

Privacy Policy

PrepMe Learning FZ-LLC

Dubai, United Arab Emirates

Effective Date: March 2026

PrepMe Learning (“PrepMe”, “we”, “our”, or “us”) respects your privacy and is committed to protecting the personal data of users who access our website, applications, and educational services.

This Privacy Policy explains how we collect, use, store, and protect your personal data in accordance with the **United Arab Emirates Federal Decree-Law No. 45 of 2021 on the Protection of Personal Data (PDPL)** and other applicable UAE laws.

By using our platform, you agree to the collection and use of information in accordance with this policy.

1. Information We Collect

We may collect the following categories of personal data:

1.1 Personal Identification Information

- Full name
- Email address
- Phone number
- Date of birth
- Account login details

1.2 Educational Information

- Course enrollments
- Learning progress and results
- Certification records

1.3 Technical Data

- IP address
- Device type
- Browser type
- Operating system

- Log files and analytics data

1.4 Payment Information

- Billing address
- Payment method details (processed via secure third-party providers)

1.5 Communication Data

- Messages sent through our platform
 - Customer support communications
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2. How We Use Your Data

PrepMe Learning processes personal data only for legitimate and lawful purposes, including:

- Creating and managing user accounts
- Delivering online courses and educational services
- Monitoring learning progress
- Processing payments and subscriptions
- Communicating updates, support, or course information
- Improving platform performance and user experience
- Complying with legal and regulatory obligations

We will only process personal data where we have a valid legal basis, including **user consent, contractual necessity, or legal obligation**.

3. Consent

By registering or using our services, you provide **informed and explicit consent** for the processing of your personal data for the purposes described in this Privacy Policy.

Users may withdraw consent at any time by contacting us.

4. Sharing of Personal Data

PrepMe Learning may share personal data with:

4.1 Service Providers

Third-party providers that help operate our services, including:

- Payment processors
- Cloud hosting providers
- Learning management system providers
- Analytics services

4.2 Legal Authorities

Where required by UAE law or government authorities.

4.3 Business Transfers

If PrepMe Learning undergoes a merger, acquisition, or restructuring.

All third parties are required to maintain appropriate data protection measures.

5. International Data Transfers

Personal data may be transferred outside the UAE only where adequate safeguards are in place and in compliance with applicable UAE data protection regulations.

6. Data Security

PrepMe Learning implements appropriate **technical and organizational measures** to protect personal data from unauthorized access, disclosure, alteration, or destruction.

Security measures include:

- Encryption of sensitive data
 - Secure cloud infrastructure
 - Access control and authentication systems
 - Regular security monitoring
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7. Data Retention

We retain personal data only for as long as necessary to:

- Provide our services
- Fulfill contractual obligations
- Comply with legal requirements

Once data is no longer required, it will be securely deleted or anonymized.

8. Your Rights Under UAE Data Protection Law

Under the UAE PDPL, users may have the following rights:

- **Right to access** personal data held about them
- **Right to correct inaccurate information**
- **Right to request deletion of data**
- **Right to restrict or object to processing**
- **Right to data portability**

Requests can be submitted through the contact information below.

9. Cookies and Tracking Technologies

PrepMe Learning uses cookies and similar technologies to:

- Improve website performance
- Analyze usage patterns
- Personalize user experience

Users can manage cookie preferences through their browser settings.

10. Children's Privacy

Our services may be used by students under the age of 18 with the consent of a parent or guardian.

Parents may contact us to review or request deletion of a child's data.

11. Updates to This Policy

PrepMe Learning may update this Privacy Policy from time to time to reflect changes in laws, regulations, or our services.

Users will be notified of significant updates via our website or email.

12. Contact Information

For questions or requests regarding this Privacy Policy or personal data:

PrepMe Learning FZ-LLC

Dubai, United Arab Emirates

Email: hello@prepmelearning.com

Website: www.prepmelearning.com