

# PRIVACY POLICY

## Professional Advancement Hub

**Effective Date:** April, 2026.

## 1. Introduction

Professional Advancement Hub (“we,” “our,” or “us”) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, and protect your personal information when you use our platform.

## 2. Information We Collect

We may collect the following information:

### 2.1 Personal Information

- Full name
- Phone number
- Email address
- Region, district, or location
- Professional details (e.g., role, rank, organization)

### 2.2 Account Information

- Username and password
- Login activity
- Course enrollments

### 2.3 Payment Information

- Transaction reference
  - Payment status
- (Note: We do not store your card or mobile money PIN details.)*

### 2.4 Usage Data

- Pages visited
- Time spent on platform
- Course progress
- Quiz and assessment activity

### **3. How We Use Your Information**

We use your information to:

- Provide access to courses and services
- Manage your account and enrollment
- Process payments and verify transactions
- Track learning progress and performance
- Send notifications (SMS, email, platform alerts)
- Improve our services and user experience
- Provide customer support

### **4. Communication**

By using the platform, you agree to receive:

- Course updates
- Class reminders
- Payment confirmations
- Important announcements

You may opt out of non-essential communications where applicable.

### **5. Data Protection**

We take reasonable steps to protect your information, including:

- Secure servers
- Restricted access to data
- Encryption where applicable

However, no system is completely secure, and we cannot guarantee absolute security.

### **6. Sharing of Information**

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

We may share your information with:

- Payment service providers (for transaction processing)
- Trusted service providers assisting in platform operations
- Authorities where required by law

## **7. Cookies & Tracking**

We may use cookies or similar technologies to:

- Improve user experience
- Track platform usage
- Remember user preferences

You can disable cookies in your browser settings.

## **8. Data Retention**

We retain your information for as long as:

- Your account is active
- Required for legal or operational purposes

## **9. Your Rights**

You have the right to:

- Access your personal information
- Request correction of inaccurate data
- Request deletion of your account (subject to conditions)

## **10. Third-Party Links**

Our platform may contain links to third-party websites. We are not responsible for their privacy practices.

## **11. Children's Privacy**

Our platform is not intended for children under 13 without parental consent.

## **12. Changes to This Policy**

We may update this Privacy Policy at any time. Continued use of the platform means you accept the updated policy.