

Cram Privacy Policy

Effective Date: July 5th, 2026

Cram (“Cram,” “we,” “our,” or “us”) respects your privacy. This Privacy Policy explains how we collect, use, store, and protect your information when you use our website, app, and related services.

By using Cram, you agree to the collection and use of information described in this Privacy Policy.

1. Information We Collect

We may collect the following types of information:

Account Information

When you create an account, we may collect information such as your name, email address, username, password, and account preferences.

User Content

Cram may allow you to create, upload, save, or manage study materials, notes, prompts, files, or other content. This content is stored so that we can provide the app’s features to you.

Usage Information

We may collect information about how you use the app, including pages viewed, features used, actions taken, session activity, device type, browser type, operating system, IP address, and approximate location based on your device or network.

Payment Information

If you purchase a paid plan or subscription, payment processing may be handled by a third-party payment provider. We do not store full payment card details. Payment providers may collect billing information, transaction history, and payment method details according to their own privacy policies.

Cookies and Similar Technologies

We may use cookies, local storage, and similar technologies to keep you signed in, remember your preferences, analyze usage, improve performance, and support security features.

2. How We Use Your Information

We use your information to:

- Create and manage your account
- Provide, operate, and improve Cram
- Save and sync your study materials and app activity
- Personalize your experience
- Process payments and manage subscriptions
- Communicate with you about your account, updates, support requests, or security issues
- Monitor app performance and troubleshoot technical problems
- Prevent fraud, abuse, unauthorized access, and violations of our terms
- Comply with legal obligations

3. How We Share Your Information

We do not sell your personal information.

We may share information with trusted third parties only when necessary to operate and improve the service, such as:

- Hosting and database providers
- Analytics providers
- Payment processors
- Authentication providers
- Email or notification services
- Customer support tools
- Legal, compliance, or security providers

These providers are only allowed to use your information as needed to provide services to us.

We may also disclose information if required by law, court order, legal process, or to protect the rights, safety, and security of Cram, our users, or others.

4. Third-Party Services

Cram may use third-party services for authentication, analytics, payments, hosting, artificial intelligence features, or other functionality.

If you use a third-party login option, such as Google, or another provider, we may receive basic account information from that provider, such as your name and email address, depending on your settings.

Third-party services may collect and process your information according to their own privacy policies.

5. AI Features

Cram may include features that use artificial intelligence to generate, summarize, organize, or transform study materials.

When you use AI-powered features, the text, files, prompts, notes, or other content you submit may be processed by third-party AI service providers in order to generate a response or provide the requested feature.

We do not use your private study materials to train our own AI models unless we clearly disclose this and obtain any required consent. Third-party AI providers may process submitted content according to their own terms and privacy policies.

You should not submit sensitive personal information, confidential information, or information you do not have permission to share through AI features.

6. Data Storage and Security

We use reasonable administrative, technical, and organizational safeguards to protect your information from unauthorized access, loss, misuse, alteration, or disclosure.

However, no internet-based service is completely secure. We cannot guarantee absolute security of your information.

7. Data Retention

We retain your information for as long as necessary to provide Cram, maintain your account, comply with legal obligations, resolve disputes, enforce agreements, and support legitimate business needs.

If you delete your account, we will delete or anonymize your personal information within a reasonable period, unless we are required or permitted to retain certain information by law, for security, fraud prevention, backup, accounting, or legitimate business purposes.

8. Your Choices and Rights

Depending on where you live, you may have certain rights regarding your personal information, including the right to:

- Access the personal information we have about you
- Correct inaccurate information
- Delete your personal information
- Object to or restrict certain processing
- Request a copy of your information

- Withdraw consent where processing is based on consent

To make a privacy request, contact us at: support@trycram.com

We may need to verify your identity before completing your request.

9. Children's Privacy

Cram is not intended for children under the age of 13. We do not knowingly collect personal information from children under 13.

If we learn that we have collected personal information from a child under 13 without appropriate consent, we will take reasonable steps to delete that information.

If Cram is used by students, schools, parents, or educational organizations, additional rules may apply depending on the user's age, location, and the nature of the educational use.

10. Educational Use

If Cram is used in an educational setting, users and organizations are responsible for ensuring that their use of the app complies with applicable education privacy laws and institutional policies.

We may process student or educational data only as needed to provide the service, support users, maintain security, and comply with applicable legal obligations.

11. International Users

If you access Cram from outside the country where our servers or service providers are located, your information may be transferred to, stored in, or processed in another country. Those countries may have different data protection laws than your country of residence.

By using Cram, you understand that your information may be processed in countries outside your own.

12. Email Communications

We may send you emails related to your account, security, transactions, app updates, product changes, or customer support.

You may be able to unsubscribe from promotional emails, but we may still send important service-related or transactional messages.

13. Account Deletion

You may request deletion of your account by contacting us at: support@trycram.com

When your account is deleted, your account information and user content may be deleted or anonymized, subject to legal, security, backup, and legitimate business retention requirements.

14. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. If we make material changes, we may notify you by email, through the app, or by posting an updated version on our website.

The updated Privacy Policy will be effective as of the date listed at the top of the policy.

15. Contact Us

If you have questions about this Privacy Policy or how your information is handled, contact us at: support@trycram.com