

Privacy Policy – NPPE Exam Prep

Last updated: February 2025

1. Introduction

NPPE Exam Prep (“we,” “our,” or “us”) respects your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our website and NPPE exam preparation services (the “Service”).

By using the Service, you consent to the practices described in this policy. If you do not agree, please do not use our Service. We may update this policy from time to time; the “Last updated” date at the top will reflect the latest version.

2. Information We Collect

We collect information you provide directly (e.g. when you create an account, make a purchase, or contact us):

- Account and profile information (e.g. name, email address, password).
- Payment and billing information (processed by our payment provider; we do not store full card numbers).
- Communications (e.g. support emails, feedback).
- Optional profile or preference data (e.g. province, exam date, study preferences) that you choose to provide.

We also collect certain information automatically when you use the Service:

- Usage data (e.g. pages visited, features used, practice exam and flashcard activity).
- Device and log data (e.g. IP address, browser type, approximate location, date and time of access).
- Cookies and similar technologies (see Section 6).

3. How We Use Your Information

We use the information we collect to:

- Provide, operate, and improve the Service (e.g. practice exams, flashcards, AI tutoring).
- Process payments and manage your account and subscription.
- Communicate with you (e.g. account and security notices, support, product updates).
- Understand how the Service is used and improve content and features.
- Comply with legal obligations and protect our rights and the security of the Service.

We do not sell your personal information to third parties for their marketing. We may share information as described in Section 4.

4. Sharing and Disclosure

We may share your information:

- With service providers that help us run the Service (e.g. hosting, analytics, email, payment processing), under contracts that limit their use of your data.
- With our payment provider (e.g. Lemon Squeezy or Stripe) to process purchases and subscriptions; their privacy policies apply to their handling of your payment data.
- If required by law, court order, or government request, or to protect the rights, property, or safety of us, our users, or the public.
- In connection with a merger, sale, or restructuring of our business, in which case the successor would continue to use your information in line with this policy.

We do not share your personal information with third parties for their own marketing purposes.

5. Data Retention and Security

We retain your information for as long as your account is active or as needed to provide the Service, comply with law, resolve disputes, and enforce our agreements. Account and usage data may be retained for a reasonable period after account closure for legal and operational purposes.

We use reasonable technical and organizational measures to protect your information against unauthorized access, loss, or misuse. No method of transmission or storage is completely secure; we cannot guarantee absolute security.

6. Cookies and Similar Technologies

We and our service providers may use cookies, local storage, and similar technologies to operate the Service, remember your preferences, and analyze usage. You can control cookies through your browser settings; disabling some cookies may affect the functionality of the Service.

We may use analytics tools (e.g. Pirsch or similar) to understand how visitors use our website. These may collect identifiers and usage data in accordance with their privacy policies.

7. Your Rights and Choices

Depending on where you live, you may have the right to: access your personal information, correct inaccuracies, request deletion, object to or restrict certain processing, or request a copy of your data. To exercise these rights, contact us at nppexamprep@gmail.com.

If you are in the European Economic Area or the United Kingdom, our legal basis for processing includes performance of a contract, consent, legitimate interests, and compliance with law. You may have the right to lodge a complaint with a supervisory authority.

Canadian users: we process your information in accordance with applicable Canadian privacy laws. You may contact us to access or correct your information or to ask questions about our practices.

8. Children

The Service is not directed at children under the age of 13 (or higher where required by law). We do not knowingly collect personal information from children. If you believe we have collected such information, please contact us at nppexamprep@gmail.com and we will take steps to delete it.

9. International Transfers

Your information may be processed in Canada, the United States, or other countries where our service providers operate. Laws in those countries may differ from those in your jurisdiction. By using the Service, you consent to the transfer and processing of your information in those countries.

10. Third-Party Links and Services

The Service may contain links to third-party websites or services (e.g. payment pages, social media). We are not responsible for their privacy practices. We encourage you to read their privacy policies.

11. Changes to This Policy

We may update this Privacy Policy from time to time. We will post the updated policy on this page and update the "Last updated" date. Continued use of the Service after changes constitutes acceptance of the updated policy. For material changes, we may provide additional notice (e.g. by email or a notice in the Service).

12. Contact Us

For questions about this Privacy Policy or our privacy practices, contact us at nppexamprep@gmail.com.

Contact: nppexamprep@gmail.com