Privacy Policy

Updated 12 October 2026

1 Who we are and the scope of this policy

2Be VIP LLC is registered in Sharjah Media City (SHAMS), Sharjah, United Arab Emirates. Registered address: Shams Business Center, Sharjah Media City Free Zone. This policy explains how personal data is collected, used, stored, shared and protected when you use the website, platform, lessons, purchasing services and referral programme. Privacy enquiries: privacy@2be.vip. Support: support@2be.vip.

2 Data we collect

Account and identity data: name, email address, telephone number, country and city when provided, time zone, mother tongue, verification information and login credentials. Passwords are stored in protected or hashed form.

Learning data: level, assessment results, progress, attendance, results, assignments, messages and interactions within the platform.

Lesson data: date, time, duration, participants, audio, video, chat and screen sharing, depending on the features used.

Payment data: invoices, transaction references and payment status. We do not normally store full card details when payment is made through a payment gateway.

Referral data: referral link or code, direct referral relationship, reward and payout records, and indicators of fraud or duplicate accounts.

Technical data: IP address, device, browser, operating system, security and error logs, cookies and analytics, according to your choices.

3 Data sources and uses

We collect data from you when you register, purchase, contact us or use lessons; automatically through logs and cookies; and from payment and educational service providers. We use it to operate accounts, content and booking; display schedules in your selected time zone; measure progress and improve services; process payments and billing and prevent fraud; provide support, protect security and enforce terms; send service notices; administer referrals and rewards; and meet legal obligations. Marketing messages are subject to consent and applicable legal requirements, with an option to opt out.

4 Current learning service

The package includes 18 months of digital access to Cambridge EVOLVE Digital A1 through Cambridge One, plus 20 live lessons over 4 weeks on the 2Be.Vip platform. Self-study begins after activation, and you will be notified when live lesson seat booking opens. The digital access period does not extend the live lesson programme. Cambridge One policies apply to the use of its services.

5 Basis for processing

Depending on the circumstances, we process data to deliver the requested service; on the basis of consent where required; to protect legitimate interests such as security, fraud prevention and platform improvement while respecting your rights; or to meet legal obligations such as accounting, taxation and responding to official requests.

6 Recording live lessons

We may record audio, video, chat and screen sharing for quality, development, internal training, handling complaints and disputes, safety and service improvement. Access is restricted to authorised persons, and the relevant teacher may have access when needed. Recordings are retained for 90 days, then deleted or anonymised where possible, unless a complaint, dispute or legal obligation requires longer retention, limited to what is necessary.

7 Cookies

We use essential cookies for login, security and core functions, and optional cookies for analytics and performance improvement, according to your choices and legal requirements. You can manage preferences through cookie settings, where available, or your browser.

8 Data sharing and transfers

We do not sell your personal data. We may share limited data with providers of hosting, the learning platform, lessons, payments, email, messaging, security and analytics. Limited information, such as user identifier, referral status and summaries, may appear within the referral programme. We share sensitive contact details only when necessary and permitted by law. We may also share data to comply with an official request or protect rights and security. Data may be processed outside your country of residence, depending on provider locations. We take reasonable steps to select trusted providers and apply appropriate safeguards.

9 Retention periods

Account data: while the account is active, then 24 months after closure. Security logs: 12 months. Payment, invoice, reward and payout records: 7 years for accounting and compliance. Lesson recordings: 90 days, subject to exceptions for complaints, disputes and legal obligations. Identity verification data: according to regulatory and compliance requirements. These are data retention periods and do not determine the length of your learning subscription.

10 Security and your rights

We apply reasonable measures such as restricted access, encryption in transit, monitoring, backups and provider assessments, without guaranteeing absolute security. Depending on applicable law, you may request access, correction, deletion, restriction of processing, objection or withdrawal of consent by contacting privacy@2be.vip. We may verify your identity before responding.

11 Messages children and external links

You may opt out of marketing messages at any time. Necessary service messages may continue. Our services are intended for adults unless expressly stated otherwise, and we may require parental or guardian consent for offers that permit minors. External links and services are governed by their owners' policies.

12 Updates and contact

We publish the updated version with its date and may provide additional notice of material changes. For privacy enquiries and requests: privacy@2be.vip. For support: support@2be.vip.