

Privacy Policy

MemOrLearn

Last Updated: 9 March 2026

This Privacy Policy explains how we collect, use, disclose, and safeguard the personal information of users of MemOrLearn. We are committed to protecting your privacy and handling your data responsibly.

By using our platform, you consent to the practices described in this Privacy Policy. If you do not agree with any part of this policy, please discontinue use of the Service.

1. Information We Collect

We collect the following categories of information:

Account & Registration Information:

- Username and display name
- Email address
- Password (stored in hashed/encrypted form — never in plain text)
- Account registration date and subscription status

Payment & Billing Information:

- Subscription plan selected and billing history
- Payment method details are processed and stored by Stripe or PayPal, our third-party payment processors. We do not store full credit card numbers or CVV codes on our servers.
- Billing address, if provided during checkout

Educational Activity & Progress Data:

- **Typing Tutor:** lesson completion, words per minute (WPM), accuracy percentage, practice session timestamps
- **Math Fluency:** per-fact mastery status, correct/incorrect attempt counts, daily session statistics by date
- **Bible Memory:** verse collections created, practice attempt records, memorisation step progress, user preferences
- **Flash Cards:** books, decks, and card content you create (including text and any images you upload to cards); public/private visibility (set permanently at creation); study session activity

User-Uploaded Images:

When you upload images to Flash Card content, those image files are stored on our servers as part of your account. Uploaded images count toward your storage quota. Images attached to publicly shared cards are visible to all registered users. We do not use uploaded images for any purpose beyond displaying them within the platform.

Teacher & Student Relationship Data:

- Teacher-student linkage records (which teacher accounts are associated with which student accounts)
- Teacher access request history and approval status
- Student progress data as viewed through the Teacher Dashboard

Technical & Usage Data:

- IP address and browser/device type
- Pages visited and features used within the platform
- Error logs and diagnostic data

2. How We Use Your Information

We use collected information for the following purposes:

- To create and manage your account and subscription
- To process payments and send billing receipts
- To deliver and personalise the educational learning experience
- To track and display your progress across learning modules
- To store and serve Flash Card images you upload
- To enforce per-user storage quotas and notify users when limits are approached or reached
- To allow teachers to monitor and support linked students
- To send important account notifications, subscription alerts, and service updates
- To detect and prevent fraud, abuse, and security threats
- To comply with legal obligations
- To improve the platform based on usage patterns and feedback

3. Data Sharing and Disclosure

We do not sell your personal data. We share information only in the following limited circumstances:

Service Providers:

- Stripe and PayPal — payment processing. Each processor's own privacy policy governs their handling of payment data.
- Hosting infrastructure and database services required for platform operation, including storage of uploaded images.

Teachers and Educational Supervisors:

If you are a student account linked to a teacher, that teacher can view your learning progress data across all modules on the Teacher Dashboard. Teachers cannot view your password, payment information, or personal email address.

Public Content:

Flash card books, decks, and cards you choose to make public at the time of creation — including any images attached to those cards — are visible to all registered platform users through the Public Library. Visibility is set at creation and cannot be changed afterwards, so please choose carefully.

Legal Requirements:

We may disclose your information if required to do so by law, court order, or governmental authority, or if we believe such disclosure is necessary to protect our rights or the safety of users.

4. Data Retention

We retain your account and educational progress data — including uploaded images — for as long as your account remains active. If you cancel your subscription or request account deletion, we will retain your data for a reasonable period as required by law or for legitimate business purposes before permanent deletion.

You may request deletion of your account and associated data, including uploaded images, by contacting us. Upon verification, we will delete your personal data subject to any legal retention obligations.

5. Storage Quotas

Each user account is subject to a storage quota that limits the total amount of content — including text, card data, progress records, and uploaded images — that can be stored on our servers. The default storage limit is 500 MB per account, though this may be adjusted by administrators on a global or per-user basis.

- When your storage quota is reached, new content creation and image uploads will be blocked until existing content is removed to free up space.
- Uploaded card images (JPG, PNG, GIF, WebP; maximum 5 MB per image) count toward your storage quota.
- You can view your current storage usage in your account dashboard.
- If you require a higher storage limit, please contact the site administrator.

6. Data Security

We implement reasonable administrative, technical, and physical safeguards to protect your personal information from unauthorised access, loss, misuse, or alteration. Specific measures include:

- Passwords are stored using secure hashing — we never store or transmit passwords in plain text.
- Payment data is handled by Stripe and PayPal under their respective PCI-DSS compliance standards.
- Database access is restricted to authenticated, authorised operations only.
- Uploaded images are stored on server infrastructure with access restricted to authenticated platform operations.
- Image uploads are validated for file type and size before being accepted.

While we take security seriously, no system can guarantee absolute security. We encourage you to use a strong, unique password and to notify us immediately of any suspected unauthorised access to your account.

7. Children's Privacy

The platform is designed to support minors in an educational context, but accounts for users under 13 require parental consent. We do not knowingly collect personal information from children under 13 without verifiable parental consent.

If you are a parent or guardian and believe your child has provided us with personal information — including uploaded images — without your consent, please contact us immediately and we will take steps to remove the information.

For students using the platform under teacher supervision, the Teacher Dashboard provides limited, education-specific data access only. We do not use student data for advertising or non-educational purposes. Content made public at the time of creation (including images attached to public cards) may be indexed for SEO purposes; private content is never used for SEO.

8. Your Privacy Rights

Depending on your location and applicable law, you may have the following rights regarding your personal data:

- **Access:** Request a copy of the personal data we hold about you, including uploaded images.
- **Correction:** Request that we correct inaccurate or incomplete information.
- **Deletion:** Request deletion of your personal data and uploaded content, subject to legal retention requirements.
- **Portability:** Request your data in a portable format where technically feasible.
- **Objection:** Object to certain processing of your data.
- **Withdrawal of Consent:** Where processing is based on consent, you may withdraw it at any time.

To exercise any of these rights, please contact us using the contact information on our website. We will respond to verified requests within a reasonable timeframe.

9. Cookies and Tracking

Our platform uses cookies and similar tracking technologies to maintain session state, remember preferences, and analyse usage. This includes:

- Session cookies required for login and account functionality
- Preference cookies to remember your settings within learning modules
- Analytics data to understand feature usage and platform performance

You can control cookie settings through your browser. However, disabling essential cookies may impair platform functionality. We do not use third-party advertising cookies or track you across other websites.

10. Third-Party Links

Our platform may contain links to third-party websites or resources. We are not responsible for the privacy practices or content of those third parties. We encourage you to review the privacy policies of any third-party sites you visit.

11. Changes to This Privacy Policy

We may update this Privacy Policy periodically to reflect changes in our practices or applicable law. We will notify you of material changes by email or by posting a notice on the platform. The 'Last Updated' date at the top of this policy reflects the most recent revision. Continued use of the Service after changes take effect constitutes your acceptance of the updated policy.

12. Contact Us

If you have questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact us through the contact information provided on our website.
