



Privacy Policy for Soma Hub

Effective Date: December 12, 2024

Last Updated: December 12, 2024

This Privacy Policy explains how Soma Hub collects, uses, and safeguards personal information to provide users with a safe and personalized learning experience. By accessing or using Soma Hub's platform, you agree to the terms outlined in this document.

1. Data We Collect

Soma Hub collects various types of data depending on your interaction with the platform.

1.1 Personal Information

We collect the following personal information during registration, account setup, or payment processing:

- Full name
- Email address
- Contact details
- Payment information

1.2 Account Types

- **Individual Tutors:** Tutors unaffiliated with institutions can create instructor accounts to post courses. Students enrolled in these courses pay fees directly to access them.
- **Institutional Tutors:** Tutors affiliated with schools or organizations create courses and invite students. Students in these cases access courses free of charge as institutions purchase institutional packages.

1.3 User Content

Users may upload files such as assignments, videos, and audio for coursework or services like transcription and OCR.

1.4 System Data

We automatically collect technical information, including:

- Device details (e.g., operating system, browser type)
- IP address
- Diagnostic and performance logs

2. How We Use Your Data

We use the data collected for the following purposes:

2.1 Providing Services

- Tailoring courses and educational materials to meet user needs.
- Allowing instructors to monitor learner progress and performance over time.

2.2 Parental Consent for Minors

For users below the legal age, parental or guardian consent is mandatory. Schools facilitate this process, ensuring that learners comply with age-related regulations.

2.3 Payment and Licensing

- Individual students pay for courses directly through secure payment methods.
- Institutions purchase licenses, which allow students to access courses at no cost to the learners.

2.4 Account Management

Our support team can:

- Create institutional licenses for schools.
- Promote selected users to institutional administrators with the authority to manage licenses.

2.5 AI Model Development

- Anonymized learning data may be used to improve our in-house AI models.
- All personally identifiable information is removed before analysis.

3. Data Sharing and Disclosure

Soma Hub does not sell or rent your personal information. Data sharing occurs only in the following circumstances:

3.1 Third-Party Service Providers

We engage trusted third parties for services such as payment processing, cloud storage, and transcription. These providers are bound by confidentiality agreements and cannot use your data for unrelated purposes.

3.2 Legal and Regulatory Requirements

We may disclose user data if required by law or in response to misuse of the platform. Such disclosures will be limited to what is necessary to comply with legal obligations.

3.3 Institutional Access

Institutional administrators may access user data related to their students to manage course enrollment and performance tracking.

4. Security and Data Protection

We employ industry-leading practices to protect user information from unauthorized access or breaches.

4.1 Encryption

All sensitive data is encrypted during transmission and storage.

4.2 Access Controls

Data access is restricted to authorized personnel with verified credentials.

4.3 AI Data Protection

Data used in AI training is anonymized to ensure privacy. Security measures include:

- Removing all personal identifiers from datasets.
- Limiting access to data to trained personnel only.

4.4 Passwords and Data Recovery

We do not store user passwords and cannot retrieve deleted data. Users are encouraged to create secure passwords and back up important information.

5. User Rights

Soma Hub recognizes and respects your rights regarding your personal information:

5.1 Access and Review

Users may request access to the personal information we hold about them.

5.2 Correction

Users can update inaccurate or incomplete information by contacting support.

5.3 Deletion

You may request deletion of your data, subject to legal and contractual obligations.

5.4 Opt-Out

Users may opt out of non-essential data usage, such as marketing communications.

To exercise these rights, contact us at **privacy@soma-hub.com**.

6. Retention and Deletion of Data

We retain your data only as long as necessary for the purposes described in this Privacy Policy. Once the data is no longer required, it will be securely deleted or anonymized.

7. Cookies and Tracking Technologies

Soma Hub uses cookies to enhance the user experience by storing preferences and session data. You can manage your cookie preferences through your browser settings.

8. Updates to This Policy

We may update this Privacy Policy periodically to reflect changes in our services or legal requirements. Notifications of updates will be provided on our platform, and the revised policy will include a new **Effective Date**.

9. Contact Information

For inquiries or concerns regarding this Privacy Policy, please reach out to us:

Soma Hub Support

Email: **support@soma-hub.com**

Phone: **+254758059014**

By continuing to use Soma Hub, you acknowledge that you have read and understood this Privacy Policy. Thank you for choosing Soma Hub as your learning partner.