



Privacy Policy

Last Updated on November 25, 2025.

ProsperLMS® Ltd. ("ProsperLMS®", "us", "we", "our" or "Company") takes the privacy of all its stakeholders seriously. As such, we have set forth the following privacy policy:

This privacy policy ("Policy") outlines the Policy adopted by ProsperLMS®, relative to the collection, use, storage, and disclosure of personal information on the site and on all related websites (together "Sites"), networks, applications, and other services provided by us, including the ID Verification and Proctoring Services System (collectively, "Services"). Through this Policy, we attempt to make information about how we handle personal information available. If you do not accept the terms of this Policy, please do not use any of our Services.

Please take the time to familiarise yourself with this Policy and if you have any questions, please contact us at privacy@prosperlms.com. This Policy is incorporated into and is subject to our [Terms of Service](#).

PROCTORING SERVICES SYSTEM

We provide Services on behalf of our Customers. They may be any institution, organisation, company of which you are a member (in any form) or an applicant or at which you are enrolled ("Customer"). Customers are organisations, educational institutions, or companies that offer and control any exam that is used to make certification, licensure, or other types of decisions based on exam results. We collect and/or receive personal information about a person taking an examination ("Candidate") in order to develop, administer or proctor an exam for a Customer. "Personal Information" is any information, such as name or email address, that identifies or can be used to identify the person to whom such information pertains, or is associated with a person. While providing Personal Information is voluntary, it is necessary if you are to obtain the grades, exam scores, services, or credentials that you seek from your employer, organisation, institution or customer. We will handle and treat Personal Information collected or received while providing our Services in a manner that is consistent with this Policy and applicable law.

WHAT INFORMATION WE COLLECT

We collect Personal Information that you provide through the use of our Services: We collect Personal Information from you when you voluntarily provide such information, such as when you: launch the Services from your learning management system; register for and/or login to the Proctoring Platform directly; request customer support, a demo, or more information; communicate with us via email or social media sites; provide biometric data including as part of onboarding to create your identity profile; and take an exam on our Services.

Personal Information collected through our Services may include, but is not limited to, the following:

- Name, Addresses, Postal Code, Zip Code
- Image of identity document, such as a driver's licence
- Image of you
- Telephone Numbers
- Username and Password
- Name of the institution, organisation or company at which you are enrolled and course exam information
- Employment information
- E-mail address
- Exam submissions
- Screen-captures

- Audio and video recordings of you taking exams and the exam-room environment/background
- Government-issued identification number (if required, or as included in the identify document you provide)

We may collect information about you from institutions, organisations or companies, such as your email address, to provide you with a registration link to our Services. This information may also be combined with the Personal Information collected from you.

YOUR PERSONAL INFORMATION

We use your Personal Information generally as a processor on behalf of institutions, organisations and companies, to provide and improve our Services and to develop new services, functions, or features for our Services. For instance, we use your Personal Information to register you for an exam, answer any questions or concerns you may have, administer the exam, and/or convey the results of the exam. We may also use your Personal Information to contact you about scheduling, technical, security, billing, invoicing, order tracking or other exam related issues, or to contact you for other administrative purposes, such as customer service. We use biometric data we collect from you during onboarding to create your identity profile for the Services. We use biometric data we collect from you when you take an exam, using the Services to compare against your identity profile for purposes of verifying your identity.

DISCLOSING YOUR PERSONAL INFORMATION

As an exam taker, we provide your Personal Information to our Customer from whom you seek a test score, service, or credential to enable them to validate your identity and your exam score, as well as for academic hearing purposes. For further information about how your institution, organisation or company may use your Personal Information, please contact your institution, organisation or company.

We may also disclose your Personal Information in the following situations:

- When we believe it is reasonably necessary to comply with laws and regulations, or in response to a subpoena, court order, or other legal processes.
- To protect against misuse or unauthorised use of our Services, or to protect the security or integrity of our Services or any facilities or equipment used to make our Services available.
- To limit our legal liability and protect our property or other legal rights, or the rights of our Customers and exam takers.
- To address actual or suspected fraud or other illegal activities.

We may also seek your consent for additional disclosures of information, including your Personal Information, and will share it only as described to you.

EXTERNAL WEBSITES AND THIRD PARTIES

From time to time, our Services may contain links to third party websites. The policies and procedures we described in this Policy do not apply to the third party websites. The links from our Services do not imply that the Company endorses or has reviewed the third party websites. We suggest contacting those sites directly for information on their privacy policies before providing any of your personal information to them.

“PayPal” is used as a third party payment gateway. PayPal is only a channel used to accept payments and does not have access to any user data and no personal or user data is shared with PayPal. AWS (Amazon), GCP (Google), Azure (Microsoft) and WHC (Web Hosting Canada) are our cloud service providers. All the Data stored on the cloud servers is encrypted and no data is accessible by or shared with these cloud service providers.

We share information with third-party apps and websites that integrate with our API or Services, or those with an API or Service with which we integrate.

COOKIES AND OTHER TRACKING TECHNOLOGIES

We use various technologies to collect information, including cookies. A cookie is a small file placed onto your device. Across the web, cookies do lots of different jobs, like letting you navigate between pages efficiently, storing your preferences, and generally improving your experience on a website. Cookies make the interaction between you and the website faster and easier. If a website does not use cookies, it will think you are a new visitor every time you move to a new page on the site – for example, when you enter your login details and move to another page it will not recognize you, and it will not be able to keep you logged in.

Our Services use cookies and similar technologies, such as web beacons, to identify your device and enable the functioning of our features, including the ability to log into your account, authentication, security, preferences retention, performance optimization, and data analytics.

If you do not want to receive cookies, you can change your browser settings. If you use our Services without changing your browser settings, we will assume that you've agreed to receive all cookies on the ProsperLMS® website(s). Please note that our Services will not function properly without cookies.

Our Services may use two types of cookies, session and persistent. A session cookie expires after a set time, normally when you close your web browser. A persistent cookie remains after you close your web browser and may be used on subsequent visits to our Services to enable us to recognize you as an existing user.

We record certain information and store it in log files when you interact with our Services. This information may include IP address, browser information, mobile device information, internet service provider, operating system, date/time stamp, and other system configuration information. We and our analytics providers also collect and store analytics information when you use our Services to help us improve our Services.

Non-Personal Information collected from your use of our Services: We may statistically aggregate Exam responses and other data collected during the testing process in a non-person-specific format and transfer this data to institutions, organisations, companies, affiliates, agents, and partners. Such aggregated non-personal data may be used for quality control, security and marketing purposes, operations improvement and to improve the examination services or related products.

DATA SECURITY

We use commercially reasonable technical, organisational, and administrative measures to protect our Services against unauthorised or unlawful access or processing and against accidental loss, theft, disclosure, copying, modification, destruction or damage.

We take reasonable measures to protect your Personal Information in accordance with this Policy and applicable law. Nonetheless, the Internet cannot be guaranteed to be 100% secure, and we cannot ensure or warrant the security of any information you transmit to us or choose to store on the Services, and you do so at your own risk.

You play an important role in keeping your information secure. You should not share your user name, password, or other security information for your account with anyone. If you have reason to believe that your interaction with us is no longer secure please contact us immediately as detailed in the Contact Us section, below.

DATA INTEGRITY

We take reasonable steps to ensure that the data we collect is reliable for its intended use. However, it is your responsibility to update us with any relevant changes in your personal information so that we can provide you with our Services. We collect Personal Information that is relevant for the purposes for which it is to be used.

Furthermore, we take reasonable steps to assure that we process personal information in a way that is consistent with the purposes for which it is collected.

DATA RETENTION AND DELETION

We retain information for as long as necessary to perform the Services described in this Policy, as long as necessary for us to fulfil a contract with you or your institution, or as long as needed to comply with our legal obligations. After the applicable retention period, we will automatically delete your Personal Information from the Platform and our systems.

We provide our Services as a processor on behalf of our Customers who have the right to receive your data. Our Customers have their own policies with respect to data retention and deletion. For further information on such policies, to revoke consent related to any data, or to request deletion of any Personal Information outside of the retention policies described above, please contact the applicable institution, organisation or company.

INTERNATIONAL USERS AND INTERNATIONAL DATA TRANSFER

Our Services are hosted in Canada and intended for users located within Canada and the United States. If you choose to use our Services from the European Union or other regions of the world with laws governing data collection and use that may differ from Canadian or U.S. law, then please note that you are transferring your Personal Information outside of those regions to Canada or the United States for storage and processing. Also, we may transfer your data from Canada or the United States to other countries or regions in connection with storage and processing of data, fulfilling your requests, and operating the Services. By providing your information on or to the Services, you consent to any such transfer, storage, and processing in accordance with this Policy.

GENERAL DATA PROTECTION REGULATION (GDPR)

If you are in the European Economic Area and we collect personal data relating to you in the context of the offering of goods or services, even if provided free of cost, or if we collect data when monitoring your behaviour which takes place within the European Economic Area, your personal data will be subject to Regulation (EU) 2016/679 (General Data Protection Regulation, "GDPR").

THE CHOICES YOU HAVE WITH YOUR INFORMATION

If you created an account with us in connection with your use of the Services, you may modify or update some of your Personal Information by logging in and accessing your profile. You should be aware, however, that it is not always possible to completely remove or modify information in our databases. If you wish to access or modify any other Personal Information that we hold about you, you may contact us at privacy@prosperlms.com. If you have not created an account with us in connection with your use of the Services and wish to access or modify any Personal Information that we hold about you, please contact us at privacy@prosperlms.com.

INFORMATION FROM CHILDREN

Our Services are not directed to children under the age of 13. We do not knowingly collect, maintain, or use personally identifiable information from children under the age of 13. We request that all visitors to our Site who are under 13 years of age not disclose or provide any Personal Information. We encourage parents and legal guardians to monitor their children's Internet usage and to help enforce our Privacy Policy by instructing their children never to provide Personal Information on our Services without their permission. If we discover that a child under 13 years of age has provided us with Personal Information, we will take steps to delete such information.

CHANGES TO THIS POLICY

ProsperLMS® reserves the right to change this Policy from time to time by posting an updated Policy to this site and the "last updated date" at the top of this page will be updated. We may also provide you additional notice, such as

adding a statement to the home screen or sending you an email notification. Please review this Policy periodically, and especially before you provide any Personal Information. Your continued use of the Services after any changes or revisions to this Policy shall indicate your agreement with the terms of such revised Policy.

CONTACT US

Please contact us with any questions or comments you have about this Policy, your information, our use and disclosure practices, or our Services by email us at privacy@prosperlms.com.

You can view the complete [Terms of Service](#) here.