

PRIVACY POLICY

Effective Date: 10th December, 2025.

Last Updated: 10th December, 2025.

LearnVault (“LearnVault”, “we”, “our”, or “us”) is committed to protecting your privacy and handling your personal data in a transparent and secure manner. This Privacy Policy explains how we collect, use, store, disclose, and protect your information when you use the LearnVault platform, website, mobile tools, or related services (“Services”).

By accessing or using LearnVault, you consent to the practices described in this Privacy Policy.

1. INFORMATION WE COLLECT

We collect information to provide, improve, and personalize your learning experience.

A. Information You Provide to Us

- **Account Information:** name, email address, password, occupation, profile details.
- **Learning Information:** courses taken, progress, saved resources, assessments, notes, uploads.
- **Communications:** messages sent to support, feedback, survey responses.
- **Payment Information:** billing details when applicable (handled through secure third-party processors).

B. Information Automatically Collected

- **Device Information:** device type, operating system, browser type.
- **Usage Data:** interactions on the platform, pages viewed, features used, time spent.
- **Log Data:** IP address, login timestamps, error logs.

- **Cookies & Tracking Tools:** used to improve performance, personalize experience, and analyze product usage.

C. Third-Party Data Sources

We may receive limited information from:

- Authentication providers (e.g., Google)
- Payment processors
- Integrated learning tools or third-party content providers

2. HOW WE USE YOUR INFORMATION

We use your data to deliver a seamless, personalized learning experience.

Specifically, we use information to:

- Create and manage your LearnVault account
- Provide access to content, lessons, and learning tools
- Analyze learning progress and personalize recommendations
- Improve platform performance and user experience
- Communicate announcements, updates, and support responses
- Detect and prevent fraud, security breaches, or misuse
- Comply with legal obligations

We do **not** sell your personal information.

3. LEGAL BASIS FOR PROCESSING (Where Applicable)

Depending on your location, we may process your information based on:

- Consent

- Performance of a contract (providing the LearnVault service)
- Legitimate interests (improving products, preventing fraud)
- Legal compliance

4. HOW WE SHARE YOUR INFORMATION

We only share your data when it is necessary to operate and improve LearnVault.

We may share information with:

- **Service Providers:** hosting, analytics, cloud storage, email delivery, customer support tools
- **Payment Processors:** for secure transactions
- **Partners or Institutions:** only when you enroll via a school, employer, or authorized organization
- **Law Enforcement:** when required by law, regulation, or court order

We do not share your information with advertisers or data brokers.

5. INTERNATIONAL DATA TRANSFERS

Your information may be transferred and stored on servers outside Nigeria.

We ensure all such transfers comply with GDPR requirements and international standards for data protection.

6. DATA RETENTION

LearnVault retains data for as long as needed to:

- Provide the service
- Fulfill legal and regulatory obligations
- Resolve disputes
- Maintain system security and integrity

You may request account deletion at any time.

7. YOUR RIGHTS

Depending on your location and applicable laws (NDPR, GDPR frameworks), you may have the following rights:

- Access your data
- Correct inaccurate information
- Request deletion
- Withdraw consent
- Restrict or object to processing
- Request data portability

To exercise rights, email: privacy@ankursolutions.com.

8. SECURITY MEASURES

We use administrative, technical, and physical safeguards to protect your data, including:

- Encryption
- Secure access controls
- Activity monitoring
- Regular security audits
- Enforced authentication procedures

Despite these measures, no system is 100% secure.

9. CHILDREN'S PRIVACY

LearnVault is not intended for children under 13.

We do not knowingly collect information from children without verifiable parental consent.

10. COOKIES & TRACKING TECHNOLOGIES

LearnVault uses cookies for:

- Authentication
- Saving user preferences
- Analytics & performance
- Improving user experience

Users can manage cookie preferences through their browser settings.

A full Cookie Policy can be provided upon request.

11. THIRD-PARTY LINKS

LearnVault may contain links to external resources or content.

We are not responsible for the privacy practices or content of these third parties.

12. CHANGES TO THE PRIVACY POLICY

We may update this Policy periodically to reflect platform improvements, security updates, or legal requirements.

Updates will be posted on this page with an updated “Effective Date.”

13. CONTACT US

For questions or concerns regarding this Privacy Policy:

Ankur Solutions Ltd.

Email: contact@ankursolutions.com

Address: 15b Ogidi Crescent, Lekki,