

PRIVACY NOTICE

Last updated: 15 May 2026

This Privacy Notice explains how **PrepLab.sg** collects, uses, discloses and protects personal data.

We comply with the Singapore Personal Data Protection Act 2012. The PDPA includes obligations relating to consent, notification, access and correction, accuracy, protection, retention, transfer, data breach notification and accountability.

This Privacy Notice should be read together with our Terms of Use.

1. Personal data we collect

Depending on how you use the platform, we may collect:

- (a) name;
- (b) email address;
- (c) username and password;
- (d) age group, age band or year of birth;
- (e) school level or academic level;
- (f) parent or guardian name and contact details, where needed;
- (g) payment and subscription status;
- (h) answers, scores, progress, completed papers and learning activity;
- (i) support messages, feedback and communications with us;
- (j) device information, browser type, IP address, log data and usage activity;
- (k) security and fraud-prevention information;
- (l) country or region, where needed to determine applicable legal requirements.

We try to collect only the information we reasonably need.

For children and teenagers, we generally collect age band instead of full date of birth unless full date of birth is genuinely necessary.

We generally avoid collecting NRIC numbers, home addresses, phone numbers, sensitive educational information, health information or detailed school information unless there is a clear and lawful reason to do so.

2. Why we collect, use and disclose personal data

We may collect, use and disclose personal data for the following purposes:

- (a) to create, verify and manage user accounts;
- (b) to provide access to practice papers, quizzes, answers, explanations and learning tools;
- (c) to personalise learning content by school level or age group;
- (d) to track progress, scores and completed activities;
- (e) to provide parent or guardian account features;
- (f) to allow parents or guardians to view relevant learning progress where accounts are linked;
- (g) to process payments and manage subscriptions;
- (h) to respond to questions, feedback and support requests;
- (i) to send service-related messages, such as account, payment, security or policy updates;
- (j) to improve, test and develop the platform;
- (k) to generate recommendations, adaptive quizzes, progress reports or performance insights;
- (l) to protect the platform, users and our business from misuse, fraud, security threats and unauthorised access;
- (m) to comply with legal, regulatory and business obligations;
- (n) to enforce our Terms of Use.

We will not use children's personal data for purposes that are not reasonably related to the educational service without appropriate consent.

3. Children and teenagers

Our platform may be used by children and teenagers.

If a user is below 13 years old, we require consent from the user's parent or legal guardian before collecting, using or disclosing the child's personal data, unless an exception under applicable law applies.

If a user is 13 to 17 years old, we may rely on the user's own consent where the user is able to understand the nature and consequences of giving consent. We may still require parent or guardian consent for paid services, parent dashboards, sensitive features, or where we consider it appropriate.

We take reasonable steps to present important information in language that children and teenagers can understand.

We may require parent or guardian verification before activating an account for a user below 13 years old.

4. Consent

By creating an account, using the platform or submitting personal data to us, you consent to the collection, use and disclosure of your personal data for the purposes described in this Privacy Notice.

Where you provide personal data about another person, such as a child, parent or guardian, you confirm that you have obtained the necessary consent or have authority to provide that data.

You may withdraw consent by contacting us.

If you withdraw consent, we may not be able to provide some or all services to you if the relevant personal data is needed to operate the account or provide the service.

We will process withdrawal requests within a reasonable time.

Withdrawal of consent does not affect any collection, use or disclosure of personal data that was carried out before the withdrawal was processed, where such collection, use or disclosure was permitted by law.

5. Sharing personal data

We may share personal data with:

- (a) hosting and cloud service providers;
- (b) payment processors;
- (c) email, messaging and customer support providers;
- (d) analytics and security service providers;
- (e) professional advisers, such as lawyers, accountants and auditors;
- (f) regulators, authorities, law enforcement or other parties where required or permitted by law;
- (g) business partners or successors if our business is transferred, sold, merged or reorganised.

We do not sell personal data.

Some service providers may process personal data on our behalf as data intermediaries.

We require service providers to protect personal data and use it only for authorised purposes.

We do not allow service providers to use children's personal data for their own marketing or unrelated purposes.

6. Overseas transfer

Some of our service providers may store or process personal data outside Singapore.

Where personal data is transferred outside Singapore, we will take steps required under the PDPA to ensure that the transferred personal data is protected to a standard comparable to the protection under the PDPA.

These steps may include contractual protections, due diligence on service providers, access controls and other safeguards.

7. Protection of personal data

We take reasonable security steps to protect personal data from unauthorised access, collection, use, disclosure, copying, modification, disposal or similar risks.

These steps may include access controls, passwords, encryption where appropriate, staff access restrictions, security monitoring and internal policies.

We apply access controls so that staff and service providers only access children's personal data where needed for authorised purposes.

However, no online service is completely secure. Users should keep their passwords confidential and notify us if they suspect unauthorised access.

8. Retention

We keep personal data only for as long as it is needed for business, legal or regulatory purposes.

When personal data is no longer needed, we will take reasonable steps to delete, anonymise or securely dispose of it.

Our practical retention approach is:

- (a) active account data: kept while the account is active;
- (b) inactive account data: reviewed after [24] months of inactivity;

- (c) payment and transaction records: kept for legal, tax and accounting purposes;
- (d) support and security records: kept for a reasonable period to resolve disputes and protect the platform;
- (e) anonymised or aggregated learning analytics: may be retained for platform improvement and research purposes, provided individuals are not reasonably identifiable.

9. Access and correction

You may contact us to request access to your personal data or to correct inaccurate personal data.

We may need to verify your identity before processing your request.

For child accounts, we may require the request to come from or be approved by a parent or legal guardian.

We will respond to access and correction requests as soon as reasonably possible and in accordance with the PDPA.

Where permitted by law, we may charge a reasonable fee for processing an access request. If a fee applies, we will inform you before processing the request.

10. Account deletion

You may request deletion of your account by contacting us.

We may retain some information where necessary for legal, regulatory, security, dispute-resolution, accounting or legitimate business purposes.

If a child account is deleted, we may require the deletion request to come from or be approved by the parent or legal guardian.

11. Cookies and analytics

We may use cookies and similar technologies to operate the platform, keep users logged in, remember preferences, improve performance, understand usage and protect against misuse.

You may be able to disable cookies through your browser settings, but some parts of the platform may not work properly.

Where analytics tools are used, we will take reasonable steps to ensure that they are used in a way that is appropriate for the nature of the platform and its users, including children and teenagers.

12. Marketing

We will only send marketing messages where permitted by law and, where required, with consent.

Users may opt out of marketing messages by using the unsubscribe link or contacting us.

We will not send direct marketing to children unless appropriate consent has been obtained and the marketing content is suitable for the child's age group.

Service-related messages, such as account, payment, security or policy updates, are not marketing messages.

13. Data breach

If we become aware of a data breach, we will assess whether it is a notifiable data breach under the PDPA.

Where required, we will notify the Personal Data Protection Commission and/or affected individuals within the timelines required by law.

We will also take reasonable steps to contain, assess and remediate the breach.

14. Automated or AI-assisted features

The platform may use automated or AI-assisted tools to provide explanations, recommendations, adaptive quizzes, progress insights or other learning support.

We may use learning activity, answers, scores and usage data to provide personalised recommendations, adaptive practice and progress insights.

Where children's personal data is involved, we will take reasonable steps to ensure that such use is appropriate, reasonably related to the educational service, and explained in clear language.

15. Changes to this Privacy Notice

We may update this Privacy Notice from time to time.

If changes are material, we will take reasonable steps to notify users, such as by email, platform notice or requiring acceptance during login.

Your continued use of the platform after the updated Privacy Notice takes effect means that you acknowledge the updated Privacy Notice.

16. Contact us

For questions, requests or complaints about personal data, please contact:

Data Protection Officer / Privacy Contact

Email: contact@nthlabs.tech

Address: 60 Paya Lebar Road, #06-28 Paya Lebar Square, Singapore 409051