

BRAABBY

GCE TUTORING, CAMEROON

Cookie Policy

A few small cookies, and analytics that do not use any

LAST UPDATED

15 September 2026

SECTIONS

9

LANGUAGE

English

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

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

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.
- Every lesson is one-to-one – one teacher and one student – 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 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 cookies we set

Braabby sets five cookies, all of them its own. None is set by another company, carries an advertising identifier or is used to follow you anywhere else.

- `brabby_session`, the session cookie. It keeps you signed in as you move between pages. It holds a random session token: not your password, your name or your email. 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. It expires when your session ends, and is deleted immediately when you sign out or use Sign out everywhere.
- `brabby_lang`, the language cookie. It remembers whether you chose English or French, so every page opens in your language. It holds only the language, `en` or `fr`, and lasts one year.
- `bb-theme` and `bb-theme-r`, the theme cookies. The first remembers the theme you chose: light, dark or system. The second records whether the page is showing light or dark, so the next page loads in the right colours instead of flashing. They hold only those words and last one year.
- `brabby_ref`, the referral cookie. It is set only when you follow a Braabby referral link and choose to join, and it holds only the code of the person who invited you, so that the code is still there when you sign up. It lasts 30 days, and is deleted as soon as your account is created.

The session cookie is strictly necessary to deliver a service you asked for: without it you cannot sign in, and it does not require consent under the applicable rules. The language and theme cookies only remember how you like the site to look, and the referral cookie only carries an invitation you chose to accept. Braabby sets no advertising, tracking or analytics cookie, which is why there is no consent banner.

3. What we keep on your device without a cookie

Some small things are kept by your browser in local storage or session storage. Unlike a cookie, your browser does not send them to us with every page.

In local storage, kept until you clear it:

- which one-off notices you have dismissed, so we do not show them again;
- drafts of messages you have not sent yet, so a reload does not lose them;

- whether a lesson's alarm has already rung or been stopped, so it does not ring twice;
- small layout choices, such as the width of the classroom chat and where you moved the help button;
- on the donation page, the mobile-money number you verified and the gift waiting for payment, so a reload does not lose them.

In session storage, deleted when you close the tab:

- where you had scrolled in the menu;
- 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 sent to us, because it is how the chat knows the conversation is yours, and it dies with the tab, and the conversation with it;
- a random visit number for our own analytics, sent with each page you open so that the pages of one visit count as one visit (see section 4). A new one is made after 30 minutes without activity.

Braabby staff tools keep their own layout choices and notes the same way.

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.
- Pages seen in one visit are grouped by a random visit number kept in that tab's session storage, never in a cookie.
- 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. Blocking the language and theme cookies only means your choices are not remembered from one page to the next. Blocking the referral cookie only means the code from a link is not remembered: you can still type it when you sign up. Clearing local storage brings back notices you had dismissed and discards drafts you had not sent.

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.