

Privacy Policy — Pharma Sapience

Effective date: November 18, 2025

Pharma Sapience (“we”, “us”, “our”) operates <https://pharmasapience.com> (the “Site”). This Privacy Policy explains what information we collect, how we use it, who we share it with, and the choices you have about your information. By using our Site or services (including creating an account or making purchases), you agree to the collection and use of information in accordance with this policy.

1. Information we collect

We collect the following categories of information from you:

Account & Identity information

- Full name, username, date of birth (if provided), and profile information when you register or create an account.

Contact information

- Email address, phone number, postal address (if you provide it).

Authentication & Account data

- Login credentials (hashed passwords) and other information required to manage your account.

Payment information

- Payment details required to process payments (e.g., card details) are collected by our third-party payment processor and not stored by us except where required and permitted. We may keep transaction records (e.g., order id, amount, date) for our records.

Content you upload

- Documents, images, test/quiz responses, assignment submissions, or other materials you upload to our platform.

Device & cookies

- Cookies, session identifiers, device identifiers, browser type, IP address, and other information about how you interact with the Site (see Cookies section below).

Other information

- Any other information you voluntarily provide (for example, messages to support, feedback).

We do not collect analytics tracking data from third-party analytics services unless you explicitly opt in. (You indicated analytics data is not used.)

2. How we use your information

We use your information for the following purposes:

- **To provide and maintain our services:** create and manage accounts, deliver courses/materials, enable logins, process payments, and provide customer support.
 - **To process payments and prevent fraud:** send transaction records to payment processors and keep necessary bookkeeping records.
 - **To communicate with you:** send account-related notices, confirmations, receipts, newsletters or course updates (only if you consent where required).
 - **To personalize your experience:** show relevant course recommendations, progress tracking, and saved preferences.
 - **To improve the Site and services:** troubleshoot issues and make service improvements (using only non-analytics or aggregated data as applicable).
 - **To comply with legal obligations:** respond to lawful requests by public authorities, enforce our Terms of Use, and protect rights and safety.
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3. Legal basis for processing (where applicable)

If you are protected by laws that require a legal basis for processing (for example, the EU GDPR), we rely on one or more of the following bases as appropriate:

- **Contract performance:** processing necessary to provide the service you requested (e.g., account management, payment).
 - **Consent:** where you have given consent (for marketing communications or optional features).
 - **Legitimate interests:** for fraud prevention, site security, and improving our services, balanced against your rights.
 - **Compliance with legal obligations.**
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4. Sharing & disclosure of information

We may share your information with:

- **Service providers:** companies that perform services on our behalf (payment processors, hosting providers, email delivery, customer support platforms). These providers are contractually required to protect your data.
- **Legal & safety reasons:** when required by law, legal process, or to protect the rights, safety, or property of Pharma Sapience, our users, or others.
- **Business transfers:** in connection with a merger, acquisition, reorganization, sale of assets, or bankruptcy — purchasers will be required to respect the data in accordance with this policy.
- **With your consent:** any other parties when you direct us to do so.

We do **not** sell your personal information.

5. Payment processing

Payments are processed through third-party payment gateway(s). We transmit necessary transaction data to the payment processor to complete purchases. We do not retain full payment card numbers on our servers unless explicitly required and only when stored securely in compliance with applicable standards. For payment-related questions, we will direct you to the statements and receipts provided by the payment processor.

6. Cookies and similar technologies

We use cookies and similar technologies to enable core functionality (login persistence, session management) and to remember your preferences. Because you indicated analytics services are not used, we do not deploy third-party analytics cookies by default. You can manage cookie settings through your browser settings; note that disabling certain cookies may affect Site functionality.

7. Security

We implement commercially reasonable technical, administrative, and organizational measures to protect personal data from unauthorized access, disclosure, alteration, or destruction. No method of transmission or storage is 100% secure; if a data breach affecting your personal information occurs, we will follow applicable notice laws and notify affected users as required.

8. Data retention

We retain personal information for as long as necessary to provide services, comply with legal obligations, resolve disputes, and enforce our agreements. Account information may be

retained for a reasonable period after account closure for recordkeeping, fraud prevention, or legal compliance.

If you want to request deletion of your account and personal data, please contact us (see Contact section). Some information may remain in backups or logs for a limited period, or we may be required to retain certain records for legal/regulatory reasons.

9. Your rights and choices

Depending on your jurisdiction, you may have some or all of the following rights:

- Access your personal information.
- Correct inaccurate data.
- Request deletion of your personal data (subject to exceptions).
- Object to or restrict processing.
- Obtain a portable copy of certain data.
- Withdraw consent where processing is based on consent.

To exercise any rights, email us at the contact address below with a clear description of your request. We may ask for information to verify your identity before fulfilling requests.

10. Children's privacy

Our services are intended for learners and users who are legally allowed to form contracts and use online learning platforms. We do not knowingly collect personal information from children under 13 (or under the minimum age in jurisdictions where that is higher). If a parent or guardian believes we have collected personal information from a child in violation of law, please contact us and we will take steps to remove it.

11. International transfers

Your information may be processed or stored in servers located in countries other than your own. Where required, we will take steps to ensure appropriate protections for international transfers (for example, contractual safeguards).

12. Links to other sites

Our Site may contain links to third-party websites. This Privacy Policy does not apply to those websites. We encourage you to read the privacy policies of any linked sites before providing personal information.

13. Changes to this Privacy Policy

We may update this Privacy Policy from time to time. If we make material changes, we will post the updated policy on the Site with a new effective date and, where appropriate, notify you by email or in-app notice.

14. Contact us

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

Email: Support@Pharmasapience.com

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