

DualMind Academy

Privacy Policy & Terms of Service

Effective Date: April 15, 2026

1. Introduction

DualMind Academy ("we," "our," or "us") is operated by Roadmap Scholars LLC, a Wyoming limited liability company, and a subsidiary of Next Generation Learning Company, a Delaware C corporation. We provide SAT tutoring services, including one-on-one and group classes, both online and in person.

By using our services or accessing dualmindacademy.com (the "Site"), you agree to the terms outlined in this Privacy Policy and Terms of Service.

2. Information We Collect

We may collect the following types of information:

a. Personal Information

- Student and parent/guardian names
- Email addresses and phone numbers
- Billing and payment information
- Academic information (test scores, school, grade level)

b. Automatically Collected Information

- IP address
- Browser type
- Device information
- Website usage data (via cookies or analytics tools)

c. Class Participation Data

- Audio, video, and chat interactions during tutoring sessions
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3. Use of Information

We use collected information to:

- Provide and manage tutoring services
 - Communicate with students and parents/guardians
 - Process payments
 - Improve our services and curriculum
 - Ensure safety and appropriate conduct in sessions
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4. Recording of Classes

Group tutoring sessions **may be recorded** for quality assurance, training, and content creation purposes, including but not limited to marketing materials, educational content, and internal review.

By participating in group classes, you acknowledge and consent to such recording. We will make reasonable efforts to avoid sharing personally identifiable information publicly without additional consent.

If you do not wish to be recorded, please contact us prior to participation.

5. Minors and Parental Consent

Our services are primarily intended for students under the age of 18. We require that a parent or legal guardian provide consent for minors to use our services.

Parents/guardians may:

- Request access to their child's data
- Request corrections or deletion of information
- Withdraw consent at any time (subject to service limitations)

We take reasonable steps to comply with applicable laws such as the Children's Online Privacy Protection Act (COPPA), where applicable.

6. Sharing of Information

We do not sell personal information. We may share information with:

- Payment processors and service providers
 - Technology platforms used to deliver tutoring
 - Legal authorities if required by law
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7. Independent Tutors Disclaimer

DualMind Academy may work with independent third-party tutors who are not employees of DualMind Academy.

We are not liable for the actions, conduct, omissions, or performance of independent tutors. Any interactions, advice, or instruction provided by such tutors are their own and not the responsibility of DualMind Academy.

Users agree that DualMind Academy shall not be held responsible for any claims, damages, or disputes arising from services provided by independent tutors.

8. Data Security

We implement reasonable administrative, technical, and physical safeguards to protect personal information. However, no method of transmission over the internet is completely secure.

9. Data Retention

We retain personal information only as long as necessary to:

- Provide services
 - Comply with legal obligations
 - Resolve disputes
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10. Cookies and Tracking Technologies

We may use cookies and similar technologies to enhance user experience and analyze website traffic. Users can manage cookie preferences through their browser settings.

11. Third-Party Links

Our Site may contain links to third-party websites. We are not responsible for the privacy practices or content of those sites.

TERMS AND CONDITIONS

12. Accounts and Termination

We reserve the absolute right, at our sole discretion, to suspend, restrict, or permanently terminate any account at any time, with or without notice, for any reason, including but not limited to:

- Violation of these terms
- Disruptive behavior
- Non-payment or chargebacks
- Suspected misuse of services

No refunds will be issued in cases where an account is terminated due to a violation of these terms.

13. Payments and Refund Policy

All purchases are final unless otherwise stated in writing.

We reserve the right to deny refund requests at our sole discretion, including but not limited to:

- Missed sessions
- Lack of performance improvement
- Scheduling conflicts

Any approved refunds, if granted, will be issued at our discretion and may be prorated.

14. User Conduct (Strict Policy)

We maintain a zero-tolerance policy for inappropriate behavior.

Users (including students and parents) agree NOT to:

- Engage in bullying, harassment, intimidation, or discrimination
- Disrupt classes or interfere with instruction
- Use offensive, abusive, or inappropriate language
- Record sessions without permission
- Share or distribute proprietary materials

Violation of this policy may result in immediate removal from sessions and permanent account termination without refund.

15. Disclaimer of Guarantees

We do not guarantee specific SAT score improvements or academic outcomes. Results vary based on individual effort and other factors outside our control.

16. Limitation of Liability

To the fullest extent permitted by law, DualMind Academy shall not be liable for any indirect, incidental, special, or consequential damages arising out of or related to the use of our services.

17. Changes to This Policy

We may update this policy from time to time. Changes will be posted on this page with an updated effective date.

18. Contact Information

DualMind Academy
Email: dmylegal8@gmail.com
Website: <https://dualmindacademy.com>

19. Governing Law

This policy shall be governed by and construed in accordance with the laws of the State of Delaware, without regard to conflict of law principles.

End of Policy