



# Techtrioz Solutions

Web: [www.techtrioz.com](http://www.techtrioz.com)



A product of Techtrioz Solutions

## Privacy Policy - mcqXpert

### 1. Introduction

Welcome to **mcqXpert**, a product of Techtrioz Solutions. It is your trusted platform for MCQ-based exam preparation. This Privacy Policy explains how we collect, use, and protect your data, and what choices you have regarding your information. It applies to your use of our website <https://mcqXpert.com/>, also the same accessible from <https://mcqXpert.techtrioz.com/> and the mcqXpert mobile app (together referred to as "the Services").

By using the website or app, you agree to the terms of this Privacy Policy. If you do not agree, please do not use our Services.

If you have any questions or concerns about this policy, feel free to contact our support team at **[support\\_mcqxpert@techtrioz.com](mailto:support_mcqxpert@techtrioz.com)**.

### 2. Definitions

"We", "Our", and "Us" - Refers to the creators of this privacy policy.

"You", "Your", "Yourself", and "User" - Refers to natural and legal individuals who use the Website.

"Website" - Refers to the official website of Techtrioz Solutions and the website of mcqXpert platform created by Techtrioz Solutions

"App" - Refers to mcqXpert app created by Techtrioz Solutions.

"Personal Information" - Refers to any personally identifiable information that we may collect from You.

"Third Parties" - Refers to any website, company, or individual apart from the user and the creator of the Website.

### 3. Overview



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We take the responsibility to respect your private information shared on our online platform. We further acknowledge the need to preserve and handle the information you share with us that is personally identifiable ("personal information"). Information which we regard as personal about you includes, but is not confined to, your name, address, e-mail address, phone number, or other contact details. You must provide the following information, but it is not limited to: name, address, phone number, date of birth, and e-mail address to buy a product from our website or application. This Privacy Policy also applies to data collected from users who are not recorded as members, including but not limited to surfing behavior, pages viewed, etc.

## 4. Information We Collect

We collect the following types of personal information:

### 4.1 User Provider Personal Information

When you register for our platform or use our services, or purchase a package, we may collect:

- • Full name
- • Email address
- • Phone number
- • Gender
- • Billing Address
- • Payment information

### 4.2 Usage Data

We may also collect information related to your interaction with our platform, such as:

- • Exam progress and quiz history
- • Pages visited, features used, and time spent on the platform, etc..
- • Performance Analytics
- • Feedback and support communications

### 4.3 Device information:

We may collect information about the device used to access our Platform, such as IP address, browser type, operating system, mobile device info, etc.

### 4.4 Third-party information:

We may receive information from third-party sources, such as social media platforms, when users connect their accounts to our Platform.



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## 5. How We Use Information

We use your information to:

- Provide access to purchased packages and study content
- Track your learning progress and results
- Improve our platform and services
- Process transactions securely
- Communicate updates and promotions
- Comply with legal and regulatory obligations, such as responding to legal requests and preventing fraud.

## 6. How We Share Information

We do **not** sell or rent your personal information. We may share personal information collected through our Platform in the following circumstances:

- With third-party service providers: We may share personal information with third-party service providers who perform services on our behalf, such as hosting, payment, analytics, and marketing.
- With affiliates: We may share personal information with our affiliates for the purposes of providing and improving our services.
- With users: We may share personal information like scores, leaderboard position with other users of our Platform in connection with leaderboard features.
- With legal authorities: We may disclose personal information to legal authorities in response to a legal request or to prevent illegal activities. Entities involved in protecting our rights, users, or platform integrity.

## 7. How We Protect Information

We take reasonable measures to protect personal information collected through our Platform from unauthorized access, disclosure, and misuse. However, no security measures are perfect or impenetrable, and we cannot guarantee the security of personal information.

## 8. Your Rights and Choices

Users have the following rights for their personal information:

**Access:** Users have full access to the personal information through the user profile, payment information, etc. In case of any issue in the system, we will try our best to provide the requested data from the backend.

**Correction:** Users may request that we correct any inaccurate or incomplete personal information.



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**Deletion:** Users may request that we delete their personal information, subject to certain legal exceptions.

**Opt-out:** Users may opt out of receiving marketing communications from us by following the instructions in the communication.

### 9. Cookies

We may use "cookies" to collect information and improve our website and services. Cookies are small data files that are placed on your device or computer and often include an anonymous unique identifier. We use cookies to enhance user experience, remember login preferences, and analyze usage. You may disable cookies in your browser settings, though some features may be limited.

We may also use third-party services such as Google Analytics to help us analyse how visitors use our website and services. These third-party service providers may use cookies to collect information about your activities on our website.

By using our website and services, you consent to the use of cookies and similar technologies following this Privacy Policy.

### 10. Communications

We may use your Personal Information to contact you with newsletters, marketing or promotional materials, and other information that may be of interest to you. You may opt out of receiving any, or all, of these communications from us by following the unsubscribe link or instructions provided in any email we send.

We may also use your Personal Information to respond to your inquiries or requests, or to provide you with customer support.

Please note that we may need to communicate with you regarding your use of our website and services, even if you have opted out of receiving marketing communications from us.

### 11. External Links on Website

Hyperlinks to other websites, content, or resources may be included on this Website. External websites that are not provided by us are not under our control. You recognize and agree that we cannot be liable for the access to any external website, resource, or other material on or off such external websites or resources, and do not endorse any such website or resource, or other material. You acknowledge and agree that we are not responsible for any loss or damage caused by or in connection with the availability of such external websites or resources.

### 12. Data Retention



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We retain your data as long as necessary to provide our services and for legal compliance purposes.

### 13. Security

We see data as a valuable asset, and thus, we must do everything we can to avoid data loss and security breaches. To safeguard the information from unauthorized access by members inside and outside the firm, we utilize a variety of different security technologies. We do not advise using this website to pass along credit card information and banking account information to other users. People are encouraged to do this offline, via phone, or through private email. We ensure the privacy of our customers' personal information by using recognized industry standards, both in transit and post-delivery. Though "perfect security" is not achievable online, you also acknowledge that any security lapse outside our usual security procedures is your risk to bear.

### 14. Disclaimer

You should be aware that we can't make guarantees about the privacy of your private communications and other personal information (including your confidential information such as credit card and bank account numbers), as these things may be disclosed in a way that is not described in this privacy policy. Because of this, although we promise to protect your privacy, we cannot guarantee that your privacy will be protected at all times. You, as a user of this website, are aware of and accept that you take all responsibility and risk for everything you do on this website, on the Internet, and your own devices, and anywhere else you go.

### 15. Disputes and Jurisdictions

All claims brought up by this policy, including but not limited to claims regarding rights, refunds, and compensation, will be resolved using a two-step alternative dispute resolution process. Stage one: mediation. If a dispute arises, an impartial third party will be chosen to settle the issue, and each party will select a mediator for mutual agreement. They may each nominate a sole arbitrator, and if both sides agree to that person, he or she will be assigned to mediate the case. Nevertheless, if the two proposed mediators are unable to reach a consensus, the company reserves the right to make the final decision. Despite the mediator's decision being non-binding, both parties will do their best to abide by it. Stage 2: the arbitration process. If the mediation is unsuccessful, the arbitration award is final and enforceable by both parties. Two parties will each name one arbitrator, and the third will be appointed by two other arbitrators they mutually select. The arbitration is being held in Dhaka, Bangladesh. English will be used for the arbitration proceedings. After the arbitrator hands down their decision, both parties are bound by it. The case will be brought before the Dhaka court if the alternative dispute resolution fails to resolve the conflict.

### 16. Updates To This Policy



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We may update this Privacy Policy occasionally. Any changes will be posted on this page. Continued use of mcqXpert after updates constitutes your acceptance.

### 17. Contact Us

If you have any questions or concerns about our privacy practices, feel free to contact us:

**Email:** [support\\_mcqxpert@techtrioz.com](mailto:support_mcqxpert@techtrioz.com)