Privacy Policy

ArabicHub app · Zinteli Ltd

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> I made ArabicHub so that anyone, of any age, can learn Arabic for free. Many of the people who use it are children, so the app collects as little as it can: your learning progress, kept on your device; a backup of it in your own Google Drive, only if you choose to link it; feedback only if you choose to send it; and a record of how the app is used and of any errors it runs into, which helps me find and fix bugs. None of it is sold, shared or used for advertising, and there are no adverts and nothing to buy.
>
> The developer of ArabicHub

At a glance

What	Where it is kept	Why
The learner's name or nickname, their learning progress and settings	**Your device.** Also your own Google Drive, as a backup, only if you link it. Never our server	To keep track of learning, and to let you restore it on a new device
The learner's age, as the year they were born	**Your device** only. Never in a backup, and never sent to us	To offer backups, and to ask for an email address with feedback, only from 13
The email address and name of the Google account you link (only if you are 13 or over and link one)	**Your device** only	To show which account your backups go to
Feedback you choose to send: your message, where in the app you were, and, from 13, your email address if you give one	Our email inbox, and a copy on our server	To read it and put things right, and to reply if you said we may
Activity on the app's pages, and error reports with device and network details	Your device, then our own server	To see which features work well, and to find and fix bugs
Your IP address (part of every internet connection)	Not saved with the logs	To deliver lessons and protect our server from overload

You do not need an account to learn. We do **not** sell your information, share it with advertisers or analytics companies, or show adverts. The app has **no chat or messaging**, and it never asks for your location, contacts, photos, camera or microphone.

1. About this policy

This policy explains what information the ArabicHub app (“the app”) collects, why, where it is kept, and the choices you have. “We”, “us” and “our” mean Zinteli Ltd, the developer of ArabicHub, which is responsible for your information. The policy covers the app on Android and iOS.

You can read this policy at any time in the app, under **Me › Settings › Policies**, alongside our Terms of Use. If you are a parent or guardian setting up the app for a child, please read it with them.

2. Information kept on your device

The app keeps the learner’s details and progress on the phone or tablet, in a database in the app’s private storage. The learner’s learning stays there, and we cannot see it, unless you back it up (section 3).

2.1 The learner’s name

- The name or nickname entered when the app is set up, if any. It is used to greet the learner, stays on the device, and can be changed at any time in Settings.

2.2 Learning progress

- Lessons completed, words learned and when each word is next due for review; scores from practice, flashcards and blurting; XP, streaks, water, achievements, goals and quests.

2.3 Settings and the course

- Sound, vibration, transliteration and vowel-mark preferences, the daily goal, the date of a test if you enter one, when to back up, and when you agreed to the Terms of Use.
- A copy of the lessons, so the app works without an internet connection.

2.4 The learner’s age

- When the app is set up, it asks how old the learner is, once, offering every age from “6 or younger” to “18 or older” alike. It keeps the answer **only on the device**, as the year they were born (this year less the age they gave), so that they grow older with the calendar. It is **never sent to us**, and it is not in the app’s backups or its diagnostic logs.
- From 13, the app offers backups to Google Drive (section 3) and asks for an email address with feedback (section 5). If the learner is under 13, or has not said how old they are, it offers neither.
- The answer cannot be changed in the app, and resetting the progress keeps it, so it is only ever asked once. Uninstalling the app, or clearing its data, deletes it.

If your phone’s own backup is switched on (for example Google backup or iCloud), your phone may include the app’s data in that backup. This is controlled by your device settings and your backup provider, not by us.

3. Backups to your own Google Drive (optional)

You don't need an account to learn with ArabicHub. To back up your progress, you can link your own Google account under **Me › Settings › Backups**, or when you first set up the app, to bring back a backup. Backups are free. For now they work on Android phones and tablets.

Backups are for learners aged **13 and over**. For a learner under 13, or one who has not said how old they are (section 2), the app does not offer them, and never uses Google's sign-in.

3.1 When you link your Google account

- Google asks which of your accounts to use, then asks you to let ArabicHub "see, create and delete its own configuration data in your Google Drive". That lets the app use only its own private folder in your Drive: it **cannot** see any of your other files.
- Google tells the app on your device the account's **email address** and **name**. The app keeps them on your device, to show which account your backups go to. **None of it is sent to us**, and we never see your Google password.
- The link stays on your device until you unlink it, so you don't need to link it again.

3.2 Backups

- Each backup goes straight from your device to your Google Drive. **Our server never receives, keeps or sees your backups.**
- A backup holds the learner's name, settings and progress on the device. Drive keeps with it when it was made, its size, the app version, the kind of device and its model, its random code, and the learner's name and XP, so that you can tell your backups apart.
- The app backs up whenever you tap **Back up now** and, if you choose, every day, week or month at a time you set, when something has changed. It backs up at that time even when the app is closed, as long as your device is on and online.
- Each device keeps its newest five backups, and deletes its older ones.
- Backups are in a hidden folder in your Google Drive, which only ArabicHub can open, and they use a little of your Google storage. You can see the space they take, and delete them, in Google Drive under **Settings › Manage apps**.
- Unlinking stops the backups. You can delete them as you unlink, or keep them in your Drive to bring them back later. To take away ArabicHub's access to your Drive altogether, remove it from the third-party apps and services in your Google Account.

4. Diagnostic logs sent to us

To keep the app working well, it sends two kinds of **diagnostic logs** to our own server, for every learner. They are saved on the device first and sent when there is an internet connection, then deleted from the device.

4.1 Activity on the app's pages

- Which screens are opened and which features are used: for example, a lesson started or finished, a flashcard round completed or a setting changed.
- The details of that activity, such as which lesson, the score and how long it took — never what was typed.
- When it happened, a random session code, and the app version and platform.

4.2 Error and crash reports

- What went wrong: the type of error, its message and the technical trace of where in the app's code it happened, and the last few pages and actions before it.
- The device: make, model, operating system version, memory, storage and screen size, and language and time zone settings.
- The connection: Wi-Fi or mobile data, whether data saver or a VPN is on, estimated speed, and the mobile network's name and country.

4.3 Who the logs belong to

The app creates two random codes: one for the device's installation and one for the learner. They are not based on the learner's name, email address, phone number, serial numbers or any advertising identifier. The logs never contain the learner's name, the Google account you link, or anything typed into the app.

5. Feedback you send us

Sending feedback is up to you. If you send it, from the flag on a lesson card or flashcard, or under **Me › Settings › Send feedback**, the app sends us:

- what you write, and what it is about, such as a mistake in a lesson;
- where in the app you were, if you send it from a lesson, a flashcard or a unit's notes: the lesson and the card on screen, but never what you answered;
- your email address, only if you give one. The app asks for one only if the learner is 13 or over;
- if you give one, whether you are happy for us to contact you about it. The box is ticked to begin with, and you can untick it;
- the app's version and the kind of device (Android or iOS), to help us find a problem.

It reaches us as an email, sent through our email delivery service, and a copy is kept on our server. We use it only to read your feedback and to put things right. If you gave an address and left the box ticked, we may email you to ask about it; otherwise we will not contact you about it. We never use your address for anything else, such as marketing.

Please don't write anyone's home address, phone number or other personal details in your feedback.

6. What we do not collect

- Phone numbers, home addresses or other contact details, apart from the email addresses described above.
- Your location (GPS). The network country and time zone show only the country and region of the world.
- Contacts, photos, files, or anything from the camera or microphone.
- Advertising identifiers, device serial numbers or IMEI numbers.
- Card or bank details: there is nothing to buy.
- Anything through third-party analytics, advertising or crash-reporting tools. The app contains none.

7. How we use information

- To run the app and keep track of your learning.
- If you link your Google account: to back up your progress to your own Google Drive, and to bring it back.
- To read the feedback you send us, and to reply to it if you said we may.
- To find, understand and fix bugs, crashes and slow screens, and to see which features are used, so that we can improve them.
- To keep our server secure and reliable, and to protect children who use the app.

We do not use any information for advertising or marketing, to build profiles of learners, or to make automated decisions about them.

8. Sharing and third parties

- We do **not** sell, rent or trade your information, or share it with advertisers, data brokers or analytics companies.
- **Server hosting.** Our server and its database run on computers rented from a hosting company, which stores the information for us and may not use it for anything else.
- **Email delivery.** The feedback you send us goes through an email delivery service, which handles each message only to deliver it.
- **Google**, if you link your Google account, under its own privacy policy. Your backups are kept in your Google Drive, and Google knows that you use ArabicHub with your account. We receive nothing from Google about you.
- **Your phone's speech engine.** The app reads Arabic aloud using the text-to-speech engine built into your device, covered by your device maker's privacy policy.
- **The law.** We would disclose information only if we were legally required to, for example by a court order, or to protect a child from harm.

9. How information is protected

- On your device, the app's data, and which Google account backups go to, are kept in its private storage.
- Everything sent between the app and our server is encrypted in transit (HTTPS).
- Backups travel straight between your device and Google Drive, encrypted in transit (HTTPS). Only ArabicHub, with the Google account you linked, can open them.

10. How long information is kept

- **Progress and settings on your device:** until you reset your progress (Me › Settings › Reset all progress) or uninstall the app.
- **The learner's age on your device:** until you uninstall the app or clear its data. Resetting your progress keeps it, so that it is only asked once.
- **Backups in your Google Drive:** until you delete them, in the app or in Google Drive. Each device keeps its newest five, and deletes the older ones straight away.
- **Feedback:** only as long as we need it to deal with your feedback, and no longer than two years. You can ask us to delete it sooner.
- **Diagnostic logs on our server:** only as long as needed to find and fix problems, and no longer than 12 months.

11. Children's privacy

ArabicHub is made for children and young people, from the age of seven. It is designed so that a child can learn without giving away personal information:

- The app works without an account, an email address or a sign-in.
- The learner's name and learning stay on the device unless you choose to back them up.
- No adverts, nothing to buy, and no chat, messaging or social features.
- No location tracking and no sharing with third parties.

The app asks the learner's age once, as it is set up, and keeps it only on the device (section 2). For a learner **under 13**, or one who has not said how old they are, it offers no backups to Google Drive, never uses Google's sign-in, and does not ask for an email address with feedback. Google's sign-in is only ever for backups: every lesson works without it.

So a learner under 13 sends us **no email address and no Google account**, and their name stays on the device. All we receive from them is:

- feedback, if they choose to send it: their message, in their own words, what it is about, where in the app they were, and the app's version and kind of device (section 5). We ask them to leave personal details out of it;

- the diagnostic logs that every copy of the app sends (section 4): which screens and features are used, and error reports with device and network details, under random codes. They never contain the learner's name, their age or anything typed into the app.

We aim to follow the principles of the UK Information Commissioner's Age Appropriate Design Code (the Children's Code), including collecting as little as possible and not profiling children. Parents and guardians are welcome to contact us with any question or request.

12. Your rights and choices

- You can see and change your progress and settings in the app, and delete them with **Reset all progress**. Uninstalling the app deletes everything it keeps on the device, the learner's age too.
- You can unlink your Google account at any time, under **Me › Settings › Backups**, and delete your backups as you do. Your backups are yours, in your own Google Drive.
- You can email us to ask for a copy of the information we hold, such as feedback you sent, or to have it deleted.

If you are in the UK or the European Union, data protection law (the UK GDPR and the EU GDPR) gives you the right to ask for access to, correction of, or deletion of your information, to restrict or object to how it is used, and to receive a copy of it. We hold no backups: they are in your own Google Drive. We process diagnostic logs because of our legitimate interest in keeping the app working, and feedback because of our legitimate interest in reading it and, if you let us, replying to it, keeping both to the minimum needed. You can also complain to the Information Commissioner's Office (ico.org.uk) or your local data protection authority.

13. Permissions the app uses

- **Internet access:** to keep the lessons up to date, for backups and feedback, and to send diagnostic logs.
- **Network state:** to know when the device is online, so logs and backups wait until there is a connection.
- **Run at start-up, and keep the device awake for a moment:** on Android, so that a backup set for a time you chose still happens, even after the device restarts.
- **Fingerprint and face unlock:** listed on Android because Google's own sign-in, which the app uses to link your Google Drive, can use them. ArabicHub itself never does.

The app does **not** ask for permission to use your location, camera, microphone, contacts, photos or files.

14. Changes to this policy

We may update this policy from time to time, for example when the app gains new features. When we do, we will change the date at the top, and if a change is significant, we will also tell you in the app.

15. Contact us

If you have any questions or concerns, or want to make a request about your information, please email:

info@zinteli.com

We aim to reply to every message within 48 hours.

In summary, ArabicHub:

- ✓ Is free, with nothing to buy and no adverts
- ✓ Doesn't need an account to learn
- ✓ Asks a learner's age once, keeps it on the device, and asks no one under 13 for an email address or a Google account
- ✓ Keeps your learning on your device, and in your own Google Drive if you link it
- ✓ Has no chat or messaging of any kind
- ✓ Sends activity and error logs only to our own server, to fix bugs and improve the app
- ✓ Sends us your feedback only when you choose to send it
- ✓ Never sells or shares your information, and has no tracking tools
- ✓ Lets you unlink Google Drive, and delete your data and your backups, at any time

Thank you for learning with ArabicHub.