INCUENTRO LLC
LMS AND MOBILE APP PRIVACY POLICY

Last updated: OCTOBER 2026

This Privacy Policy explains how Incuentro LLC ("Incuentro," "we," "us," or "our") collects, uses, and protects personal information when you use our learning management system, related online learning services, or associated mobile application (collectively, the "Services"). By creating or using an account, you acknowledge this Privacy Policy.

1. Who May Create an Account

Adults may create and manage their own accounts.

If the user is under 18 years of age, a parent or legal guardian must create the account, provide any required information, and manage the account on the minor's behalf. A minor may use the Services only through an account created and authorized by a parent or legal guardian.

By creating an account for a minor, the parent or legal guardian confirms that they are authorized to do so and consents to the collection and use of information as described in this Privacy Policy.

2. Information We Collect

We may collect information that you or a parent or legal guardian provides when creating or using an account, including:

- Name and email address.
- Account username, password, and other login information.
- Age or date of birth when needed to confirm whether parental or guardian involvement is required.
- Parent or legal guardian name and contact information for a minor user.
- Course enrollment, lesson activity, progress, completion status, quiz or assessment responses, scores, and certificates.
- Information you choose to submit through forms, assignments, messages, surveys, or support requests.

We may also automatically collect limited technical information when you use the Services, such as IP address, browser type, device type, operating system, login times, pages or screens viewed, app activity, and error or diagnostic information.

3. How We Use Information

We use personal information only as reasonably necessary to provide and operate the Services. This may include:

- Creating and managing accounts.
- Providing courses, lessons, assessments, reports, certificates, and other learning features.
- Tracking progress and completion.
- Communicating with you about your account or the Services.
- Providing customer and technical support.
- Maintaining the security, reliability, and performance of the Services.
- Improving our courses, content, and user experience.

- Complying with legal obligations and enforcing our terms and policies.

We do not sell personal information. We do not use a minor user's personal information for targeted advertising.

4. Service Providers and LearnWorlds

We use third-party service providers to help operate the Services. Our learning management system is supported by LearnWorlds, which may process account, course, progress, assessment, technical, and usage information on our behalf in order to provide the platform and related services.

We may also use other service providers for functions such as hosting, email delivery, analytics, security, customer support, payment processing, and mobile app functionality. We provide service providers only the information reasonably necessary for them to perform their services, subject to applicable contractual and legal requirements.

5. Cookies and Similar Technologies

The Services may use cookies, local storage, software development kits, and similar technologies for account login, security, user preferences, platform functionality, diagnostics, and analytics. You may be able to control certain cookies through your browser or device settings. Some cookies are necessary for the Services to function properly.

6. How Long We Keep Information

We keep personal information only for as long as reasonably necessary to provide the Services, maintain account and learning records, comply with legal or contractual requirements, resolve disputes, and protect the security of our systems. When information is no longer needed, we may delete, de-identify, or securely retain it where required or permitted by law.

7. Data Security

We use reasonable administrative, technical, and organizational safeguards designed to protect personal information from unauthorized access, use, alteration, or disclosure. However, no internet transmission or electronic storage system can be guaranteed to be completely secure.

You are responsible for protecting your account credentials. Parents and legal guardians are responsible for managing the credentials and account access of minor users.

8. Your Choices and Privacy Rights

You may contact us to request access to, correction of, or deletion of personal information associated with your account, subject to applicable law and any information we are required or permitted to retain.

For a minor user, requests regarding the account or personal information must be made by the parent or legal guardian who created or manages the account. We may take reasonable steps to verify identity and authority before acting on a request.

Depending on where you live, you may have additional privacy rights under applicable state or other privacy laws.

9. Mobile App Permissions

If you use our mobile application, the app may request access to certain device features when needed for a specific function, such as notifications, camera, microphone, photos, or files. You can manage app permissions through your device settings. We will not request access to device features that are not reasonably related to the Services.

10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. If we make material changes, we may provide notice through the Services, by email, or by posting an updated version. The "Last updated" date at the top of this Privacy Policy will show when it was most recently revised.

11. Contact Us

If you have questions about this Privacy Policy or would like to make a privacy request, contact us at:

Incuentro LLC
9337 Katy Fwy, Ste B112
Houston, TX 77024
United States
Email: info@incuentro.com