

BRAABBY

GCE TUTORING, CAMEROON

Parent & Guardian Agreement

For the adult responsible for a learner on Braabby

LAST UPDATED

1 August 2026

SECTIONS

11

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 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.

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.