

BRAABBY

GCE TUTORING, CAMEROON

Acceptable Use Policy

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

LAST UPDATED

1 August 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

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

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.

Changes to this document

We may update this document as the platform, our practices or the law change. The date at the top always shows when it was last revised, and the current version is the one published on braabby.com.

Where a change materially affects your rights or what you pay, we will tell you in advance through the platform or by email, and – where the law requires it – ask you to accept the new version before you continue.

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.

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