

Refund and Private Policy

REFUND POLICY

Customers are entitled to a 100% refund within 7 days as long as:

1. A refund is requested within 7 days of purchase
2. No course certificates have been issued.

PROGRAM FEES AND REFUNDS

Casablanca Education will bill all participants in an online program for the following charges:

1. Application fee 2000,00 MAD
2. Program deposit 10 000,00 MAD
3. Remaining program costs (equivalent to the partners' tuition, based on residency status, minus the deposit)

The application fee and program deposit are **NON-REFUNDABLE** even if a student is not accepted to the program, except where **Casablanca Education** partner suspends the entire program. If the partner suspends the entire program, **Casablanca Education** will assist the student in finding an alternative program within the same term or subsequent term.

Once the "Unconditional Offer" is issued by the partner, **NO REFUND** will be permitted.

DESCRIPTION OF SERVICES

"**Casablanca Education**" is an educational agency that recruits students, who want to pursue their studies abroad, either in the United Kingdom, Spain, Turkey, Malaysia or Malta.

Students can apply for online or on campus courses through **Casablanca Education**, depending on the specialties offered by the partnering universities and centers.

All materials shared, resources, downloads and services are the property of **Casablanca Education** (collectively "Services").

Unless The Services are for your personal and non-commercial use. You may not modify, copy, distribute, transmit, display, perform, reproduce, publish, license, create derivative works from, transfer, or sell any information, software, products or services obtained from the Services.

Information we may collect from you

We may collect and process the following data about you:

1. Information that you provide by filling in forms on our website **www.CasaEducation.com** (the "Website")
2. Details of applications you make through our Website
3. If you contact us, including via our online enquiry service, we may keep a record of that correspondence
4. Details of your visits to our Website and the resources that you access
5. We may ask you to complete surveys that we use for research purposes although you do not have to respond to them.

CASABLANCA EDUCATION USE OF VISITOR STATISTICS

When you visit our website, our systems automatically collect information about your computer, including where available your IP address (a unique number assigned to your computer when you are using your browser on the internet), operating system and browser type to monitor customer traffic patterns and website usage.

This statistical data does not contain any personally identifiable information about you or any of our users. It is used to enhance the design and layout of the Website making it easier to navigate.

These statistics are very much like television ratings that tell the networks how many people tuned in to a particular programme. We only use this type of data in aggregate i.e. we look at the data collectively, in summary form, rather than on an individual basis.

COOKIES

We use cookies to collect our statistics about your visit. Cookies are small text files that are placed on your computer and are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site.

WHERE WE STORE YOUR PERSONAL DATA

The data that we collect from you may be processed by staff who work for us or for one of our suppliers. By submitting your personal data, you agree to this transfer, storing or processing.

We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy. Where we have given you (or where you have chosen) a password, which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

USAGE MADE OF THE INFORMATION

The information you have given us will be stored on our computer systems and used in the following ways:

1. **Marketing:** In order that we may keep you informed by post, email, telephone or other electronic means of the news, events or services that may be of interest
2. **Web statistics:** To improve the service to our clients and to analyse our Website's use without identifying you as an individual
3. **Market Research:** From time to time we may ask you to take part in research surveys to assist us with improving our service to existing and potential students
4. **Processing applications** made by you
5. **To carry out our obligations to you**, such as notifying you about changes to our terms and conditions

DISCLOSURE OF YOUR INFORMATION

Subject to the exceptions set out below, we will not disclose your personal information to third parties including other constituents of **Casablanca Education** unless:

1. Required by law; or
2. Your consent has been given.

WE MAY DISCLOSE YOUR PERSONAL INFORMATION

1. To comply with any legal obligation e.g. search warrant, subpoena, court order.
2. To protect the rights, property, or safety of **Casablanca Education** or others (this includes exchanging information with companies and organisations for purposes of fraud protection and credit risk reduction).
3. To investigate reports of users sending material using a false email address or users sending harassing, threatening, or abusive messages.
4. To protect against misuse or unauthorised use of our Website.
5. During emergencies, e.g. when we believe someone's physical safety is at risk.

Accepting this statement acknowledges that we will not be responsible for damages you or any others may suffer as a result of the disclosure of your personal information in accordance with the above.

YOUR CONSENT

By using our Website you consent to the collection and use of your information as outlined in this Privacy Policy. If this statement is changed we will post these changes on this page and, where appropriate, notify you by email

SECURITY

Even the best policy cannot protect your online privacy and security in all circumstances. Your best protection is to understand the limits to privacy on the Internet and use common sense in all of your online activities. Be aware that email is an inherently insecure form of communication. Remember that in extreme cases third parties are sometimes able to intercept your unencrypted messages.

Casablanca Education is concerned about the security of your personal information particularly when using our Website. Although we have taken all reasonable security precautions, we cannot guarantee Internet security and subsequently cannot guarantee that any information you input on our Website is totally secure. In addition to our online security efforts, we have taken steps to protect your personal data offline as well. All of your information is restricted to our offices. Employees are granted access on a need-to-know basis and are kept up-to-date on our security and privacy practices.

YOUR CONTROL OVER YOUR PERSONAL INFORMATION

At any time you can withdraw permission for the use of your personal information. This can be done either by ticking the OPT-OUT or UNSUBSCRIBE link contained in all **Casablanca Education** web communications, or alternatively, by sending an email requesting this to info@casaeducation.com.

Our Website may, from time to time, contain links to and from other websites. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies.

ENQUIRY, APPLICATION & ALUMNI PROCESSES

If you wish to enquire or apply to one of our partners you will be asked to submit your details into our customer databases. When you do this you will be registered to receive e-newsletters and other email communications from us. You can unsubscribe from this by sending an email to info@casaeducation.com with REMOVE in the subject line.

HOW TO CONTACT US

In writing to:

Casablanca Education

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Phone: +212 522 35 25 71

Mobile: +212 666 13 17 38

Email: info@casaeducation.com