

BRAABBY

GCE TUTORING, CAMEROON

Legal documents

The complete set of policies and agreements governing Braabby

LAST UPDATED

1 July 2026

SECTIONS

12

LANGUAGE

English

Drafted against Cameroonian law. To be reviewed by a qualified Cameroonian legal practitioner before being filed or relied upon. legal@braabby.com

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Terms of Use

The agreement between you and Braabby

Updated 1 July 2026

Welcome to Braabby – Cameroon's home for GCE (Ordinary & Advanced Level) tutoring. These Terms of Use are a binding agreement between you and Braabby. By creating an account, ticking the agreement box, or using the platform, you accept these terms. If you do not agree, please do not use Braabby.

Who we are

Braabby is an online tutoring platform for the Cameroon GCE (Ordinary and Advanced Level), operated from Cameroon and available at braabby.com. In this document "Braabby", "we", "us" and "our" mean the operator of that platform; "you" means the person accepting this document.

Registered particulars – company name, legal form, RCCM number, taxpayer number and registered office – are filed with the competent Cameroonian authorities and are stated in full on our published company information page. Where this document must name the contracting entity, that entity is the registered operator of Braabby.

Correspondence: legal@braabby.com for legal notices, privacy@braabby.com for data-protection requests, and the in-app Help & Support centre for everything else.

Minors: supervision by a parent or guardian

Braabby teaches school-age learners, and every Braabby teacher is an adult. A learner under 18 may use Braabby ONLY under the direct supervision of a parent or legal guardian. This is a condition of using the platform, not a recommendation, and it applies to every lesson, every message and every payment. (Separately, any student under 21 uses Braabby under the responsibility of a parent or guardian, who accepts these documents on their behalf.)

What direct supervision means

- A parent or guardian must know when each lesson is scheduled, and must be at home and reachable while it takes place.
- Lessons are live video with an adult. The parent or guardian must be able to see and hear the lesson at any moment, and may sit in on any lesson, at any time, without asking. No teacher may object to a parent being present, and no teacher may ask a learner to be alone, to close a door, or to move to a room where they cannot be seen.
- The parent or guardian should read the learner's messages with teachers from time to time. Every conversation stays on Braabby precisely so that a parent can do this.
- The account belongs to the family. The guardian is responsible for what is done through it – bookings, coins, messages and conduct – and should hold the password rather than leave it with a young child.
- A learner under 18 who cannot be supervised in this way should not use Braabby.

What Braabby does on its side

- Every teacher is identity-checked against a government ID and their qualifications are reviewed by a person before they may teach a single lesson.

- All teaching happens in Braabby's own classroom and all messaging happens on Braabby. A teacher may not move a learner to WhatsApp, a personal number, or any channel a parent cannot see. Asking to is a serious breach and grounds for immediate removal.
- Lessons are one-to-one or small groups of no more than three students, and the platform records who attended and for how long.
- Messages may be reviewed where there is a safeguarding concern, as set out in our Privacy Policy.
- A concern about any teacher's conduct can be reported from the lesson or the chat at any time. It reaches a person, and a teacher may be suspended while it is reviewed.

If anything about a teacher's behaviour worries you – a request to talk privately elsewhere, contact outside lesson times, questions that have nothing to do with the subject, or anything that makes a learner uncomfortable – stop the lesson and report it through Help & Support, or email legal@braabby.com. Tell us even if you are not sure. We would far rather review something harmless than miss something that mattered.

1. Who can use Braabby

- You must provide true, current and complete information when you sign up, and keep it up to date.
- Students under 21 (and any minor) must use Braabby under the responsibility of a parent or legal guardian, who accepts these terms on the learner's behalf and is responsible for the account and any payments.
- Teachers must be at least 18 years old. You provide your date of birth when you apply, and it is verified against your identity document before you are approved.
- Teachers must be able to lawfully provide tutoring services and pass Braabby's verification (identity, qualifications and review) before students can find them.
- One person, one account. You are responsible for everything that happens under your account.
- A student account belongs to ONE learner. If you are a parent or guardian with more than one child learning on Braabby, create a separate account for each child – their level, subjects, teachers, coins, progress and lesson history are personal to them, and sharing one account between siblings makes all of it wrong for both.
- A teaching account belongs to ONE teacher and may not be shared, lent, sold or operated by anybody else. Every lesson taught, every review earned and every franc paid out is attached to the verified person behind that account. Letting another person teach on your account is a serious breach and puts students in a room with someone Braabby has not verified.

2. Your account & security

Keep your password confidential and your login secure. We provide tools to protect you – two-step sign-in, device and sign-in logging, and lockout after repeated failed attempts. Staff accounts are required to enable two-step sign-in.

Tell us immediately, through Help & Support, if you suspect any unauthorised use of your account. You are responsible for activity carried out with your credentials.

For your protection, certain sensitive actions are confirmed with a one-time code (OTP) sent to your email or phone – including resetting a forgotten password, changing your email or phone number, and (for teachers) confirming a withdrawal. Never share these codes; Braabby staff will never ask you for them.

Some details are fixed once your account is set up, to keep payments and verification reliable: your account name and city can afterwards be changed only by Braabby; a student's learner name can be set once; a phone

(mobile-money) number can be changed at most once a month; and an email address at most once every three months. If you need to change a phone number again sooner, or a locked detail is genuinely wrong, contact Help & Support – our staff can change it for you, and the new number must then be verified by SMS before it can be paid to.

3. Acceptable use

Braabby exists for genuine teaching and learning. You agree NOT to:

- Use Braabby for anything unlawful, or in breach of Cameroonian law including Law No. 2010/012 on cybersecurity and cybercrime;
- Harass, abuse, defame, threaten or discriminate against any other user, or share content that is illegal, obscene, hateful or harmful;
- Cheat, or help anyone cheat, in a live or invigilated examination – Braabby is for learning the material, not circumventing assessment;
- Impersonate any person, misrepresent your identity or qualifications, or create accounts by automated means;
- Scrape, copy, harvest or attempt to extract other users' data or Braabby's content; probe or test the security of the platform; or introduce malware;
- Reverse-engineer, copy, resell or create derivative platforms from Braabby, or remove any proprietary notices.

4. No off-platform circumvention

Braabby invests in matching, verification, payments, safety and the live classroom. To keep the platform safe and sustainable, you agree not to use Braabby to find a teacher or student and then arrange, solicit, conduct or pay for tutoring off-platform in order to avoid Braabby's fees, nor to exchange personal contact details for that purpose.

Attempting to take relationships introduced on Braabby off the platform to avoid fees is a serious breach and may result in suspension, loss of access, and recovery of fees due.

5. Coins, pricing & payments

Braabby uses gold coins as on-platform credit to access classes and services. Coin prices, package sizes and any platform access fee are shown in the app before you pay and may change from time to time.

- Coins are a prepaid credit for use on Braabby only. They have no cash value, are not legal tender, and are not redeemable for cash except where required by law.
- Coins may expire if unused (currently three months from purchase, as shown in the app).
- You may send coins you already hold to another Braabby student using their Student ID; such transfers are free, immediate and final.
- Payments are processed by third-party mobile-money and card providers; their own terms and fees apply. You confirm you are authorised to use the payment method.
- Refunds, cancellations and credits are handled as set out in our Terms & Conditions and applicable consumer-protection law.

6. Live classes, blackboard & content

Each lesson runs for 50 minutes at its scheduled time, and the in-class timer starts automatically at that time whether or not anyone has joined. Students can enter the classroom from 10 minutes before the start. How cancellations, rescheduling, attendance and confirmation work is set out in our Terms & Conditions.

During live classes, what a teacher writes on the blackboard may be saved so students can review the lesson afterwards. Be respectful and professional on camera, on the microphone and in chat. A teacher may, in group classes, mute participants to keep the lesson focused.

You keep ownership of content you create, and you grant Braabby a worldwide, royalty-free licence to host, store, display and use it as needed to operate and improve the service. Do not upload content you do not have the right to share.

7. Teachers – additional terms

- To teach on Braabby you must hold at least a GCE Advanced Level (A-Level) certificate, and submit proof of your qualifications for verification before students can find you.
- Teachers are independent providers, not employees of Braabby. You are responsible for the quality, lawfulness and accuracy of your teaching, and for your own tax obligations.
- You must hold and maintain the qualifications you claim, pass verification, and teach in line with the GCE syllabus and Braabby's standards.
- Payouts for delivered classes are made to your registered mobile-money/account as described in the Terms & Conditions, after Braabby's fees.
- Repeated poor ratings, no-shows, off-platform solicitation, or breaches of these terms may lead to removal.

8. Suspension & termination

We may suspend, restrict or terminate any account, or remove content, where we reasonably believe these terms or the law have been breached, where it is necessary to protect users or Braabby, or where required by a competent authority. Where practical and lawful, we will tell you why.

Where we suspect fraud, collusion, manipulation of lessons, attendance, reviews, coins or payouts, account sharing, impersonation, or any attempt to obtain money from Braabby that is not owed, we may take any of the following steps, alone or together, and without prior notice where notice would defeat the purpose: suspend the account immediately while we investigate; suspend it for a stated period of months; terminate it permanently; withhold, freeze or reverse earnings and pending withdrawals; reverse coins or refunds already granted; recover amounts already paid out; and report the matter to the competent authorities.

Earnings withheld under this section are held pending the outcome of the investigation. Where the investigation clears the account, withheld earnings are released in full. Where it does not, Braabby may retain amounts that were obtained through the conduct in question, and may set them off against anything else owed to you.

You may appeal any of these decisions through Help & Support, and a suspended account keeps access to that channel so an appeal can always be made.

You may stop using Braabby at any time. Some obligations (e.g. payment for services received, conduct, intellectual property, liability) survive termination.

9. Disclaimers & limitation of liability

Braabby is provided on a reasonable-efforts basis. To the fullest extent permitted by Cameroonian law, we do not guarantee specific exam results, uninterrupted availability, or that the service will be error-free, and we are not liable for indirect or consequential loss.

Nothing in these terms excludes liability that cannot lawfully be excluded, including your rights under consumer-protection law. Braabby is a platform connecting students and independent teachers; we are not responsible for the personal conduct of users outside the service.

10. Changes to these terms

We may update these terms to reflect changes to the service or the law. We will post the updated version with a new date and, for material changes, notify you in the app. Continuing to use Braabby after an update means you accept the revised terms.

11. Recording & privacy in class

To protect everyone, you must not record, screenshot, photograph, stream or redistribute any live class, teacher, student or class content without Braabby's and the participants' permission. The saved blackboard is provided for your own revision only and may not be shared publicly or sold.

12. Reviews & ratings

Reviews must be honest, first-hand and respectful. Do not post fake, paid-for, defamatory or misleading reviews, or otherwise manipulate ratings. Braabby may moderate, refuse or remove content that breaches these terms or the law.

13. Electronic communications

By using Braabby you agree to receive notices, agreements and disclosures electronically – by email, SMS or in-app – and you accept that these satisfy any legal requirement that such communications be in writing.

14. Third-party services

Braabby may link to or rely on third-party services (payment, video relay, email, storage). We are not responsible for their content, availability or practices, and their own terms and privacy policies apply.

15. Your feedback

If you send us ideas, suggestions or improvements, you grant Braabby a free, perpetual, worldwide right to use them to operate and improve the service, with no obligation or payment to you.

16. General

- These terms, with the Terms & Conditions and Privacy Policy, are the entire agreement between you and Braabby.
- If any provision is held invalid, the remainder stays in force.

- Our failure to enforce a right is not a waiver of it.
- You may not transfer your account or these terms; Braabby may assign them to a successor or affiliate.
- Neither party is liable for failure caused by events beyond its reasonable control (force majeure).
- Headings are for convenience only and do not affect interpretation.

Governing law & disputes

These terms are governed by the laws of the Republic of Cameroon. They are written to comply with, among others, Law No. 2010/012 of 21 December 2010 on cybersecurity and cybercrime, Law No. 2010/021 of 21 December 2010 governing electronic commerce, Framework Law No. 2011/012 on consumer protection, and applicable OHADA Uniform Acts.

We would always rather resolve a concern amicably. Please first contact us through the in-app Help & Support so we can try to settle the matter directly. If a dispute cannot be resolved amicably, it shall be submitted to the competent courts of Cameroon.

Contact us

Questions about this document? Reach us through the in-app Help & Support centre, or by email at legal@braabby.com (privacy matters: privacy@braabby.com). We aim to respond promptly.

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Terms & Conditions

How the Braabby service, payments and payouts work

Updated 1 July 2026

These Terms & Conditions set out the commercial terms of the Braabby service and work alongside our Terms of Use. They explain what Braabby provides, how coins, fees, bookings, cancellations, rescheduling, attendance, refunds and teacher payouts work, and the limits of our responsibilities under Cameroonian law.

Who we are

Braabby is an online tutoring platform for the Cameroon GCE (Ordinary and Advanced Level), operated from Cameroon and available at braabby.com. In this document "Braabby", "we", "us" and "our" mean the operator of that platform; "you" means the person accepting this document.

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What direct supervision means

- A parent or guardian must know when each lesson is scheduled, and must be at home and reachable while it takes place.
- Lessons are live video with an adult. The parent or guardian must be able to see and hear the lesson at any moment, and may sit in on any lesson, at any time, without asking. No teacher may object to a parent being present, and no teacher may ask a learner to be alone, to close a door, or to move to a room where they cannot be seen.
- The parent or guardian should read the learner's messages with teachers from time to time. Every conversation stays on Braabby precisely so that a parent can do this.
- The account belongs to the family. The guardian is responsible for what is done through it – bookings, coins, messages and conduct – and should hold the password rather than leave it with a young child.
- A learner under 18 who cannot be supervised in this way should not use Braabby.

What Braabby does on its side

- Every teacher is identity-checked against a government ID and their qualifications are reviewed by a person before they may teach a single lesson.

- All teaching happens in Braabby's own classroom and all messaging happens on Braabby. A teacher may not move a learner to WhatsApp, a personal number, or any channel a parent cannot see. Asking to is a serious breach and grounds for immediate removal.
- Lessons are one-to-one or small groups of no more than three students, and the platform records who attended and for how long.
- Messages may be reviewed where there is a safeguarding concern, as set out in our Privacy Policy.
- A concern about any teacher's conduct can be reported from the lesson or the chat at any time. It reaches a person, and a teacher may be suspended while it is reviewed.

If anything about a teacher's behaviour worries you – a request to talk privately elsewhere, contact outside lesson times, questions that have nothing to do with the subject, or anything that makes a learner uncomfortable – stop the lesson and report it through Help & Support, or email legal@braabby.com. Tell us even if you are not sure. We would far rather review something harmless than miss something that mattered.

1. The service

Braabby is an online platform that connects GCE students with verified, independent teachers for live online classes (one-to-one and small groups), and provides supporting tools such as a live classroom, blackboard, messaging and scheduling. Braabby facilitates and processes payments but the teaching is delivered by independent teachers.

2. Booking classes

- Students choose their teacher and book classes themselves; grouping with other students is optional.
- A booking is confirmed once the required coins/fees are paid and the slot is reserved.
- Class times are shown in Cameroon time (WAT). It is your responsibility to attend on time.

3. Coins, fees & pricing

- Coins are prepaid on-platform credit, sold at 500 XAF per coin (5,000 XAF for ten). A seat in a group class costs 1 coin; a one-to-one lesson costs 2. Prices may change prospectively.
- A yearly access fee opens the student dashboard: 5,000 XAF on the Ordinary Level track and 7,000 XAF on the Advanced Level track. It is charged once per year, runs for 12 months from the day it is paid, and buys no coins – it opens the dashboard, the Library, Practice, the Timetable and your teachers. A platform fee also applies to teachers, deducted from class earnings.
- Unused coins may expire (currently three months from purchase). Expired coins are not refundable.
- Students may transfer coins they already hold to another student, free of charge; such transfers are immediate and final.
- All amounts are in CFA francs (XAF) unless stated otherwise. Applicable taxes are your responsibility unless the law provides otherwise.

4. Cancellations, rescheduling & attendance

We aim to be fair and to comply with consumer-protection law (Framework Law No. 2011/012). Every Braabby lesson runs for 50 minutes at its scheduled time (Cameroon time, WAT).

If a student cancels a one-to-one lesson

- More than 24 hours before the start: a full refund of the coins you paid.
- Between 12 and 24 hours before: half of the coins are refunded (rounded down to whole coins); the rest goes to the teacher, less Braabby's fixed fee, for the time reserved for you.
- Less than 12 hours before: no refund – the teacher receives the lesson payment, less Braabby's fixed fee, for the time reserved for you.

If a student leaves a group class

- 12 hours or more before the start: a full coin refund.
- Less than 12 hours before: no refund – the seat goes to the teacher, less Braabby's fixed fee.
- If every student leaves a group class 12 hours or more before it starts, the class is automatically cancelled and the teacher is paid nothing.

If a teacher cancels

- Every booked student is refunded in full, regardless of timing.
- A teacher-initiated cancellation counts against the teacher's reliability score and may hide their profile from new students for a period.

Rescheduling

- One-to-one lessons: a teacher may request a new time at any point before the lesson (the student confirms or declines), and a student may move the lesson into a slot their teacher is free up to 12 hours before the start.
- Group classes: the teacher may reschedule only while a single student is enrolled. Once two or more students have joined, the class keeps its time and can only be cancelled.
- Frequent rescheduling affects a teacher's reliability and visibility.

Attendance & confirmation

- Attendance means being in the room for at least 10 minutes at any point in the lesson, from 10 minutes before the scheduled start until it ends. Joining late does not count as absence – a teacher who arrives a few minutes late and teaches the lesson has attended it.
- When the teacher and at least one student attend, the lesson auto-confirms 15 minutes after it ends and the teacher is paid; a student may confirm sooner.
- If the teacher does not attend, students are refunded and no payment is made. If a student does not attend, the teacher is paid for the time reserved.
- Either party may report a problem within 48 hours of the lesson; this pauses any payout while Braabby reviews it.

Refunds

- Refunds are returned as coins to your balance – or to the original payment method where the law requires.
- Coins are not redeemable for cash except where the law requires it.
- You can ask Braabby to review any outcome through Help & Support.

5. Teacher payouts, reliability & Gold

- Teachers earn a fixed share for each lesson actually delivered, net of Braabby's platform cut (currently 100 XAF per group seat and 200 XAF per one-to-one lesson). The price a student pays is always shown before

booking.

- Earnings are held until the lesson is confirmed – automatically 15 minutes after it ends, or sooner if the student confirms – then released to the teacher's Braabby wallet.
- Withdrawals are paid only to the teacher's own registered mobile-money number. Each withdrawal must be confirmed with a one-time code sent to the teacher when they request it, so no one else can move your earnings.
- Teachers are independent contractors responsible for their own taxes and statutory obligations. Braabby is not the teacher's employer.
- Braabby may withhold or reverse amounts linked to fraud, chargebacks, disputes or breaches of these terms.

Reliability score & Gold Teacher

- Every teacher has a reliability score (starting at 100). Cancellations, no-shows and a high reschedule rate reduce it and can temporarily hide a profile from new students.
- Gold Teacher is a quality badge awarded automatically on the first day of each month to teachers who meet every criterion – lessons delivered, a high rating, a strong reliability score, no recent no-shows, and low cancellation and reschedule rates. It is removed immediately if any criterion stops being met.

6. Payment providers

Payments and payouts are handled by third-party mobile-money and card providers. Their terms, fees, limits and processing times apply. Braabby is not responsible for failures, delays or charges of these providers, though we will help resolve issues where we can.

7. Availability & changes

We work to keep Braabby available but may carry out maintenance, change, suspend or withdraw features, and set or change limits, at our discretion. We will give reasonable notice of material changes where practical.

8. Liability

To the fullest extent permitted by Cameroonian law, Braabby's total liability arising from the service is limited to the amount you paid to Braabby for the service giving rise to the claim in the preceding three months. We are not liable for the acts or omissions of independent teachers or students, or for outcomes such as exam results. Your non-excludable consumer rights are unaffected.

9. Chargebacks & payment disputes

If you believe a charge is wrong, contact us first through Help & Support – we will investigate and correct genuine errors. Initiating a chargeback or reversal in bad faith, or for a service already delivered, may lead to suspension and recovery of the amounts owed.

10. Promotions, codes & bonus coins

We may offer promotional coins, discounts or referral rewards. These have their own conditions, hold no cash value, are non-transferable, may be time-limited, and may be withdrawn or reversed if obtained through error or abuse.

11. Taxes & records

Prices are shown in CFA francs (XAF) and may include applicable taxes where required. Teachers are responsible for declaring and paying their own taxes on earnings. A record of your purchases is available in the app.

12. Availability & support

We aim for high availability but may carry out maintenance or experience interruptions. Support is provided through the in-app Help & Support, and we aim to respond promptly during normal hours.

13. Force majeure & general

- Braabby is not liable for delays or failures caused by events beyond our reasonable control (network or power outages, strikes, natural events).
- These Terms & Conditions, with the Terms of Use and Privacy Policy, are the entire agreement on the service.
- If any clause is invalid the remainder stands; failing to enforce a right is not a waiver of it.
- Braabby may assign these terms to a successor; you may not transfer your account without our consent.

14. Donations & supporters

Braabby lets you make a voluntary donation, or become a monthly supporter, to help fund the platform and learners. Donations are optional gifts – they are not a purchase of coins, classes or any service, they grant no entitlement or account benefit, and they are non-refundable except where the law requires. Monthly supporter contributions continue until you cancel, which you can do at any time through Help & Support. Donations are processed by the same third-party mobile-money providers, whose terms apply; you may choose to give anonymously.

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Student Agreement

What you get, what it costs, and what we ask of you

Updated 1 August 2026

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What direct supervision means

- A parent or guardian must know when each lesson is scheduled, and must be at home and reachable while it takes place.
- Lessons are live video with an adult. The parent or guardian must be able to see and hear the lesson at any moment, and may sit in on any lesson, at any time, without asking. No teacher may object to a parent being present, and no teacher may ask a learner to be alone, to close a door, or to move to a room where they cannot be seen.
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- Messages may be reviewed where there is a safeguarding concern, as set out in our Privacy Policy.
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1. Your account

- One person, one account. Give true information and keep it current.
- THIS ACCOUNT IS FOR ONE CHILD. A parent or guardian with more than one child on Braabby creates a separate account for each of them. A learner's form, subjects, teachers, coins, practice results, timetable and lesson history all belong to that one child – put two children through one account and every one of those is wrong for both of them, and neither can be shown a record of their own work.
- Your level is one of the seven forms, and that decides your exam track – Ordinary Level or Advanced Level – which in turn decides your subjects, your practice papers and what you pay.
- Some details are fixed once your account is set up, so that payments and verification stay reliable: your account name and city can afterwards be changed only by Braabby; the learner's name can be set once; your mobile-money number can be changed at most once a month; and your email address at most once every three months. If you need to change your number again sooner, Braabby's staff can do it for you – contact Help & Support. The new number must be verified by SMS before any payment can be made to it.
- Your guardian details, city and learner name can be edited from your profile, but a change is reviewed by Braabby before it goes live.
- Sign-ups are reviewed before your account opens. We do this so that the people in a classroom with you have been checked too.

2. Subjects

You choose the subjects you are studying, and an administrator approves them. You only ever see teachers who teach your subjects, and a newly added subject is reviewed before it appears in your Library and Timetable.

How many subjects you may take depends on your form, following what is normal for that year of study.

3. Paying, and booking

- A yearly access fee opens the dashboard: 5,000 XAF on the Ordinary Level track, 7,000 XAF on the Advanced Level track, valid for 12 months from the day you pay. We remind you daily for the last 10 days before it lapses.

- Lessons are paid for with gold coins: 1 coin for a seat in a group class, 2 coins for a one-to-one lesson. One coin costs 500 XAF.
- When you first pay the access fee we add 4 free welcome coins to your wallet.
- Coins expire 3 months after they are credited. You can send coins free of charge to another Braabby student using their Student ID.
- You choose your own teacher and your own time. Braabby does not assign you to a teacher, and joining a group class is always your choice.

Full detail is in the Refund Policy.

4. Turning up

A lesson you booked is a teacher's time reserved for you, and they are not teaching someone else in it. Come to the lessons you book, and cancel early if you cannot.

- Cancelling in good time gets your coins back – the tiers are in the Cancellation Policy.
- Not turning up without cancelling means the lesson is treated as taught: the teacher is paid and there is no refund.
- If a teacher does not turn up, you are refunded in full. You are never out of pocket for that.
- If something went wrong that the platform recorded incorrectly, tell us within 48 hours and a person will look at it.

5. How you behave

The Acceptable Use Policy applies to you in full. In short: be courteous in the classroom and in chat, do not share other people's material, never ask a teacher to help you cheat in an examination, and keep lessons and payment on Braabby.

You can block a teacher at any time from your Teachers list. Blocking is mutual – neither of you can message or book the other afterwards – and you can lift it yourself.

6. Reviews

There are two separate ratings, and they measure different things.

- The CONNECTION rating, after every lesson, is about how well the technology worked. It does not judge the teacher.
- The OVERALL rating, with stars and written words, appears on the teacher's public profile. You can leave one after two lessons with that teacher, so that a rating rests on more than a single impression.

Reviews must be honest and about a lesson you attended. A teacher may reply once to your review, publicly. If something went seriously wrong, Help & Support is the place – it is the only route that can actually change an outcome.

7. Study material

The Library, the practice papers, the timetable planner and the curriculum content are provided for your own study. You may not copy, republish, sell or share them outside Braabby.

Practice papers are marked and scored to help you learn. They are not GCE examinations, they are not endorsed by the examining board, and a score in them is not a prediction of your result.

8. Suspension

We may restrict or suspend an account for a breach of the Acceptable Use Policy, for abusive conduct towards a teacher, or where an account appears to be involved in extracting money from the platform without lessons taking place.

A suspended account keeps access to one thing: the support conversation with our team. That is deliberate – it is how you tell us we got it wrong, and how a wrong suspension gets lifted.

Governing law & disputes

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We would always rather resolve a concern amicably. Please first contact us through the in-app Help & Support so we can try to settle the matter directly. If a dispute cannot be resolved amicably, it shall be submitted to the competent courts of Cameroon.

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Contact us

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Teacher Agreement

The terms on which you teach on Braabby

Updated 1 August 2026

This agreement is between you, as a tutor, and Braabby. It applies from the moment your application is approved and for as long as you hold a teacher account. It covers what you are (an independent professional, not our employee), what we ask of you, how and when you are paid, and the grounds on which a teaching account can be restricted or closed.

Who we are

Braabby is an online tutoring platform for the Cameroon GCE (Ordinary and Advanced Level), operated from Cameroon and available at braabby.com. In this document "Braabby", "we", "us" and "our" mean the operator of that platform; "you" means the person accepting this document.

Registered particulars – company name, legal form, RCCM number, taxpayer number and registered office – are filed with the competent Cameroonian authorities and are stated in full on our published company information page. Where this document must name the contracting entity, that entity is the registered operator of Braabby.

Correspondence: legal@braabby.com for legal notices, privacy@braabby.com for data-protection requests, and the in-app Help & Support centre for everything else.

Minors: supervision by a parent or guardian

Braabby teaches school-age learners, and every Braabby teacher is an adult. A learner under 18 may use Braabby ONLY under the direct supervision of a parent or legal guardian. This is a condition of using the platform, not a recommendation, and it applies to every lesson, every message and every payment. (Separately, any student under 21 uses Braabby under the responsibility of a parent or guardian, who accepts these documents on their behalf.)

What direct supervision means

- A parent or guardian must know when each lesson is scheduled, and must be at home and reachable while it takes place.
- Lessons are live video with an adult. The parent or guardian must be able to see and hear the lesson at any moment, and may sit in on any lesson, at any time, without asking. No teacher may object to a parent being present, and no teacher may ask a learner to be alone, to close a door, or to move to a room where they cannot be seen.
- The parent or guardian should read the learner's messages with teachers from time to time. Every conversation stays on Braabby precisely so that a parent can do this.
- The account belongs to the family. The guardian is responsible for what is done through it – bookings, coins, messages and conduct – and should hold the password rather than leave it with a young child.
- A learner under 18 who cannot be supervised in this way should not use Braabby.

What Braabby does on its side

- Every teacher is identity-checked against a government ID and their qualifications are reviewed by a person before they may teach a single lesson.
- All teaching happens in Braabby's own classroom and all messaging happens on Braabby. A teacher may not move a learner to WhatsApp, a personal number, or any channel a parent cannot see. Asking to is a serious breach and grounds for immediate removal.
- Lessons are one-to-one or small groups of no more than three students, and the platform records who attended and for how long.
- Messages may be reviewed where there is a safeguarding concern, as set out in our Privacy Policy.
- A concern about any teacher's conduct can be reported from the lesson or the chat at any time. It reaches a person, and a teacher may be suspended while it is reviewed.

If anything about a teacher's behaviour worries you – a request to talk privately elsewhere, contact outside lesson times, questions that have nothing to do with the subject, or anything that makes a learner uncomfortable – stop the lesson and report it through Help & Support, or email legal@braabby.com. Tell us even if you are not sure. We would far rather review something harmless than miss something that mattered.

1. Your status

You teach on Braabby as an INDEPENDENT CONTRACTOR. This agreement does not create an employment relationship, a partnership, or an agency. Nothing here entitles you to employee benefits, and nothing here obliges you to accept any particular booking.

- You decide your own availability and which lessons you take.
- You are responsible for your own taxes, social contributions and any registration your activity requires under Cameroonian law.
- You are not exclusive to Braabby and may teach elsewhere, provided you do not use Braabby to divert Braabby students off the platform.
- You provide your own equipment and internet connection.

2. Getting approved, and staying approved

You must be at least 18. You give your date of birth when you apply and it is checked against your identity document.

- **IDENTITY.** You verify your identity with a photograph of an official document, captured on a phone. This step is deliberately phone-only; a desktop upload is not accepted.
- **QUALIFICATIONS.** At least one Advanced Level certificate is **MANDATORY**, with the years you earned it. Every certificate needs a proof image and an administrator's verification before it appears on your public profile.
- **WORK EXPERIENCE.** Optional. You may add roles without proof, but the verified tick against a role is earned only by supplying proof.
- **NOTHING PUBLIC LEAVES YOUR PROFILE WITHOUT AN ADMINISTRATOR.** Your photo, your introduction video link, your certificates, your subjects and later edits to them are all reviewed before students see them. Your certificate images are never shown publicly – students see the certificate's name and year only.

You must keep this information true. Misstating your qualifications or your identity ends the agreement

immediately and may be reported to the authorities.

3. Teaching

- Every Braabby lesson runs 50 minutes. Teach the whole lesson.
- Turn up on time, prepared, and in a setting suitable for teaching a child.
- Group classes carry a maximum of 3 students. Lessons are NEVER recorded, by us or by you.
- Keep your availability honest. It is a recurring weekly schedule; where a particular week differs, mark that period busy rather than leaving a slot a student cannot actually use.
- Marking a period busy cancels any lessons that clash. Doing so refunds every affected student in full, carries the same reliability penalty as a cancellation, and requires you to write a note to the students concerned. Use it for real interruptions, not for tidying your diary.

4. Reliability, and Gold

Your reliability score reflects whether students can count on you: whether you turn up, on time, and how often you cancel or move lessons. It is visible to you in your Insights tab, with every event that formed it.

A score that falls too low causes your profile to be HIDDEN FROM SEARCH. You keep your existing students and lessons; you simply stop appearing to new ones until the score recovers. We tell you when this happens and why.

GOLD is our mark for consistently excellent teachers, re-evaluated monthly. It requires all of: 100 delivered lessons, an average rating of 4.8, a reliability score of 95, and cancellation and reschedule rates each no higher than 5%. Gold is earned and can be lost; it is never bought or granted on request.

5. Payment

Students pay in coins before a lesson, and Braabby holds that payment until the lesson settles. You are then paid the student's payment less Braabby's fixed fee: 100 XAF per group seat taught and 200 XAF per one-to-one lesson taught.

- Settlement is automatic 15 minutes after a lesson both parties fully attended; otherwise it follows the 48-hour resolution window.
- Where you cancel, or do not attend, you are not paid and the students are refunded in full.
- Where a student cancels late, you keep the share set out in the Cancellation Policy – that is the point of the notice periods.
- Withdrawals go to your OWN registered mobile-money number only, and are confirmed with a one-time code. We will not pay your earnings to anyone else.
- You may not ask a student to pay you off-platform, and you may not offer a discount conditioned on doing so.

6. Students, safeguarding and conduct

Many Braabby learners are children. You agree to conduct yourself accordingly at all times.

- Keep every conversation with a student on Braabby. Do not ask for or give personal contact details, and do not move a relationship with a minor to another platform.

- Your contact details are never shared with a student or a guardian, and theirs are not shared with you.
- Class chats and lesson messages are retained so that a dispute can be settled fairly, and may be reviewed for safeguarding. This is disclosed to everyone in the Privacy Policy.
- Report anything that concerns you about a learner's safety immediately, through Help & Support.
- A student may block you, and you may block a student. Blocking is mutual: neither can message or book the other afterwards.

7. Your content, and ours

You keep ownership of the teaching material you create. By putting it on Braabby you grant us a non-exclusive licence to host it, show it to your students, and display your profile – your name, photograph, headline, subjects, certificate names and years, ratings and reviews – to prospective students and on public pages.

Braabby's platform, brand, curriculum content, practice papers and software remain ours. Nothing in this agreement transfers them to you.

8. Security

Keep your password to yourself and enable two-step sign-in. Sensitive actions – a password reset, a change of email or phone, a withdrawal – are confirmed with a one-time code sent to you. Braabby staff will NEVER ask you for that code. Anyone who does is attempting to take your account and your earnings.

THIS ACCOUNT IS YOURS ALONE. You may not share it, lend it, sell it, or let another person teach on it – not a colleague, not a friend, not a relative, not for one lesson. Students were shown YOUR verified identity, YOUR qualifications and YOUR reviews when they booked, and every franc paid out is paid against them. Putting somebody else in that room is a serious breach of this agreement and of the trust the platform is built on.

9. Suspension, and ending this agreement

You may stop teaching at any time. Please honour lessons already booked, or cancel them with as much notice as you can – students have paid for them.

We may suspend or close a teaching account for a breach of this agreement or of the Acceptable Use Policy, for repeated absence or cancellation, for a safeguarding concern, or where verification turns out to be false. Where money is held, it is settled according to what was actually taught.

Where we suspect fraud – lessons that did not happen, attendance or reviews arranged between accounts, a shared or borrowed teaching account, a withdrawal claimed for work not done, or any attempt to draw money that is not owed – we may suspend the account immediately while we look into it, suspend it for a stated number of months, close it permanently, and withhold, freeze or reverse earnings and pending withdrawals, including recovering amounts already paid out. Withheld earnings are held pending the outcome: cleared, they are released in full; not cleared, Braabby may retain what was obtained through the conduct in question.

You can appeal through Help & Support, and a suspended account keeps access to that channel so an appeal can always be made.

Closing your account does not erase the record of lessons students paid for; that history is kept as the record behind their payments. Because of that, deletion of a teacher account is handled by hand – ask Help & Support and we will take you through it.

Governing law & disputes

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Contact us

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Parent & Guardian Agreement

For the adult responsible for a learner on Braabby

Updated 1 August 2026

Braabby teaches children. If you are the parent or legal guardian of a learner who uses Braabby, this document is for you: it sets out what you are agreeing to on their behalf, what we do to keep them safe, and what we need from you. Braabby has no separate parent login – the learner holds the account, and you stand behind it.

Who we are

Braabby is an online tutoring platform for the Cameroon GCE (Ordinary and Advanced Level), operated from Cameroon and available at braabby.com. In this document "Braabby", "we", "us" and "our" mean the operator of that platform; "you" means the person accepting this document.

Registered particulars – company name, legal form, RCCM number, taxpayer number and registered office – are filed with the competent Cameroonian authorities and are stated in full on our published company information page. Where this document must name the contracting entity, that entity is the registered operator of Braabby.

Correspondence: legal@braabby.com for legal notices, privacy@braabby.com for data-protection requests, and the in-app Help & Support centre for everything else.

Minors: supervision by a parent or guardian

Braabby teaches school-age learners, and every Braabby teacher is an adult. A learner under 18 may use Braabby ONLY under the direct supervision of a parent or legal guardian. This is a condition of using the platform, not a recommendation, and it applies to every lesson, every message and every payment. (Separately, any student under 21 uses Braabby under the responsibility of a parent or guardian, who accepts these documents on their behalf.)

What direct supervision means

- A parent or guardian must know when each lesson is scheduled, and must be at home and reachable while it takes place.
- Lessons are live video with an adult. The parent or guardian must be able to see and hear the lesson at any moment, and may sit in on any lesson, at any time, without asking. No teacher may object to a parent being present, and no teacher may ask a learner to be alone, to close a door, or to move to a room where they cannot be seen.
- The parent or guardian should read the learner's messages with teachers from time to time. Every conversation stays on Braabby precisely so that a parent can do this.
- The account belongs to the family. The guardian is responsible for what is done through it – bookings, coins, messages and conduct – and should hold the password rather than leave it with a young child.
- A learner under 18 who cannot be supervised in this way should not use Braabby.

What Braabby does on its side

- Every teacher is identity-checked against a government ID and their qualifications are reviewed by a person before they may teach a single lesson.
- All teaching happens in Braabby's own classroom and all messaging happens on Braabby. A teacher may not move a learner to WhatsApp, a personal number, or any channel a parent cannot see. Asking to is a serious breach and grounds for immediate removal.
- Lessons are one-to-one or small groups of no more than three students, and the platform records who attended and for how long.
- Messages may be reviewed where there is a safeguarding concern, as set out in our Privacy Policy.
- A concern about any teacher's conduct can be reported from the lesson or the chat at any time. It reaches a person, and a teacher may be suspended while it is reviewed.

If anything about a teacher's behaviour worries you – a request to talk privately elsewhere, contact outside lesson times, questions that have nothing to do with the subject, or anything that makes a learner uncomfortable – stop the lesson and report it through Help & Support, or email legal@braabby.com. Tell us even if you are not sure. We would far rather review something harmless than miss something that mattered.

1. Who needs to accept this

A learner under 21, and any learner who is a minor, must use Braabby under the responsibility of a parent or legal guardian. By allowing the learner to create or keep an account, you confirm that:

- You are the learner's parent or legal guardian, or are otherwise lawfully responsible for them;
- You accept the Terms of Use, the Student Agreement, the Acceptable Use Policy, the Cancellation Policy and the Refund Policy on the learner's behalf;
- You consent to Braabby processing the learner's personal data as described in the Privacy Policy and the Data Protection Policy;
- You are responsible for the account, and for every payment made through it.

2. What we do to keep a learner safe

- EVERY TEACHER IS VERIFIED before a learner can find them: identity checked against an official document captured on a phone, at least one Advanced Level certificate with proof, and an administrator's review of the whole profile. Nothing reaches a learner unreviewed.
- LESSONS ARE NEVER RECORDED, by us or by anyone in the room. Recording a lesson is a breach of the Acceptable Use Policy.
- CONTACT DETAILS ARE NEVER EXCHANGED. A teacher never sees the learner's or the guardian's contact details, and the learner never sees the teacher's.
- EVERYTHING STAYS ON BRAABBY. Teachers are forbidden from moving a conversation with a minor to another platform, and from asking for personal contact details.
- MESSAGES ARE RETAINED AND MAY BE REVIEWED for safeguarding and to settle disputes fairly. We tell everyone this plainly rather than doing it quietly.
- GROUP CLASSES ARE SMALL – a maximum of 3 students – so a teacher can see every learner in the room.
- A LEARNER CAN BLOCK A TEACHER at any time, on their own, without asking anyone.

3. What we ask of you

- Know what the learner is studying and with whom. Their lessons, teachers and history are all visible in the account.
- Keep the contact details on the account current, so that we can reach you about a lesson, a payment or a concern.
- Supervise payments. Coins are bought with mobile money, and the account is your responsibility.
- Talk to the learner about telling you, or us, if anything on the platform makes them uncomfortable.

4. The learner's details

Guardian information, the learner's city and the learner's name can be edited from the account, but changes are STAGED FOR REVIEW: a Braabby administrator checks a change before it goes live. This is deliberate. It stops a child's identifying details being altered casually, and it means the record we hold about who is responsible for an account stays reliable.

Some details are locked after sign-up and can only be changed by Braabby on request through Help & Support.

5. If something concerns you

Contact us immediately through Help & Support, choosing Report a problem, or email legal@braabby.com. Anything touching the safety of a child is treated as urgent and goes to a senior member of our team.

We will investigate, and we will tell you what we found. Where the law requires it, or where a child is at risk, we will report the matter to the competent authorities.

6. Withdrawing consent

You may withdraw your consent and close the learner's account at any time, through Help & Support. Coins that have not been spent, and lessons already booked, are settled under the Refund and Cancellation Policies.

Some records are kept after closure where the law requires it, or where they are the record behind payments that were made. The Data Protection Policy sets out what is kept, and for how long.

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Donor Terms & Conditions

For supporters and monthly partners – what a gift to Braabby is, and is not

Updated 1 August 2026

Thank you for supporting Braabby. This document sets out the terms on which we accept donations, how a monthly partnership works, how you stop one, and what we do and do not promise in return. It is deliberately short: giving should not require a lawyer. It sits alongside our Terms of Use and Privacy Policy, which apply to your account as they do to everyone's; the general Terms & Conditions govern buying lessons and do not apply to a gift.

Who we are

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If anything about a teacher's behaviour worries you – a request to talk privately elsewhere, contact outside lesson times, questions that have nothing to do with the subject, or anything that makes a learner uncomfortable – stop the lesson and report it through Help & Support, or email legal@braabby.com. Tell us even if you are not sure. We would far rather review something harmless than miss something that mattered.

1. A donation is a gift

When you give to Braabby you are making a voluntary gift. You are not buying anything.

- A donation buys no coins, no lessons, no seat in a class and no service of any kind.
- It grants no ownership, no share, no interest and no say in how Braabby is run.
- It gives no priority, no discount and no privilege on the platform, for you or anyone you name.
- Nothing is owed to you in return, and nothing is promised to you in return.

This matters legally and it matters plainly: a gift with something expected back is not a gift, and we would rather say so at the start than be misunderstood later.

2. Giving once, and giving monthly

There are two ways to give, and only one of them needs an account.

- A ONE-OFF GIFT needs no account at all. Choose an amount, approve the payment on your phone, and that is the whole of it. You may give anonymously.
- A MONTHLY PARTNERSHIP is for people who want to give every month and keep a record of it. It needs an account, so that your history, your receipts and your yearly statement have somewhere to live.

The minimum gift is 100 XAF. There is no maximum beyond the limits your mobile-money provider sets.

3. How a monthly partnership actually works

Braabby does not hold a standing instruction against your mobile-money account and cannot take money from you on its own. This is the most important paragraph in this document, so it is stated plainly:

- Each month we send you a reminder that your gift is due.
- A payment request then arrives on YOUR phone, and nothing moves until you approve it there.
- If you do not approve it, nothing is taken. No fee, no penalty, no debt, and no mark against you.

- Missing a month does not end your partnership, and does not require an explanation.

In other words, a monthly partnership is a standing intention, not a standing order. You are in control of every single payment.

4. Stopping

You may stop at any time, for any reason, without telling us why.

- Turn your partnership off from your supporter dashboard, on the website or in the app. It stops the reminders; it takes effect immediately.
- Or write to us through Help & Support and we will stop it for you.
- You do not have to close your account to stop giving, and closing your account does not require you to give again.

Gifts you have already made are not returned when you stop – see the next section.

5. Refunds

A completed gift is not refundable, because it has already been put to work. There are two exceptions, and we apply them without argument:

- SOMETHING WENT WRONG WITH THE PAYMENT – you were charged twice, charged an amount you did not approve, or debited when the gift did not complete. Tell us and we will trace it and return what should not have been taken.
- THE LAW REQUIRES IT – where Cameroonian consumer or payment law gives you a right to a refund, you have it, and nothing in this document reduces it.

If you gave by mistake – the wrong amount, or a gift you did not intend – write to us within 14 days through Help & Support. We are not obliged to return it, but in practice we will look at it honestly and, where the money has not yet been committed, we would rather give it back than keep something you did not mean to give.

6. What your money does

Donations go towards keeping lessons affordable for students who could not otherwise pay for them, and towards running the platform that delivers those lessons – the classroom, the teachers' payouts, the servers and the people who verify and support both sides.

- Gifts go to the general fund. We do not accept gifts earmarked for a named student, a named teacher, or a particular class.
- We do not guarantee that any specific proportion reaches any specific purpose, and we do not publish a figure we cannot stand behind.
- We will not use donations to pay a dividend or a distribution to owners.

You can see everything you have given, at any time, in your supporter dashboard.

7. Receipts, statements and tax

- Every completed gift produces a receipt.
- A monthly partner can download a statement of a full year's giving, as a PDF, from their dashboard.
- Braabby is not a registered charity and a gift to Braabby is not, by itself, a tax-deductible donation. Nothing we issue should be treated as a tax certificate.
- Whether a gift has any tax consequence for you is a question for your own adviser, not for us.

8. Your name, and staying out of sight

- A one-off gift may be given anonymously. Choose it and we record no name, no email and no account against the gift.
- A monthly partnership cannot be anonymous, because it needs an account to hold your history – but your name is not published anywhere on Braabby by default.
- We will never publish your name, your amount or your message without asking you first, in that instance, for that purpose.
- How we handle everything else about you is set out in the Privacy Policy.

9. Gifts we will not accept

We may refuse or return a gift, without being obliged to explain in detail, where:

- we have reason to believe the money is not lawfully yours to give;
- accepting it would breach a law that applies to us, including anti-money-laundering obligations;
- it appears to be an attempt to buy influence, standing or advantage on the platform;
- it comes with conditions attached that we have not agreed to; or
- it was made by a person who does not have the capacity to make it.

Refusing a gift is not an accusation. Where we return money we do so to the account it came from.

10. Payment providers

Gifts are collected through third-party mobile-money providers. Their terms, limits, fees and processing times apply to the payment itself, and Braabby is not responsible for their failures or delays – though we will always help you chase one. A gift is only complete when the provider confirms it; a request you approved that later fails is not a gift and nothing is owed.

11. Changes to these terms

We may change this document. A change applies to gifts made after it takes effect, never retrospectively to gifts already made. If we change something that materially affects monthly partners, we will tell partners directly rather than relying on them to notice.

Governing law & disputes

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We would always rather resolve a concern amicably. Please first contact us through the in-app Help & Support so we can try to settle the matter directly. If a dispute cannot be resolved amicably, it shall be submitted to the competent courts of Cameroon.

Contact us

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Acceptable Use Policy

What Braabby is for, and what will get an account closed

Updated 1 August 2026

Braabby exists so that students preparing for the GCE can be taught well by verified teachers. This policy sets out the conduct expected of everyone on the platform, the things that are never permitted, and what happens when a rule is broken. It applies to students, teachers, donors and staff alike, everywhere on Braabby – lessons, chat, the blackboard, uploads, reviews and support.

Who we are

Braabby is an online tutoring platform for the Cameroon GCE (Ordinary and Advanced Level), operated from Cameroon and available at braabby.com. In this document "Braabby", "we", "us" and "our" mean the operator of that platform; "you" means the person accepting this document.

Registered particulars – company name, legal form, RCCM number, taxpayer number and registered office – are filed with the competent Cameroonian authorities and are stated in full on our published company information page. Where this document must name the contracting entity, that entity is the registered operator of Braabby.

Correspondence: legal@braabby.com for legal notices, privacy@braabby.com for data-protection requests, and the in-app Help & Support centre for everything else.

Minors: supervision by a parent or guardian

Braabby teaches school-age learners, and every Braabby teacher is an adult. A learner under 18 may use Braabby ONLY under the direct supervision of a parent or legal guardian. This is a condition of using the platform, not a recommendation, and it applies to every lesson, every message and every payment. (Separately, any student under 21 uses Braabby under the responsibility of a parent or guardian, who accepts these documents on their behalf.)

What direct supervision means

- A parent or guardian must know when each lesson is scheduled, and must be at home and reachable while it takes place.
- Lessons are live video with an adult. The parent or guardian must be able to see and hear the lesson at any moment, and may sit in on any lesson, at any time, without asking. No teacher may object to a parent being present, and no teacher may ask a learner to be alone, to close a door, or to move to a room where they cannot be seen.
- The parent or guardian should read the learner's messages with teachers from time to time. Every conversation stays on Braabby precisely so that a parent can do this.
- The account belongs to the family. The guardian is responsible for what is done through it – bookings, coins, messages and conduct – and should hold the password rather than leave it with a young child.
- A learner under 18 who cannot be supervised in this way should not use Braabby.

What Braabby does on its side

- Every teacher is identity-checked against a government ID and their qualifications are reviewed by a person before they may teach a single lesson.
- All teaching happens in Braabby's own classroom and all messaging happens on Braabby. A teacher may not move a learner to WhatsApp, a personal number, or any channel a parent cannot see. Asking to is a serious breach and grounds for immediate removal.
- Lessons are one-to-one or small groups of no more than three students, and the platform records who attended and for how long.
- Messages may be reviewed where there is a safeguarding concern, as set out in our Privacy Policy.
- A concern about any teacher's conduct can be reported from the lesson or the chat at any time. It reaches a person, and a teacher may be suspended while it is reviewed.

If anything about a teacher's behaviour worries you – a request to talk privately elsewhere, contact outside lesson times, questions that have nothing to do with the subject, or anything that makes a learner uncomfortable – stop the lesson and report it through Help & Support, or email legal@braabby.com. Tell us even if you are not sure. We would far rather review something harmless than miss something that mattered.

1. What we expect

Treat every other person on Braabby as you would in a real classroom. Be punctual, be prepared, be courteous, and remember that many of the learners here are children.

- Give true information about yourself, and keep it current.
- Turn up to lessons you have booked, on time, and say so in advance when you cannot.
- Keep conversation relevant to teaching and learning.
- Respect that other people's time is paid for.

2. What is never permitted

You must not:

- Use Braabby for any unlawful purpose, or in breach of Cameroonian law including Law No. 2010/012 on cybersecurity and cybercrime;
- Harass, bully, threaten, defame or discriminate against anyone, or send sexual, obscene, hateful or violent content;
- Contact a learner for any purpose unconnected with teaching, or attempt to move a relationship with a minor off the platform;
- Cheat, or help anyone cheat, in a live or invigilated examination – Braabby is for learning the material, never for circumventing assessment;
- Impersonate any person, misstate your identity, age or qualifications, or hold more than one account;
- Scrape, copy or harvest other users' data or Braabby's content; probe, scan or test the security of the platform; or introduce malware;
- Reverse-engineer, resell or build a competing service from Braabby, or strip any proprietary notice;
- Advertise, recruit or solicit on the platform, or use another person's payment details.

3. In the classroom

The live classroom is a teaching space and is subject to the same rules as the rest of the platform, with three additions.

- Group classes carry a maximum of 3 students and are NEVER recorded. You must not record, screen-capture or re-stream a lesson yourself, whether video, audio or blackboard.
- Screen sharing shows exactly what you choose to share. Do not share private documents, other people's information, or anything you would not put on a classroom wall.
- The blackboard and chat are shared teaching surfaces. Do not use them to post material unrelated to the lesson.

4. Messages, uploads and reviews

- Send only material you have the right to send. Do not upload copyrighted work you do not own, or other people's photographs and documents.
- Do not use direct messages to spam, solicit, or push students and teachers to arrange lessons outside Braabby in order to avoid platform payment.
- Reviews must describe a lesson you actually attended. Do not write, trade or solicit false reviews, and do not use a review to abuse a teacher – a genuine complaint belongs in Help & Support, where it can actually be acted on.
- Support requests reach real people. Do not abuse them.

5. Integrity of lessons and payment

Braabby holds a student's payment in escrow and releases it to the teacher when the lesson is delivered. Anything designed to extract money from that mechanism without teaching a real lesson is fraud, and is treated as such.

In particular, arrangements between a teacher and a student to record attendance for a lesson that did not take place are prohibited. Where a teacher and a student join the same live lesson from the same device or the same network address – a pattern that cannot happen in genuine remote tutoring – BOTH accounts are suspended automatically, pending review. A suspended user keeps access to one thing only: the support conversation with our team, so that a genuine explanation can be given and a wrong suspension can be lifted.

6. How we enforce this

We respond in proportion to what happened, and to whether it happened again. Depending on the breach we may:

- Warn you, and remove the offending content;
- Restrict a feature – for example, the ability to message new teachers;
- Hide a teacher's profile from search while we review it;
- Suspend the account, pending review;
- Terminate the account and refuse re-registration;
- Report the matter to the competent authorities where the law requires it, or where a child is at risk.

Where money is involved, coins spent on lessons that did not happen may be reversed, and a payout may be withheld pending the outcome of a review.

7. Reporting a breach, and appealing a decision

Report anything that concerns you through Help & Support, or by using Report a problem on the relevant lesson, profile or conversation. Reports about the safety of a child are treated as urgent.

If your account has been restricted or suspended and you believe it is wrong, reply in the support conversation. A human being reviews it. Where an account was suspended by an automatic rule, that review is the mechanism by which it is lifted.

Governing law & disputes

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Contact us

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Cancellation Policy

Cancelling, rescheduling, and what happens when someone does not turn up

Updated 1 August 2026

Plans change. This policy sets out exactly what happens when a lesson is cancelled, moved or missed – how much of your payment comes back, when a teacher is still paid, and how we tell the difference between a genuine absence and a no-show. Every Braabby lesson runs for 50 minutes, and every rule below is measured from its scheduled start time.

Who we are

Braabby is an online tutoring platform for the Cameroon GCE (Ordinary and Advanced Level), operated from Cameroon and available at braabby.com. In this document "Braabby", "we", "us" and "our" mean the operator of that platform; "you" means the person accepting this document.

Registered particulars – company name, legal form, RCCM number, taxpayer number and registered office – are filed with the competent Cameroonian authorities and are stated in full on our published company information page. Where this document must name the contracting entity, that entity is the registered operator of Braabby.

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Minors: supervision by a parent or guardian

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What direct supervision means

- A parent or guardian must know when each lesson is scheduled, and must be at home and reachable while it takes place.
- Lessons are live video with an adult. The parent or guardian must be able to see and hear the lesson at any moment, and may sit in on any lesson, at any time, without asking. No teacher may object to a parent being present, and no teacher may ask a learner to be alone, to close a door, or to move to a room where they cannot be seen.
- The parent or guardian should read the learner's messages with teachers from time to time. Every conversation stays on Braabby precisely so that a parent can do this.
- The account belongs to the family. The guardian is responsible for what is done through it – bookings, coins, messages and conduct – and should hold the password rather than leave it with a young child.
- A learner under 18 who cannot be supervised in this way should not use Braabby.

What Braabby does on its side

- Every teacher is identity-checked against a government ID and their qualifications are reviewed by a person before they may teach a single lesson.
- All teaching happens in Braabby's own classroom and all messaging happens on Braabby. A teacher may not move a learner to WhatsApp, a personal number, or any channel a parent cannot see. Asking to is a serious breach and grounds for immediate removal.
- Lessons are one-to-one or small groups of no more than three students, and the platform records who attended and for how long.
- Messages may be reviewed where there is a safeguarding concern, as set out in our Privacy Policy.
- A concern about any teacher's conduct can be reported from the lesson or the chat at any time. It reaches a person, and a teacher may be suspended while it is reviewed.

If anything about a teacher's behaviour worries you – a request to talk privately elsewhere, contact outside lesson times, questions that have nothing to do with the subject, or anything that makes a learner uncomfortable – stop the lesson and report it through Help & Support, or email legal@braabby.com. Tell us even if you are not sure. We would far rather review something harmless than miss something that mattered.

1. Cancelling a one-to-one lesson

A one-to-one lesson costs 2 coins. If you are the student and you cancel, what comes back depends on how much notice the teacher gets:

- MORE THAN 24 HOURS before the start – a full refund of your coins.
- BETWEEN 12 AND 24 HOURS before the start – half your coins back, rounded down to a whole coin. The coin that is kept goes to the teacher, less Braabby's fixed fee, because they had by then reserved the time and turned down other work.
- LESS THAN 12 HOURS before the start – no refund. The teacher receives the full lesson payment, less Braabby's fixed fee, exactly as if the lesson had been taught.

Refunds are returned to your Braabby wallet as coins, immediately, and are available to book again straight away.

Where money reaches a teacher because a lesson was cancelled late or a seat was forfeited, Braabby's fixed fee is deducted first – 100 XAF on a group seat, 200 XAF on a one-to-one lesson – exactly as it is on a lesson that was taught. A teacher is never paid the whole of a coin you forfeited, and Braabby never takes more from a late cancellation than from a delivered lesson.

2. Leaving a group class

A seat in a group class costs 1 coin. Group classes hold up to 3 students.

- 12 HOURS OR MORE before the start – a full refund of your coin, and the teacher is paid nothing for that seat.
- LESS THAN 12 HOURS before the start, WITH OTHER STUDENTS IN THE CLASS – you may still leave, but you forfeit your coin and it goes to the teacher, less Braabby's fixed fee. The class goes ahead for everyone else; your place cannot be resold at that notice.
- LESS THAN 12 HOURS before the start, WHEN YOU ARE THE ONLY STUDENT – the class cannot be left. It runs for one student, so you are the lesson. Ask your teacher instead: a group class with a single student can be moved by the teacher at any time, and you confirm the new time.

A group class runs however few students are in it – there is no minimum. One student who books a class gets that class.

If every student leaves a group class 12 hours or more before it starts, the class is cancelled automatically and the teacher receives nothing for it – nobody is paid for a class that no longer exists.

3. When the teacher cancels

If a teacher cancels, every student booked on that lesson is refunded in full, whatever the notice. You are never out of pocket because a teacher could not make it.

A teacher cancellation is recorded against that teacher's reliability score and counts towards the limits for Gold status. Repeated cancellations cause a teacher's profile to be hidden from search.

A teacher may also mark a period as busy – for a funeral, an illness, an examination they must invigilate. Doing so cancels any lessons that clash, refunds every affected student in full, applies the same reliability penalty, and requires the teacher to write a note that is sent to the students concerned.

4. Moving a lesson instead of cancelling

Rescheduling is usually better than cancelling for everyone. The rules differ by who is asking and what kind of lesson it is:

- A TEACHER may propose a new time for a one-to-one lesson at any point. The student has to accept it; until they do, the original booking stands.
- A STUDENT may move their own one-to-one lesson up to 12 hours before it starts. Inside 12 hours, only cancellation is available.
- A GROUP CLASS may be moved by the teacher only while one student or fewer is enrolled. Once two or more students have booked, the time is fixed and only cancellation remains, with the reliability consequences that carries – a class of several students cannot be moved around one person's diary.
- While a group reschedule is awaiting a response, new students cannot join that class.

No coins move when a lesson is rescheduled. The booking simply follows the new time.

5. Not turning up

Attendance is judged over the WHOLE lesson, not just its opening minutes. You are recorded as having attended if you were present for at least 10 minutes at any point between 10 minutes before the start and the end of the lesson. A teacher who joins a minute late and then teaches the full lesson has taught the lesson, and is paid for it.

Punctuality is still measured and reported separately, so that a pattern of lateness is visible without being confused with absence.

- Where both people attended fully, the lesson confirms itself 15 minutes after it ends and payment is released to the teacher.
- Otherwise the lesson enters a 48-hour resolution window, in which either person can confirm what happened or report a problem.
- A STUDENT no-show means the lesson is treated as delivered: the teacher is paid, and there is no refund.

- A TEACHER no-show means every student is refunded in full and the absence is recorded against the teacher's reliability.

6. Mistakes, and how they are put right

Attendance is decided by the platform from what it observed, and observation can be wrong – a power cut, a network failure, a device that would not connect. Report it through Help & Support inside the 48-hour window and a member of our team will look at the evidence.

Where a no-show or a cancellation was recorded wrongly, an administrator can reverse it. The reversal restores the reliability score, returns any coins that should not have been taken, and is recorded in our audit log.

7. How to cancel or reschedule

Open the lesson from your Lessons tab or your Calendar and use the actions on it. The available actions, and the reason any of them is unavailable, are shown to you before you commit – you will always see what a cancellation will cost you before you confirm it.

Everyone affected is notified by email and in the app, and the lesson stays visible in your history marked as cancelled. Cancelled lessons are never hidden from either side.

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Refund Policy

What comes back, in what form, and when it does not

Updated 1 August 2026

Braabby runs on gold coins. You buy coins, you spend coins on lessons, and money only reaches a teacher once a lesson has actually been taught. This policy explains what is refundable, what is not, and how a refund reaches you. It sits alongside the Cancellation Policy, which sets the notice periods; this document sets what those periods are worth.

Who we are

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What direct supervision means

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If anything about a teacher's behaviour worries you – a request to talk privately elsewhere, contact outside lesson times, questions that have nothing to do with the subject, or anything that makes a learner uncomfortable – stop the lesson and report it through Help & Support, or email legal@braabby.com. Tell us even if you are not sure. We would far rather review something harmless than miss something that mattered.

1. How the money works

- One gold coin costs 5,000 CFA francs per ten coins – that is 500 XAF per coin.
- A seat in a group class costs 1 coin. A one-to-one lesson costs 2 coins.
- Coins are bought with mobile money and credited to your Braabby wallet.
- When you book, coins leave your wallet immediately and are held by Braabby. The teacher is not paid at that moment – the money is held until the lesson has been delivered.

This escrow is the point. It means a teacher cannot take your money and not turn up, and it means an honest teacher is paid without having to chase anyone.

2. What coins are, and are not

Coins are prepaid credit for lessons on Braabby. They are not currency, not a deposit, and not an investment.

- Coins cannot be exchanged back into cash, and have no value outside Braabby.
- You may send coins free of charge to another Braabby student using their Student ID. This is a transfer of credit between learners, not a sale. Transferred coins start a fresh 3-month expiry from the day they arrive.
- Unused coins expire 3 months after they are credited. Expired coins are forfeited and returned to Braabby. We show your balance and warn you before coins expire – nothing disappears silently.
- New students receive 4 free welcome coins when the yearly access fee is first paid. Free coins are promotional, are never exchangeable for cash, and are the first coins spent when you book.

3. What we refund

You get coins back, to your wallet, in these cases:

- A LESSON YOU CANCELLED IN TIME – on the tiers set out in the Cancellation Policy: full refund on a one-to-one cancelled more than 24 hours ahead, half (rounded down to a whole coin) between 12 and 24 hours; full refund on a group seat left 12 hours or more ahead.

- A LESSON THE TEACHER CANCELLED – in full, whatever the notice.
- A LESSON THE TEACHER DID NOT ATTEND – in full, once the absence is recorded.
- A CLASS THAT DID NOT RUN – a group class that emptied or was cancelled by Braabby, in full.
- A PAYMENT THAT WENT WRONG – mobile money debited you but no coins arrived, or you were charged twice. Tell us and we will trace it and put it right.
- A NO-SHOW OR CANCELLATION RECORDED IN ERROR – an administrator can reverse it, and reversing it returns any coins that should not have been taken.

Refunds are credited to your wallet as coins, normally within minutes and always within one working day.

Refunded coins start a fresh 3-month expiry from the day they are returned – never the date they originally carried, so a refund can only ever give you longer.

4. What we do not refund

- A lesson that was delivered. If the teacher taught it, it is paid for.
- A lesson you missed without cancelling – a student no-show is treated as a delivered lesson.
- A one-to-one cancelled less than 12 hours before it starts, or a group seat left less than 12 hours before, per the Cancellation Policy.
- Coins that have expired.
- Free promotional coins, which have no cash value in any circumstance.
- The yearly access fee, once you have used the dashboard it pays for – see below.

5. The yearly access fee

Students pay one access fee per academic year for the learning dashboard: 5,000 XAF on the Ordinary Level track and 7,000 XAF on the Advanced Level track. It is separate from coins and buys none – it opens the dashboard, the Library, Practice, the Timetable and your teachers.

The fee runs for 12 months from the day it is paid, not to a fixed calendar date, so nobody loses months by joining late. We remind you every day for the final 10 days before it lapses.

The fee is refundable in full only if you ask before you have used the dashboard, and within 7 days of paying. After that it is not refundable, because the access it buys has been given. If you move from the O track to the A track mid-year, you simply pay the A rate at your next renewal; we do not charge a mid-year difference.

6. Teacher payouts

Teachers are paid out of the same escrow, when the lesson is settled – automatically 15 minutes after a lesson both people fully attended, or after the resolution window otherwise.

Braabby's fee is fixed and visible, not a percentage that moves: 100 XAF per group seat taught, and 200 XAF per one-to-one lesson taught. The rest of what the student paid is the teacher's.

Withdrawals are made to the teacher's OWN registered mobile-money number and no other, and each withdrawal is confirmed with a one-time code. We do not pay a teacher's earnings to a third party, on any instruction, because that is how account-takeover fraud takes money out of a platform.

7. Asking for a refund

Open Help & Support and choose Coins & payments. Tell us which lesson or payment is affected and what happened. Every request gets a reference number and is answered by a person.

Please raise a problem with a lesson within the 48-hour window after it, while the evidence of attendance is fresh. Payment problems – a failed top-up, a double charge – can be raised at any time.

If you paid by mobile money and believe a charge was taken in error, contact us before raising it with your mobile-money provider. We can almost always resolve it faster ourselves, and a reversal raised on both sides at once tends to leave the account in a worse state than either of us intended.

Governing law & disputes

These terms are governed by the laws of the Republic of Cameroon. They are written to comply with, among others, Law No. 2010/012 of 21 December 2010 on cybersecurity and cybercrime, Law No. 2010/021 of 21 December 2010 governing electronic commerce, Framework Law No. 2011/012 on consumer protection, and applicable OHADA Uniform Acts.

We would always rather resolve a concern amicably. Please first contact us through the in-app Help & Support so we can try to settle the matter directly. If a dispute cannot be resolved amicably, it shall be submitted to the competent courts of Cameroon.

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Contact us

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This document is a template prepared for Braabby and should be reviewed by a qualified Cameroonian legal practitioner before being relied upon.

Privacy Policy

How Braabby collects, uses and protects your data

Updated 31 July 2026

Your privacy matters to us. This policy explains what personal data Braabby collects, why, how we protect it, who we share it with, and your rights. We process personal data in line with Cameroon's data-protection regime and the cybersecurity framework overseen by the National Agency for Information and Communication Technologies (ANTIC).

Who we are

Braabby is an online tutoring platform for the Cameroon GCE (Ordinary and Advanced Level), operated from Cameroon and available at braabby.com. In this document "Braabby", "we", "us" and "our" mean the operator of that platform; "you" means the person accepting this document.

Registered particulars – company name, legal form, RCCM number, taxpayer number and registered office – are filed with the competent Cameroonian authorities and are stated in full on our published company information page. Where this document must name the contracting entity, that entity is the registered operator of Braabby.

Correspondence: legal@braabby.com for legal notices, privacy@braabby.com for data-protection requests, and the in-app Help & Support centre for everything else.

Minors: supervision by a parent or guardian

Braabby teaches school-age learners, and every Braabby teacher is an adult. A learner under 18 may use Braabby ONLY under the direct supervision of a parent or legal guardian. This is a condition of using the platform, not a recommendation, and it applies to every lesson, every message and every payment. (Separately, any student under 21 uses Braabby under the responsibility of a parent or guardian, who accepts these documents on their behalf.)

What direct supervision means

- A parent or guardian must know when each lesson is scheduled, and must be at home and reachable while it takes place.
- Lessons are live video with an adult. The parent or guardian must be able to see and hear the lesson at any moment, and may sit in on any lesson, at any time, without asking. No teacher may object to a parent being present, and no teacher may ask a learner to be alone, to close a door, or to move to a room where they cannot be seen.
- The parent or guardian should read the learner's messages with teachers from time to time. Every conversation stays on Braabby precisely so that a parent can do this.
- The account belongs to the family. The guardian is responsible for what is done through it – bookings, coins, messages and conduct – and should hold the password rather than leave it with a young child.
- A learner under 18 who cannot be supervised in this way should not use Braabby.

What Braabby does on its side

- Every teacher is identity-checked against a government ID and their qualifications are reviewed by a person before they may teach a single lesson.
- All teaching happens in Braabby's own classroom and all messaging happens on Braabby. A teacher may not move a learner to WhatsApp, a personal number, or any channel a parent cannot see. Asking to is a serious breach and grounds for immediate removal.
- Lessons are one-to-one or small groups of no more than three students, and the platform records who attended and for how long.
- Messages may be reviewed where there is a safeguarding concern, as set out in our Privacy Policy.
- A concern about any teacher's conduct can be reported from the lesson or the chat at any time. It reaches a person, and a teacher may be suspended while it is reviewed.

If anything about a teacher's behaviour worries you – a request to talk privately elsewhere, contact outside lesson times, questions that have nothing to do with the subject, or anything that makes a learner uncomfortable – stop the lesson and report it through Help & Support, or email legal@braabby.com. Tell us even if you are not sure. We would far rather review something harmless than miss something that mattered.

1. Who we are

Braabby is the data controller for personal data processed through the platform. You can contact us about privacy at privacy@braabby.com or through the in-app Help & Support.

2. Data we collect

- Account data: name, email, phone (mobile-money) number, password (stored only as a secure one-way hash), role and language levels.
- Identity & verification data: identity documents and selfies you submit for review, and – for teachers – your date of birth, which we verify against your ID to confirm you are at least 18.
- Learning data: subjects, level, bookings, attendance records, cancellations and reschedules, class blackboard content, the topics you mark as understood (your study progress), any study timetable you create, ratings and reviews, and – for teachers – your reliability score and Gold Teacher status.
- Payments data: coin purchases and balances, payout details, and transaction records (card/MoMo details are handled by the payment provider, not stored by us).
- Donation data: if you choose to give or become a monthly supporter, the name, email, phone and amount you provide to process and acknowledge your gift (you may choose to give anonymously).
- Usage & security data: device and browser information, IP address, sign-in events, and activity needed to run and secure the service.
- Content you provide: messages, support chats and uploads.

3. How we use your data

- To create and run your account and deliver classes;
- To process payments, coins and teacher payouts;
- To verify teachers (and student IDs) and keep the platform safe;
- To provide in-app help and support;

- To send service messages (e.g. verification codes, new-device sign-in alerts, notifications);
- To prevent fraud and abuse, comply with the law, and improve the service.

4. Legal basis

We process your data to perform our contract with you (providing the service), to meet legal obligations, for our legitimate interest in running a safe and sustainable platform, and – where required – with your consent (which you can withdraw).

5. Who we share data with

We do not sell your personal data. We share it only as needed to run Braabby, with providers acting on our instructions:

- Hosting & database; cloud storage for files such as teacher photos and intro videos;
- Email and SMS providers (verification codes, alerts, notifications);
- Mobile-money / card payment providers (payments and payouts);
- Authorities, where required by Cameroonian law or to protect users and Braabby.

6. International transfers

Some providers may process data outside Cameroon. Where this happens, we take reasonable steps so your data continues to be protected to a standard consistent with Cameroonian law.

7. How long we keep data

We keep personal data only as long as needed for the purposes above, to meet legal, accounting and dispute-resolution obligations, and to keep the platform safe. You may ask us to delete data subject to those obligations.

8. How we protect data

We use technical and organisational measures including hashed passwords, secure session cookies, role-based staff access on a need-to-know basis, audit logging of staff actions, two-step sign-in, one-time codes (OTP) to confirm password resets, contact-detail changes and teacher withdrawals, sign-in monitoring and brute-force logout. No system is perfectly secure, but we work hard to protect your information.

9. Keeping classes safe – review of messages

Braabby teaches minors, so we take safeguarding seriously. Trained members of our Trust & Safety team may read the messages exchanged between a teacher and a student – including messages that were later edited or deleted, which we retain for this purpose – where there is a safeguarding, fraud, abuse or dispute concern, or where a report or support request requires it.

We do not notify the people in a conversation when a review takes place. We are telling you here instead, because a review that announced itself could not protect a child from grooming, threats or coercion – the behaviour would simply move or stop while staff were watching. Staff never join, post in or alter a conversation; they read it.

Because this is an intrusion, it is bounded and it is recorded:

- Access is limited to staff whose role requires it. A customer-support agent can open only a conversation attached to an open support request; a case handler can open only conversations on a case assigned to them; unrestricted access is held by a small number of Trust & Safety and senior staff.
- Every time a member of staff opens a conversation we record who they were, when, from which device and network, why, and how long they read for. That record cannot be edited or deleted by the person who created it.
- Exporting a transcript is a separate, narrower permission, and every export is recorded with a watermark identifying who took it and when.
- During an investigation a conversation may be frozen, which means nobody – including the teacher and the student – can edit or delete messages in it until the review ends. You will see a message explaining this if you try.
- Staff conduct is itself audited: the log of who read what is reviewed by senior staff, who cannot alter it either.

You may ask us whether your conversations have been reviewed by writing to privacy@braabby.com. We will tell you, unless doing so would prejudice an active safeguarding investigation or we are required by law not to.

10. Your rights

Subject to Cameroonian law, you may ask to access, correct, update or delete your personal data, object to or restrict certain processing, and withdraw consent. Contact privacy@braabby.com. You also have the right to complain to the competent authority (ANTIC).

11. Children

Braabby is used by GCE learners, including minors, under the responsibility of a parent or guardian who manages the account. We collect only what is needed to provide education safely. A parent/guardian may exercise the rights above on a minor's behalf.

12. Cookies & preferences

We use a small number of first-party cookies and similar on-device storage: essential ones to sign you in and keep the service secure; functional ones to run features such as the live classroom; and preference ones that remember your choices – for example your interface language and your light or dark appearance. We may also read your device's appearance setting to match the theme the first time you visit. We do not use advertising or cross-site tracking cookies, and we never sell your data to advertisers.

13. Marketing & your choices

We send essential service messages (verification codes, security alerts, booking and payment notices) as part of running your account. Any non-essential updates are optional – manage notification preferences in Settings and unsubscribe at any time.

14. Security incidents

If a personal-data breach is likely to affect you, we will act promptly to contain it and notify affected users and the competent authority where the law requires.

15. Analytics

We use our own first-party, privacy-respecting analytics to understand how the service is used and improve it. It is cookie-less, honours your browser's "Do Not Track" signal, and does not store raw IP addresses – only a coarse, non-identifying country or region derived from network information. We do not sell this data or use it for third-party advertising.

16. Changes

We may update this policy; we will post the new version with a fresh date and, for material changes, notify you in the app.

Contact us

Questions about this document? Reach us through the in-app Help & Support centre, or by email at legal@braabby.com (privacy matters: privacy@braabby.com). We aim to respond promptly.

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Data Protection Policy

How Braabby holds personal data, and what it does to protect it

Updated 1 August 2026

This is our internal standard for handling personal data, published so that anyone can hold us to it. Where the Privacy Policy tells a user what we collect and why, this document sets out how the organisation is required to behave: who may see what, how long we keep it, how it is secured, and what happens if something goes wrong.

Who we are

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Correspondence: legal@braabby.com for legal notices, privacy@braabby.com for data-protection requests, and the in-app Help & Support centre for everything else.

Minors: supervision by a parent or guardian

Braabby teaches school-age learners, and every Braabby teacher is an adult. A learner under 18 may use Braabby ONLY under the direct supervision of a parent or legal guardian. This is a condition of using the platform, not a recommendation, and it applies to every lesson, every message and every payment. (Separately, any student under 21 uses Braabby under the responsibility of a parent or guardian, who accepts these documents on their behalf.)

What direct supervision means

- A parent or guardian must know when each lesson is scheduled, and must be at home and reachable while it takes place.
- Lessons are live video with an adult. The parent or guardian must be able to see and hear the lesson at any moment, and may sit in on any lesson, at any time, without asking. No teacher may object to a parent being present, and no teacher may ask a learner to be alone, to close a door, or to move to a room where they cannot be seen.
- The parent or guardian should read the learner's messages with teachers from time to time. Every conversation stays on Braabby precisely so that a parent can do this.
- The account belongs to the family. The guardian is responsible for what is done through it – bookings, coins, messages and conduct – and should hold the password rather than leave it with a young child.
- A learner under 18 who cannot be supervised in this way should not use Braabby.

What Braabby does on its side

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- Lessons are one-to-one or small groups of no more than three students, and the platform records who attended and for how long.
- Messages may be reviewed where there is a safeguarding concern, as set out in our Privacy Policy.
- A concern about any teacher's conduct can be reported from the lesson or the chat at any time. It reaches a person, and a teacher may be suspended while it is reviewed.

If anything about a teacher's behaviour worries you – a request to talk privately elsewhere, contact outside lesson times, questions that have nothing to do with the subject, or anything that makes a learner uncomfortable – stop the lesson and report it through Help & Support, or email legal@braabby.com. Tell us even if you are not sure. We would far rather review something harmless than miss something that mattered.

1. Scope and responsibility

This policy covers all personal data Braabby processes about students, guardians, teachers, donors, visitors and staff, in any format, anywhere in our systems. It binds every member of staff and every contractor with access to our systems.

Braabby is the DATA CONTROLLER for that data: we decide what is collected and why. Our sub-processors – hosting, storage, email and payment providers – are data processors acting on our instructions.

Data-protection questions and requests go to privacy@braabby.com, which reaches the person responsible for this policy.

2. Legal framework

We process personal data in accordance with Cameroonian law, in particular Law No. 2010/012 of 21 December 2010 on cybersecurity and cybercrime, Law No. 2010/021 of 21 December 2010 governing electronic commerce, and Framework Law No. 2011/012 on consumer protection, under the oversight of the National Agency for Information and Communication Technologies (ANTIC).

3. The data we hold

- **IDENTITY AND CONTACT** – name, date of birth, city, email address, phone number; for a learner, the guardian's details.
- **VERIFICATION** – for teachers, an identity document image, certificate images with the years earned, and any work-experience proof. These are held for verification and are never shown publicly.
- **LEARNING** – subjects, bookings, attendance, lesson history, practice results, library progress, ratings and reviews.
- **FINANCIAL** – coin balance and ledger, access-fee payments, teacher payouts, and mobile-money numbers. We never hold card numbers.
- **COMMUNICATIONS** – direct messages, class chat, support tickets and the files shared in them.

- TECHNICAL – sign-in history and devices, security events, and cookieless analytics as described in the Cookie Policy.

4. Why we hold it, and on what basis

- TO PERFORM OUR CONTRACT with you – running lessons, taking payment, paying teachers.
- TO MEET LEGAL OBLIGATIONS – accounting and tax records, and responses to lawful requests.
- FOR OUR LEGITIMATE INTERESTS – keeping the platform secure, preventing fraud, settling disputes fairly, and safeguarding children. These are balanced against your rights, and are the reason a message can be reviewed.
- WITH CONSENT – for a minor's data, given by their parent or guardian, and for optional communications you can switch off.

5. How long we keep it

- Account and profile data – for as long as the account is open.
- Financial records, including the coin ledger and payouts – retained after closure for the period required by Cameroonian accounting and tax law, because they are the record behind payments that were made.
- Lesson history and class chat – retained while they may be needed to settle a dispute or answer a safeguarding question.
- Teacher verification documents – retained while the teacher is active; certificate and identity images are never public and are removed when no longer needed for verification.
- Analytics – held as aggregated daily figures. The identifier behind them is derived from a salt that rotates every 24 hours, so it cannot be linked back across days.
- Support tickets – retained so that a returning customer's history is intact.

When a retention period ends, data is deleted or irreversibly anonymised.

6. How it is protected

- Traffic is encrypted in transit. Passwords are stored only as bcrypt hashes, and session tokens only as hashes – a stolen database yields neither.
- The coin ledger is HMAC hash-chained: every entry is signed and linked to the one before it, so a balance cannot be altered without breaking the chain. Balances are reconciled automatically and an account is frozen where the ledger and the balance disagree.
- Uploaded media is stored on Cloudflare R2, served through our own server rather than by public link, and backed up automatically.
- Rate limiting, brute-force lockout, one-time codes on sensitive actions, and security headers are applied across the platform.
- TWO-STEP SIGN-IN IS MANDATORY FOR EVERY STAFF ACCOUNT in production. A staff member who has not enrolled holds a powerless session: every administrative page and API refuses them.

7. Who inside Braabby can see it

Access follows the principle of least privilege and is enforced in code, not by policy alone. Staff hold one of ten scoped roles, and each role grants only the sections and actions that role needs.

- Administrative actions are written to an AUDIT LOG showing who did what and when.
- Sensitive operations require a Super Admin, including resetting another staff member's two-step sign-in.
- Chat oversight exists so that abuse and safeguarding concerns can be investigated, and it is itself a scoped permission held by a subset of staff – not something every administrator can do.
- A staff member may not disable their own two-step sign-in.

8. Sharing, and international transfers

We do not sell personal data, and we do not share it for advertising. We share only what is necessary with the providers who run the service – hosting, database, media storage, email and SMS delivery, and mobile-money payment – each under contract and acting on our instructions.

Some of those providers operate outside Cameroon, so data may be processed abroad. We choose providers that offer appropriate technical and organisational safeguards, and we require them contractually.

We disclose data to authorities only where the law obliges us, or to protect someone from harm.

9. Your rights

You may ask us to give you a copy of your data, correct it, delete it, restrict how we use it, or object to a particular use. A guardian may exercise these rights for a learner.

Write to privacy@braabby.com or use Help & Support. We will confirm your identity before acting – a data request is itself a way of attacking an account – and respond within one month.

Some data cannot be deleted on request where it is the record behind payments or is required by law. Where that applies we will tell you which data, and why.

10. If something goes wrong

A suspected breach must be reported internally the moment it is noticed. We contain it, assess what data and whose, record it, and notify the competent authority and the people affected where the breach is likely to cause them harm – promptly, and without waiting until the investigation is complete.

We hold automated off-site backups and can restore from them, so that a failure of one system is not a loss of your data.

11. Children

Braabby is used by children, and their data is handled with corresponding care. A minor's account is opened under a guardian's responsibility and consent; identifying details are staged for administrative review before they change; and safeguarding concerns take precedence over convenience.

Governing law & disputes

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Cookie Policy

One cookie, and analytics that do not use any

Updated 1 August 2026

Most websites open with a banner asking permission to track you across the internet. Braabby does not, because Braabby does not do that. This policy explains exactly what we store on your device, why, and what we deliberately chose not to build.

Who we are

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If anything about a teacher's behaviour worries you – a request to talk privately elsewhere, contact outside lesson times, questions that have nothing to do with the subject, or anything that makes a learner uncomfortable – stop the lesson and report it through Help & Support, or email legal@braabby.com. Tell us even if you are not sure. We would far rather review something harmless than miss something that mattered.

1. What a cookie is

A cookie is a small text file a website asks your browser to keep and send back on your next visit. It is how a site can remember that you are signed in. Similar technologies – local storage and session storage – also keep small amounts of data on your device, and this policy covers those too.

2. The one cookie we set

Braabby sets a single cookie. It is strictly necessary: without it you cannot sign in.

- Name: the Braabby session cookie.
- Purpose: to keep you signed in as you move between pages.
- Contents: a random session token. It is not your password, your name or your email, and it carries no advertising identifier.
- Protection: it is httpOnly (scripts on the page cannot read it), SameSite=Lax (it is not sent from other sites), and Secure in production (it travels only over HTTPS). Only a hash of the token is stored on our servers, never the token itself.
- Lifetime: it expires when your session ends, and is deleted immediately when you sign out or use Sign out everywhere.

Because this cookie is strictly necessary to deliver a service you asked for, it does not require consent under the applicable rules. There is no consent banner on Braabby because there is nothing else to consent to.

3. What we keep on your device without a cookie

Two small things are held by your browser and never sent to us:

- Local storage – your light/dark/system theme choice, and a note of which one-off notices you have dismissed, so we do not show them again.
- Session storage – if you use the visitor chat on our public pages before signing in, a temporary token so the conversation survives a page change. It is deliberately session-scoped: it dies when you close the tab, and the conversation with it.

4. Analytics without cookies

We measure how the site is used, because we cannot improve what we cannot see. We built that measurement ourselves rather than embedding somebody else's, and it works without a cookie.

- It is first-party. There is no Google Analytics, no advertising pixel, no social-network tag, and no third-party script that could follow you to another website.
- We never store your raw IP address. To count returning visitors we derive a one-way hash from your IP, browser and language, mixed with a secret salt that ROTATES EVERY 24 HOURS. Yesterday's hash cannot be matched to today's, so the trail closes by itself.
- We honour Do Not Track. If your browser sends that signal, your visit is recorded anonymously by default, and can be configured to be skipped entirely.
- We do not build advertising profiles, we do not sell or share analytics data, and we do not track you across other sites, because we have nothing on other sites to track you with.

5. Controlling what is stored

Every browser lets you view, block and delete cookies and site data, usually under Settings, Privacy. You can clear Braabby's data at any time.

Please note that blocking the session cookie will prevent you from signing in at all – it is the mechanism by which the platform knows who you are. Clearing local storage simply resets your theme choice and may bring back a notice you had dismissed.

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