

PreMedley Privacy Policy

Effective Date: March 2026

This Privacy Policy explains how PreMedley collects, uses, discloses, and safeguards personal information when you access our website, platforms, or services (including <https://premedley.com> and <https://booking.premedley.com>). This Policy is intended to be read together with our Terms and Conditions.

1. Scope & Relationship to Terms

This Privacy Policy governs personal information collected in connection with PreMedley services, including our website, private community platforms (e.g., Whop and Discord), live and recorded sessions, and communications.

Capitalized terms not defined in this Policy have the meanings given in the PreMedley Terms and Conditions. In the event of a conflict, the Terms and Conditions govern issues of access, eligibility, billing, and service limitations.

2. Information We Collect

We may collect the following categories of information:

2.1 Personal Information

Name, email address, phone number

Account login information and identifiers

Billing details and transaction metadata (processed by third-party payment providers)

2.2 Educational & Academic Information

Information you voluntarily provide related to MCAT preparation, coursework, study progress, or medical school applications

Scheduling preferences and session participation data

2.3 Usage & Technical Information

IP address, device identifiers, browser type, operating system

Pages viewed, features used, referral sources, and interaction timestamps

2.4 Communications

Messages sent through email, platform messaging, forms, or community tools
Support inquiries and responses

2.5 Cookies & Tracking Technologies

We use cookies and similar technologies to enable core functionality, analyze usage, and improve user experience. You may manage cookie preferences through your browser settings, subject to platform limitations.

3. How We Use Information

We use collected information to:

- Provide, operate, and administer PreMedley services
- Facilitate enrollment, billing, and account management
- Deliver live and recorded educational content
- Personalize learning experiences and community engagement
- Communicate service-related updates and administrative notices
- Send marketing communications (where permitted; you may opt out)
- Maintain platform integrity, prevent misuse, and enforce our Terms
- Comply with legal obligations and protect PreMedley's rights

4. How We Share Information

PreMedley does not sell personal information.

We may share information with:

4.1 Service Providers

Third parties that perform services on our behalf, including payment processing, analytics, hosting, communications, scheduling, and customer support. These providers are authorized to use information only as necessary to perform services for PreMedley.

4.2 Legal & Compliance Purposes

Information may be disclosed to comply with applicable law, legal process, governmental requests, or to protect the rights, property, or safety of PreMedley, our users, or others.

4.3 Business Transfers

In the event of a merger, acquisition, restructuring, or asset sale, personal information may be transferred as part of that transaction, subject to standard confidentiality protections.

5. Recordings & Community Content

Live sessions, group discussions, and community interactions may be recorded at PreMedley's discretion, consistent with the Terms and Conditions.

By participating in recorded sessions or community spaces, you acknowledge that:

Recordings may include your name, voice, image, or contributions

Recordings are made available only to eligible subscribers

Unauthorized copying, redistribution, or public posting is prohibited

Use of recordings is governed by the Terms and Conditions and applicable community rules.

6. Marketing & Promotional Use

Consistent with the PreMedley Terms and Conditions, PreMedley may use excerpts, testimonials, screenshots, recordings, or other content derived from sessions, community interactions, or communications for marketing, promotional, or educational purposes.

Such use may include, but is not limited to, website content, social media, presentations, advertisements, or other marketing materials.

Where personal information is included (such as a name, voice, image, or identifiable contribution), use is governed by the permissions and opt-out rights described in the Terms and Conditions.

Users may request to opt out of marketing or promotional use by contacting contact@premedley.com, subject to reasonable processing time and applicable limitations.

6.1 SMS Communications and Consent

If you provide your mobile phone number to PreMedley and expressly consent to receive text messages, you agree to receive SMS communications related to your interaction with our services. These messages may include responses to inquiries, account-related information, scheduling or program updates, educational communications, and, where separately opted in, promotional or marketing messages.

SMS consent is collected through clear, voluntary opt-in methods, including website forms or other enrollment or communication points. Providing a phone number alone does not constitute consent. Where applicable, consent for marketing messages is obtained separately and is not required to use PreMedley services.

Message frequency may vary based on your engagement with PreMedley. Message and data rates may apply.

You may opt out of receiving SMS messages at any time by replying STOP to any message. After opting out, you will no longer receive SMS communications unless you re-enroll. For assistance, reply HELP or contact us at contact@premedley.com.

No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. Text messaging originator opt-in data and consent will not be shared with any third parties, excluding aggregators and providers of the text message services necessary to deliver SMS communications.

We may share personal information with trusted service providers only as necessary to operate our services, support communications, and deliver SMS messages on our behalf. All SMS communications and related data are handled in accordance with this Privacy Policy.

7. Data Security

We implement reasonable administrative, technical, and organizational safeguards designed to protect personal information, including access controls and secure service providers where appropriate. However, no system can be guaranteed to be completely secure, and we cannot warrant absolute security of information.

You are responsible for maintaining the confidentiality of your account credentials and for any activity that occurs under your account. If you believe your account has been compromised, please contact us promptly at contact@premedley.com.

8. Data Retention

We retain personal information for as long as reasonably necessary to:

- Provide services

- Fulfill contractual obligations

- Resolve disputes

- Enforce our agreements

- Comply with legal requirements

Retention periods may vary based on data type, purpose, and legal obligations.

9. Your Rights & Choices

Depending on your location, you may have rights to:

- Access, correct, or update personal information

- Request deletion of certain information (subject to legal and contractual limitations)

Opt out of marketing communications
Object to or restrict certain processing activities

Requests may be submitted by contacting contact@premedley.com. We may need to verify your identity before responding.

10. Children & Minors

PreMedley services are not directed to children under thirteen (13).

Users under eighteen (18) may access services only with parental or guardian consent, as described in the Terms and Conditions. We do not knowingly collect personal information from children under thirteen (13). If you believe such information has been collected, please contact us for prompt removal.

11. Third-Party Links & Tools

Our services may contain links to third-party websites or tools. PreMedley is not responsible for the privacy practices or content of third parties. We encourage you to review their privacy policies before providing information.

12. International Users

If you access PreMedley services from outside the United States, your information may be transferred to and processed in the United States, where data protection laws may differ from those in your jurisdiction.

13. Updates to This Privacy Policy

We may update this Privacy Policy from time to time. Material changes will be reflected by updating the effective date. Continued use of PreMedley services after updates constitutes acceptance of the revised Policy.

14. Contact Us

If you have questions about this Privacy Policy or our data practices, contact us at:

Email: contact@premedley.com

Mailing Address: 30 Olney Road, Mahwah, New Jersey 07430, United States

This Privacy Policy is intended to align with and support the PreMedley Terms and Conditions and does not modify or replace any contractual obligations set forth therein.