registration within the financial year will be eligible for a 50% refund after deducting the number of classes attended. Requests for cancellation must be submitted by email to the Courses Department along with supporting documents that include the relevant dates before the end of the session.
- In case of work-related reason: a student may request a deferment of their course registration for a maximum of one calendar year. Such requests must be submitted within two weeks after the initially scheduled course start date, be supported by relevant documentation, and are subject to approval by the Course Department. Only one deferment per year is permitted.

A credit note can be used to pay for courses and workshops only at the Alliance Française de Bangalore.

It cannot be used towards registration for DELF/DALF or TCF exams.

- For Events, refund requests must be submitted 7 days prior to the event date. Cancellations made within seven 7 days of the event are non-refundable. However, refund requests may be reviewed on a case-by-case basis. All approved refunds will be processed in accordance with the Alliance Française de Bangalore's administrative procedures.

Note: All refund-related transactions may take between 2 to 3 months.

During registration, students are required to sign a document outlining the refund policy, class cancellation terms, and code of conduct. Please [CLICK](#) here to refer to the document.

PRIVACY POLICY ALLIANCE FRANÇAISE DE BANGALORE

The Alliance Française de Bangalore is committed to protecting the privacy and personal data of its students, clients, and participants. This Privacy Policy explains how we collect, use, store, and protect personal information shared with us.

By enrolling in our courses, registering for examinations or events, or interacting with us, you consent to the collection and use of your personal data as described in this policy.

1. Personal Data We Collect

We may collect and store the following personal information:

- Contact details: Name, email address, phone number
- Personal details: Age, gender, mother tongue (where required)
- Academic data: Courses enrolled, classes attended, examination registrations
- Administrative data: Invoices, payment records, event registrations
- Communication preferences (e.g. newsletter subscription)
- Certain personal details are mandatory for official examination registrations and academic attestations.

Communication may take place via email, phone calls, SMS, or messaging platforms such as WhatsApp, solely for academic and administrative purposes.

2. Purpose of Data Collection

Personal data is collected and used for the following purposes:

- Communicating class schedules, timetable changes, and holidays
- Sharing invoices, payment confirmations, and receipts
- Sending video-conference links for online classes
- General academic, events-related and administrative communication
- Examination and certification registrations
- Internal marketing, reporting, and sales analysis
- Resolving registration disputes, billing issues, or attendance verification
- Generating duplicate or corrected invoices, if required

3. Storage and Retention of Data

All personal data is stored in the AF Bangalore internal database.

Once a client or student profile is created, records related to:

Billing, classes attended, event and exam registrations may be retained for administrative, financial, and legal purposes, including audit and dispute resolution.

PRIVACY POLICY ALLIANCE FRANÇAISE DE BANGALORE**4. Data Sharing and Third Parties**

AF Bangalore does not share personal data with third parties without the explicit consent of the client or student, except where required by law or for official examination registrations with authorized bodies.

For official examinations or certifications, required personal data may be shared with authorized examination or cultural institutions solely for registration and certification purposes.

5. Marketing Communications & Opt-Out

You may opt out of receiving marketing or newsletter communications at any time by contacting AF Bangalore. Once processed, your contact details will be removed from the mailing list within a timeframe 4 months.

6. Data Deletion Requests

Requests for deletion of personal data will be reviewed on a case-by-case basis.

- Certain records cannot be immediately deleted if they relate to billing, financial transactions, attendance records, or official certifications.
- These records may be retained as required for legal, financial, or administrative compliance.

7. Academic Attestations

Students requesting attestations or certificates of class attendance must contact AF Bangalore via email. Such requests must be made within three 3 years from the completion of the course.

8. Legal / Regulatory Disclosure

Personal data may be disclosed if required by law, court order, or governmental authority.

9. Updates to This Policy

AF Bangalore reserves the right to update this Privacy Policy from time to time. Any changes will be published on our official website.