

SparkLab

Online and on-site classes - children, parents, special groups

Legal entity: Natalia Kochetkova PR Ostalo Obrazovanje Novi Sad

Laze Nancica 23, Novi Sad, Srbija | PIB: 66745171 | +381629353860

Privacy Policy

Effective date: March 23, 2026

1. Data Controller

Natalia Kochetkova PR Ostalo Obrazovanje Novi Sad, Laze Nancica 23, Novi Sad, Srbija, Tax ID (PIB): 66745171. Contact: kochetkova.natalia.an@gmail.com, +381629353860.

2. Data We Collect

- Name, e-mail (registration / communication)
- Child's name, age (if the learner is a child)
- Technical: IP address, device, browser, access time
- Platform activity: lessons viewed, progress
- Session recording - with written consent only
- Payment data: service type, amount, date (card numbers are NOT stored)

3. Purposes and Protection

- Delivering the paid service and sending access credentials
- Technical support
- Anonymous analytics for platform improvement
- Marketing communications - with consent only
- Payment security: all card payments via bank secure gateway (SSL/TLS, PCI DSS); card numbers not stored

4. Third-Party Platforms

We use Zoom or Google Meet for live classes. These platforms have their own privacy policies. SparkLab does not control their data processing.

5. Retention and Your Rights

- Account data: active + 12 months | Financial records: 10 years | Recordings: up to 12 months

Access, correction, deletion, restriction, objection:
kochetkova.natalia.an@gmail.com. We respond within 30 days.

Company details

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Address: Laze Nancica 23, Novi Sad, Srbija

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