

soloSei Privacy Policy

Last updated: 23 July 2026

1. Who we are

soloSei ("soloSei", "we", "us", "our") is operated by **NoMore Courses Project Management Services LLC**, a company registered in **Dubai, United Arab Emirates** with its registered address at **Office 155, Al Barsha First Building, Al Barsha 1, Dubai, United Arab Emirates** (the "**Company**").

We are the data controller responsible for your personal data when you visit our website at solosei.com and solosei.coach and the soloSei app (together, the "**Services**").

If you have any questions about this policy or how we handle your data, contact us at:

legal@solosei.com

2. Scope of this policy

This policy explains what personal data we collect, why we collect it, how we use it, who we share it with, and the rights you have over it. It applies to everyone who visits our website or signs up to use the soloSei app, wherever in the world you're based.

Because soloSei serves solopreneurs globally, including people in the European Union and the United Kingdom, we've written this policy to meet the requirements of the EU General Data Protection Regulation ("**GDPR**") and the UK GDPR, in addition to other privacy laws that may apply to you.

3. Information we collect

3.1 Information you give us directly

- **Account and profile data:** name, email address, password (stored encrypted, never in plain text), business or solopreneur profile details (e.g. industry, business stage, goals) that you enter when you sign up or update your profile.
- **Payment and billing data:** billing name, billing address, and subscription/plan details. We do **not** store your full card number or bank details ourselves — these are collected and processed directly by our payment processor (see section 7).

- **User-generated content:** business plans, notes, documents, checklists, or other content you create or upload inside the app.
- **Correspondence:** anything you send us directly, e.g. support requests, feedback, or survey responses.

3.2 Information collected automatically

- **Usage and analytics data:** pages and features you use, actions you take in the app, time spent, referral source, and general engagement patterns.
- **Device and technical data:** IP address, browser type and version, device type, operating system, and approximate location derived from your IP address.
- **Cookies and similar technologies:** see section 6 below.

3.3 Information from third parties

We may receive limited information about you from our payment processor (e.g. confirmation that a payment succeeded), or from analytics and email providers (e.g. whether you opened a marketing email), as described in section 7.

We do not knowingly collect any "special category" data (such as health, religious belief, or political opinion data) and ask that you don't submit any such data to us through free-text fields in the app.

4. How we use your data, and our legal basis for doing so

Under GDPR, we must have a valid legal basis for every use of your personal data. The table below sets out our main purposes and the basis we rely on for each.

Purpose	Data used	Legal basis (GDPR Art. 6)
Create and manage your account	Account/profile data	Performance of a contract with you
Provide the core app functionality and store your content	Account data, user-generated content	Performance of a contract with you
Process payments and manage subscriptions	Billing data	Performance of a contract with you; legal obligation (tax/accounting records)
Respond to support requests	Correspondence, account data	Performance of a contract with you; legitimate interests

Purpose	Data used	Legal basis (GDPR Art. 6)
Send service-related emails (e.g. password resets, billing notices)	Email address	Performance of a contract with you
Send marketing/newsletter emails	Email address, engagement data	Consent (you can withdraw this at any time)
Understand and improve how the Services are used	Usage/analytics data	Legitimate interests (improving our product), or consent where required for non-essential cookies
Detect, prevent, and investigate fraud or misuse	Account data, technical data	Legitimate interests; legal obligation
Comply with legal, tax, and regulatory obligations	Billing and account data	Legal obligation

Where we rely on "legitimate interests," we've considered that our interest in running and improving soloSei doesn't override your rights and freedoms. You can ask us for more detail on this balancing test at any time.

5. Cookies and similar technologies

Our website and app use cookies and similar technologies to:

- keep you logged in and remember your preferences (**strictly necessary** — no consent required);
- understand how visitors use our website and app (**analytics** — requires your consent in the EU/UK);
- (if applicable) measure the effectiveness of our marketing (**marketing** — requires your consent in the EU/UK).

When you first visit our website from the EU or UK, you'll see a cookie banner that lets you accept or reject non-essential cookies, and change your choice at any time. We do not set analytics or marketing cookies before you've given consent, where consent is required.

6. Who we share your data with

We share personal data only with third parties who need it to help us run soloSei, and only under contracts (Data Processing Agreements) that require them to protect it in line with GDPR. As of the date of this policy, our main sub-processors are:

Provider	Purpose	Data shared	Location
Stripe	Payment processing and subscription billing	Billing data, transaction data	Global
Resend	Sending transactional and marketing emails	Name, email address, engagement data	Global
Google Analytics	Understanding website and app usage	Usage/analytics data, technical data	Global
Supabase	Hosting our application and database	All data you provide (stored on our behalf)	Global

We may also disclose your data:

- to comply with a legal obligation, court order, or valid request from a public authority;
- to protect the rights, property, or safety of soloSei, our users, or others;
- to a buyer or successor in the event of a merger, acquisition, or sale of assets, in which case we'll notify you before your data is transferred or becomes subject to a different privacy policy.

We do not sell your personal data, and we never will.

7. International data transfers

Because some of our service providers are based outside the EU/UK (for example, in the United States), your personal data may be transferred to and processed in countries that don't have the same data protection laws as the EU or UK.

Where this happens, we put appropriate safeguards in place, which may include:

- relying on an **adequacy decision** where one exists for the destination country;
- entering into the **EU Standard Contractual Clauses (SCCs)** and, where relevant, the **UK International Data Transfer Addendum**, with the receiving party; and/or
- relying on a provider's certification under the **EU-U.S. Data Privacy Framework**, where applicable.

You can ask us for a copy of the relevant safeguard by contacting us at legal@solosei.com.

8. How long we keep your data

We keep personal data only for as long as we need it for the purposes described in this policy, specifically:

- **Account data:** for as long as your account is active, plus **12 months** after closure in case you want to reactivate, then deleted or anonymised.
- **Billing records:** for **7 years** to meet tax and accounting obligations.
- **User-generated content:** for as long as your account is active, deleted within **12 months** of account deletion (including from backups within a reasonable period).
- **Marketing data:** until you unsubscribe or withdraw consent, or after **12 months** of inactivity.
- **Support correspondence:** **12 months** from the last interaction.

When we no longer need your data, we delete it or anonymise it so it can no longer be linked to you.

9. How we protect your data

We use appropriate technical and organisational measures to protect your personal data, including encryption in transit (HTTPS/TLS) and at rest, access controls limiting who can see your data, secure password hashing, and regular review of our security practices. No system is 100% secure, but we work to reduce risk and will notify you and, where required, the relevant supervisory authority, without undue delay if a breach affecting your data occurs.

10. Your rights

If you're in the EU or UK (and in many other jurisdictions, similar rights apply), you have the right to:

- **Access** the personal data we hold about you;
- **Rectify** inaccurate or incomplete data;
- **Erase** your data ("right to be forgotten"), subject to certain exceptions (e.g. records we must keep for legal reasons);

- **Restrict** how we use your data in certain circumstances;
- **Port** your data to another service, in a structured, commonly used, machine-readable format;
- **Object** to processing based on legitimate interests or for direct marketing;
- **Withdraw consent** at any time, where we rely on consent (this won't affect processing already carried out);
- **Complain** to your local data protection authority.

To exercise any of these rights, email us at legal@solosei.com. We'll respond within one month, as required by GDPR. We may need to verify your identity before actioning a request.

11. Children's privacy

soloSei is intended for adults running or starting a business. It is not directed at children, and we don't knowingly collect personal data from anyone under **16** (or the age of consent in your country, if higher). If you believe a child has provided us with personal data, contact us and we'll delete it.

12. Automated decision-making

We do not currently use your personal data to make decisions about you using solely automated means that produce legal or similarly significant effects, without human involvement. If this changes, we'll update this policy and, where required, ask for your consent.

13. Our EU/UK representative

Our EU representative and UK representatives will be appointed within the legal term required.

14. Changes to this policy

We may update this policy from time to time to reflect changes in our practices or the law. If we make material changes, we'll notify you by email or via a notice in the app before the changes take effect. The "Last updated" date at the top of this page shows when it was last revised.

15. Contact us

If you have questions, concerns, or a request relating to this policy or your personal data, contact us at:

legal@solosei.com

NoMoreCourses Project Management Services LLC