

1. Privacy Policy – TerraLingo

Last updated: 21 November 2025

1. Who we are

TerraLingo (“App”) is a language learning application operated by **Tensor-Delta Pte Ltd** (“we”, “us”, “our”).

- Legal entity: **TensorDelta Pte Ltd**
- Contact email: **help@terralingo.com**

This Privacy Policy explains how we collect, use, share, and protect your information when you use TerraLingo and any related services.

By using TerraLingo, you agree to the collection and use of information in accordance with this Privacy Policy.

2. What we collect

We may collect the following categories of information.

2.1. Information you provide directly

- **Account information**
 - Name or nickname
 - Email address (for parent/guardian or adult users)
 - Password or login credentials
 - Profile photo or avatar (if uploaded)
 - Language preferences, learning goals, and level
- **Subscription & billing information**
 - Subscription tier (free / paid plan)
 - Transaction IDs and subscription status
 - Limited billing information provided by the app store or payment processor
- We **do not** store full payment card numbers; payments are handled by third-party processors.
- **Learning content & progress**
 - Lesson history and completion status

- SRS (Spaced Repetition System) deck data (cards, words, success/failure, review schedule)
- Scores, achievements, streaks, and other progress metrics
- **Chatbot interactions & scenarios**
 - Messages you or your child send to the AI chatbot
 - System and AI-generated responses
 - Scenario choices, practice dialogues, and feedback
- **Support & feedback**
 - Messages you send to us via in-app support or email
 - Bug reports, feedback forms, and feature requests

2.2. Information collected automatically When you use TerraLingo, we may automatically collect:

- **Device information**
 - Device type and model
 - Operating system and version
 - App version
 - Language and region settings
- **Usage data**
 - Features used and screens viewed
 - Taps/clicks and interactions with lessons, decks, and chatbot
 - Session duration and timestamps
 - Error logs and crash reports
- **Approximate location**
 - Country/region inferred from IP address (used to understand where our users are, for analytics and legal compliance — not for precise tracking).

2.3. Information from third parties

- **Payment processors / app stores**
 - Limited payment and subscription details (e.g., successful purchase, subscription renewal or cancellation, refunds) from Apple App Store, Google Play Store, or other payment providers.
- **Authentication providers** (if supported)

- Basic profile information (such as name and email) when you choose to sign in via a third-party login, as allowed by that provider’s permissions.
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3. How we use your information

We use your information to:

1. Provide and operate TerraLingo

- Create and manage user accounts and profiles.
- Deliver lesson plans, SRS decks, AI chatbot scenarios, and other features.
- Save and synchronize your learning progress across sessions and (where enabled) devices.

2. Personalize the learning experience

- Adapt lesson difficulty based on performance and level.
- Schedule SRS reviews to optimize learning.
- Tailor chatbot scenarios, practice dialogues, and content recommendations.

3. Manage subscriptions and payments

- Activate and manage subscription tiers.
- Verify subscription status and entitlements.
- Handle billing events, refunds, and payment-related support (primarily via our payment partners and app stores).

4. Maintain and improve the App

- Monitor usage patterns to improve content, features, and user experience.
- Fix bugs, diagnose crashes, and secure the service.
- Run analytics and A/B tests to understand what works best for learners.

5. Communicate with you (parents/guardians/adult users)

- Send service-related emails (e.g., account notifications, security alerts, subscription updates).
- With your consent where required: send product updates, learning tips, and marketing messages. You can opt out of marketing communications at any time.

6. Legal and compliance purposes

- Comply with applicable laws and regulations.
 - Enforce our Terms & Conditions.
 - Respond to lawful requests from public authorities where required.
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4. AI chatbot & processing of content

Some features of TerraLingo are powered by third-party AI services.

- **What we send to AI providers**
 - Portions of user messages and relevant context (e.g., recent conversation history, language level, learning goals) necessary to generate responses or feedback.
- **How AI providers use this data**
 - Primarily to provide and improve their AI services to us (e.g., generating replies, correcting grammar).
 - We choose providers that contractually limit how they can use personal data; however, each provider has its own terms and privacy policy.
- **Sensitive information**
 - TerraLingo is designed for language learning, not for sensitive topics.
 - Please **do not** include sensitive personal information (such as full address, financial details, health data, or identification numbers) in chatbot messages.

We maintain appropriate agreements and safeguards with AI providers where required by law.

5. Legal bases for processing (EEA/UK and similar regions)

If you are located in the European Economic Area (EEA), the United Kingdom, or similar jurisdictions, we process your personal data under one or more of the following legal bases:

- **Contractual necessity**
 - To provide TerraLingo, manage your account, and deliver the features and subscriptions you have requested.
- **Legitimate interests**

- To maintain and improve the App, prevent abuse, conduct analytics, and secure our services, provided these interests are not overridden by your rights and interests.
 - **Consent**
 - For specific activities where consent is required by law (e.g., certain marketing communications, parental consent for children’s accounts, or certain cookies trackers).
 - **Legal obligations**
 - To comply with laws, regulations, and legal requests.
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6. How we share your information

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

We may share data with:

- **Service providers (processors)**
 - Cloud hosting providers
 - AI API providers
 - Email and notification providers
 - Analytics services
 - Payment processors and app stores

These service providers may only use your data to perform services on our behalf and must protect it appropriately.

- **Business transfers**
 - If TensorDelta Pte Ltd is involved in a merger, acquisition, reorganization, or asset sale, your information may be transferred as part of that transaction, subject to appropriate safeguards and notice where required.
- **Legal and safety reasons**
 - We may disclose information if we reasonably believe it is necessary to:
 - * Comply with a law, regulation, legal process, or governmental request.
 - * Protect the rights, property, or safety of TerraLingo, our users, or others.
 - * Enforce our Terms & Conditions or prevent fraud and abuse.

7. Data retention

We retain personal data for as long as necessary to:

- Provide TerraLingo and its features;
- Fulfill the purposes described in this Privacy Policy;
- Comply with legal, tax, and accounting obligations.

When data is no longer needed, we will delete or anonymize it. If deletion is not possible immediately (for example, in backup archives), we will securely store and isolate it from further use until deletion is feasible.

You may request account deletion, which will trigger deletion or anonymization of personal data that is not legally required to be retained.

8. International data transfers

TerraLingo is offered worldwide, and our servers and service providers may be located in different countries. This means your information may be transferred to and processed in countries other than your own.

Where required by law, we implement appropriate safeguards (such as standard contractual clauses or equivalent mechanisms) to protect personal data during international transfers.

9. Security

We implement appropriate technical and organizational measures to protect your information, including:

- Encrypted connections (HTTPS) where possible
- Access controls and limited staff access on a need-to-know basis
- Use of reputable and secure infrastructure providers

However, no method of transmission or storage is completely secure. You (or the parent/guardian) are responsible for maintaining the security of login credentials and the devices used to access TerraLingo.

10. Your rights

Depending on your location, you may have some or all of the following rights:

- **Access** – Request a copy of the personal data we hold about you (or your child).
- **Rectification** – Ask us to correct inaccurate or incomplete data.
- **Erasure** – Request deletion of your account and associated personal data, subject to legal retention requirements.
- **Restriction** – Request that we restrict certain processing activities.
- **Objection** – Object to processing based on our legitimate interests and object to direct marketing at any time.
- **Data portability** – Request to receive certain data in a structured, commonly used format and transmit it to another service, where applicable.
- **Withdraw consent** – Where processing is based on consent (e.g., marketing or children’s parental consent), you can withdraw that consent at any time.

To exercise these rights, please contact us at: help@terralingo.com. We may need to verify your identity (and, where applicable, your relationship to the child) before responding.

If you are in the EEA/UK, you also have the right to lodge a complaint with your local data protection authority.

11. Children’s privacy (users aged 4+)

TerraLingo is designed for users aged **4 and above**, and may therefore be used by children.

- For users below the age of majority in their country (for example, under 13 or 16), use of TerraLingo should be **supervised by a parent or legal guardian**.
- In some regions, we may require **parental or guardian consent** for children to create or use an account with certain features.

We aim to collect only the information reasonably necessary for the child’s use of TerraLingo (e.g., nickname, progress, and usage data for learning and security).

We do not knowingly:

- Allow children to sign up without a parent/guardian email or consent where required by law; or
- Use children’s data for targeted advertising or sell their personal data.

If you are a parent or guardian and believe that your child has used TerraLingo or provided us personal data without your consent where it is required, please contact us at help@terralingo.com so we can review and, if appropriate, delete the data.

12. Third-party links and services

TerraLingo may contain links to websites, apps, or services not operated by us (for example, external resources, help pages, or social channels).

We are not responsible for the privacy practices of those third parties. We encourage you to review their privacy policies before providing any personal information.

13. Changes to this Privacy Policy

We may update this Privacy Policy from time to time. When we do:

- We will update the “Last updated” date at the top; and
- Where required by law, we will notify you via email, in-app notification, or other reasonable means.

Your continued use of TerraLingo after changes become effective will signify your acceptance of the updated Privacy Policy.

14. Contact us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at:

- Email: help@terralingo.com