

Privacy Policy

Please note that the Privacy Policy was last revised on July 8, 2024

1. General

At Team-i, we care about your personal information, so we have prepared this Privacy Policy to explain how we collect, use, and share it. This Privacy Policy applies to Team-i websites, mobile apps, and related services (“Service”). By using the Service, you agree with Team-i’s collection, use, and sharing of your personal information in accordance with the terms of this Privacy Policy.

2. Information We Collect

When you use the Service, Team-i may collect the following personal information about you.

a. Account Registration

To register for a Team-i account, you may provide us with your age and email address. In some countries, you may also provide us with your phone number.

You may also register for a Team-i account using certain social logins, such as Google and Facebook. If you register for Team-i using a social login, Team-i may receive information about you from your social login provider, including your email address and contacts.

b. Profile Page & User-Generated Content

After you register for your Team-i account, a profile page will be created for you (“Profile”). Your Profile will be populated by information you submit, such as your name, username, bio, and profile picture (“User-Generated Content”). Your age, phone number, and email address are not included in your public Profile and are not considered User-Generated Content under this Privacy Policy. Other Team-i users may be able to search for your Profile using your name, username, email address, or phone number.

Your Profile will also include information about your learning progress, your learning statistics, and your achievements. Moreover, your Profile will show a list of your followers and other users you follow.

By default, your Profile is public, and visible to other Team-i users and anyone else on the Internet. In addition, your User-Generated Content may be publicly visible. If your Profile is public, third-party websites or web scrapers may be able to read, collect, and use your public information for their own purposes. However, you can set your Profile to private.

You may be able to submit comments that will supplement other users’ Profiles and other users may be able to submit comments that will supplement your Profile. Any comments you submit are considered User-Generated Content under this Privacy Policy. You can delete comments you submit or comments that other users submit to your Profile.

Team-i may scan or review any User-Generated Content, or share your User-Generated Content with a third-party content moderation service provider, to ensure compliance with our Community Guidelines. Team-i may restrict or delete User-Generated Content if it violates our Community Guidelines or for any other reason.

h. Cookies

When you access the Team-i website, we store certain data from your browser using cookies. A cookie is a piece of data stored on the user’s computer tied to data about the user. We use session ID cookies to confirm that users are logged in. If you do not want your

data to be collected by cookies, there is a simple procedure in most browsers that allows you to deny or accept the cookie feature. However, cookies may be necessary to provide you with certain features available on the website (e.g., customized information).

i. Google Analytics

We use Google Analytics, which is a web analytics tool that helps us understand how users engage with our website. Like many services, Google Analytics uses first-party cookies to track user interactions, as in our case, where they are used to collect information about how users use our site. This information is used to compile reports and to help us improve our site. These reports disclose website trends without identifying individual visitors. You can opt out of Google Analytics by installing Google's browser add-on.

3. How We Process Your Information

Team-i may process your personal information according to the following legal bases: to provide products or services you request, to promote Team-i's legitimate interests, to comply with legal obligations, and with your consent. In particular, Team-i may process and share your personal information in the following ways:

a. Providing and improving the Service

Team-i will process your personal information to provide and improve the Service. For example, we will use the information you provide to maintain your Profile and learning progress, display your Profile to other users (unless you make it private), personalize learning content, detect and fix bugs, perform research, and provide customer service to you.

Team-i may share personal information with third parties that help us provide or improve the Service,

b. Communicating with you

Team-i will use the email address or phone number you provide to send you the following types of messages:

- Essential messages to support the operation of the Service.
- Messages to support the Team-i teaching methodology and reinforce your learning, such as learning tips, reminders to practice, and progress reports.
- Notifications about friend requests and your friends' progress on Team-i.
- Announcements regarding changes to the Service or products.
- Announcements of new Team-i products, services, offers, or research opportunities.

You may opt-out of receiving non-essential messages in your Settings.

c. Complying with law and preventing harmful activities

Team-i may process and share personal information if necessary to comply with legal requests, such as subpoenas or court orders. Team-i may share personal information when we believe it is necessary to comply with law, to protect our interests or property, to prevent fraud or other illegal activity, to assist law enforcement, or to prevent imminent harm. This may include sharing information with other companies, lawyers, agents, or government agencies.

d. Personalized advertising

Team-i may process and share your personal information for the purpose of providing you with personalized advertising. To provide personalized advertising, we work with a variety of

third-party advertising networks, marketing analytics service providers, and website analysis firms, such as Google, Facebook, Oath, and Unity. These third-party advertising service providers collect and use personal information about your visits to and use of the Service, as well as other websites, in order to serve you with advertisements and content tailored to meet your preferences and likely interests, and better understand ad effectiveness. Aggregate demographic and interest data will also be used for market research purposes.

You can opt out of receiving personalized advertising in your Settings.

e. Anonymous information

Team-i may process aggregated, de-identified, or otherwise anonymous or anonymized information for any purpose. Such information is not considered personal information.

4. Your Data Subject Rights

You also have the following rights in relation to the personal information we hold about you, in addition to any other rights required by applicable law:

- Know what personal information we have collected about you.
- Access a copy of the personal information that we hold about you.
- Know what personal information about you we have shared with third parties.
- Opt out of the sharing of your personal information with third parties.
- Object to our processing of your personal information.
- Request that we limit our use of your sensitive personal information to what is necessary to perform the services you requested.
- Not be discriminated against for exercising your data subject rights.
- Request that we delete any personal information we have collected from you.
- Request that we correct any inaccurate personal information about you.
- Export the personal information you have provided to Team-i in a format that can be transferred electronically to a third party.
- Withdraw any consent you previously gave us to process your personal information.
- Delete your Team-i account by following the instructions in the Service.

You may update or correct your information, and exercise certain opt-out rights, in your Settings page. You may request to access or erase your personal information. To make another privacy-related request, please send an email to tim@team-i.co.uk

Please note that these rights are not absolute and Team-i may refuse requests to exercise data subject rights if there is a legitimate reason, such as if we cannot authenticate your identity, if the request could violate the rights of a third party or applicable law, or if the request could interfere with a Team-i service or prevent us from delivering a service you requested.

You may also have the right to make a GDPR complaint to the relevant Supervisory Authority.

Data Retention

Team-i will generally retain your personal information until your account is deleted.

However, Team-i may retain certain information longer if necessary to provide our Service, defend our legitimate interests or those of third parties, comply with legal requirements,

resolve or defend ourselves in disputes, investigate misuse or disruption of the Service, or perform agreements. We may also retain anonymous data indefinitely.

5. Links to Third-Party Websites

The Service may contain links to other websites. Team-i is not responsible for the content or privacy practices of other websites, including any personal or financial information collected by third-party payment processors. We encourage users to be aware of the privacy policies of other websites they visit. This Privacy Policy applies only to information collected by Team-i. Any time you click on a link (including advertising banners) or submit your personal information to a third-party website, you will be subject to that third party's privacy policies.

6. Privacy Policy Updates

We may update our Privacy Policy to reflect changes to our information practices. If we do this and the changes are material, we will post a notice that we have made changes to this Privacy Policy on the Website for at least seven (7) days before the changes are made, and we will indicate the date these terms were last revised at the bottom of the Privacy Policy. Any revisions to this Privacy Policy will become effective at the end of that seven (7) day period.

7. Data Transfer

Team-i is based in the UK and processes data in the UK, which may not provide equivalent levels of data protection as your home jurisdiction. Team-i may transfer the data of users outside the UK to the UK.

8. Supplemental Terms in Certain Jurisdictions

In some jurisdictions, the Service may be subject to supplemental privacy policies or local laws. For users in those jurisdictions, the applicable supplemental privacy policies and local laws will take precedence over this Privacy Policy to the extent they conflict.

9. Contact Us

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