



Infinity IVY Consulting

Privacy Policy

Effective Date: March 17, 2026

Last Updated: March 17, 2026

Your privacy matters to us. This Privacy Policy explains what information Infinity IVY Consulting collects, how we use it, and your rights with respect to that information. Please read it carefully.

1. Who We Are

Infinity IVY Consulting ("IVY," "we," "us," or "our") operates the IVY platform, an AI-powered medical school interview preparation service accessible at interviewwithivy.org and through related applications (the "Platform"). This Privacy Policy applies to all users of the Platform, including visitors, free-tier users, and paid subscribers.

For privacy-related questions or requests, contact us at:

- **Email:** support.interviewwithivy@gmail.com
- **Mailing Address:** Infinity Ivy Consulting, 2118 Wilshire Blvd #1242, Santa Monica, CA 90403

2. Information We Collect

2.1 Information You Provide to Us

When you create an account or subscribe to a paid tier, we collect:

- **Name and email address:** Collected at registration and used to manage your account, communicate with you, and verify your identity.
- **Payment information:** When you purchase a subscription, payment is processed by our third-party payment processors, Stripe, PayPal, and others. IVY does not store your full credit card number, CVV, or bank account details. We receive only a transaction confirmation and, where applicable, limited billing information such as your billing zip code and last four card digits.

For minor users (ages 13–17), we also collect the name and email address of the parent or legal guardian who provides consent at registration.

2.2 Information We Do Not Collect

IVY does not currently collect the following:

- **Video or audio recordings:** Any recordings made through the Platform are processed locally on your device and/or made available for direct download. They are not uploaded to or stored on IVY's servers. See Section 6 for full details.
- **Session activity data:** We collect limited session activity data (such as time on platform and prompts viewed) solely for purposes of enforcing our Terms and improving the Platform. We do not use this data to

build behavioral profiles or sell user data. We may use automated or AI-based systems to generate feedback or recommendations.

- **Sensitive personal information:** We do not collect Social Security numbers, government ID numbers, health information, or financial account numbers.

3. How We Use Your Information

We use the information we collect for the following purposes:

- **Account management:** To create and maintain your account, verify your identity, and provide access to the Platform.
- **Payment processing:** To complete subscription purchases and manage billing through our payment processor.
- **Terms enforcement:** To enforce our Terms and Conditions, including verifying refund eligibility, detecting account sharing, and identifying prohibited competitive use.
- **Customer support:** To respond to your inquiries, process refund requests, and resolve disputes.
- **Legal compliance:** To comply with applicable laws and regulations, including COPPA obligations for minor users.
- **Marketing communications:** We intend to send marketing and promotional emails to users who have opted in. You will always have the ability to unsubscribe. We will not send marketing emails without your consent. See Section 7 for details.

4. How We Share Your Information

IVY does not sell, rent, or trade your personal information to third parties. We share information only in the following limited circumstances:

- **Payment processors:** We share transaction information with Stripe and PayPal to process payments. Their privacy practices are governed by their own Privacy Policies.
- **Legal obligations:** We may disclose your information if required to do so by law, court order, or valid legal process, or if we believe in good faith that disclosure is necessary to protect the rights, property, or safety of IVY, our users, or others.
- **Business transfers:** In the event of a merger, acquisition, or sale of all or substantially all of our assets, your information may be transferred as part of that transaction. We will notify you via email or in-platform notice before your information becomes subject to a different privacy policy.
- **With your consent:** We may share your information with third parties in other circumstances with your explicit consent.

5. Data Retention

We retain your personal information for as long as your account is active or as needed to provide you with access to the Platform. Specifically:

- **Account data (name, email):** Retained for the duration of your account and for up to 3 years after account closure, or as required by applicable law.
- **Payment records:** Retained for 7 years in accordance with standard financial recordkeeping requirements.
- **Minor user data:** Retained only for as long as the minor's account is active. Parents or guardians may request deletion at any time by contacting us at support.interviewwithivy@gmail.com.

You may request deletion of your account and associated personal data at any time. See Section 9 for your rights.

6. Video and Audio Recordings

The Platform may offer features that allow you to record video and/or audio responses as part of your interview practice.

- **Current practice:** Recordings are processed locally on your device and/or made available for direct download. They are not transmitted to, stored on, or accessible by IVY's servers.
- **Your responsibility:** Once downloaded, you are solely responsible for the security and management of your recordings. IVY has no access to or control over recordings stored on your device.
- **Future changes:** If IVY introduces server-side storage or analysis of recordings in the future, this policy will be updated and your separate consent will be obtained before any such feature is activated for your account.

7. Marketing Communications

IVY intends to send promotional and marketing emails to users. We will only send marketing communications to users who have explicitly opted in at registration or through their account settings.

- **Opting out:** You may unsubscribe from marketing emails at any time by clicking the “Unsubscribe” link in any marketing email, or by contacting us at support.interviewwithivy@gmail.com. Opting out of marketing emails does not affect transactional communications such as receipts, refund confirmations, or account notices.
- **Minor users:** We do not send marketing communications to users under 18. Marketing opt-in is available only to adult users.

8. Cookies and Tracking Technologies

IVY may use cookies and similar tracking technologies to operate and improve the Platform. These may include:

- **Essential cookies:** Required for the Platform to function, including maintaining your login session.
- **Analytics cookies:** Used to understand how users interact with the Platform so we can improve it. If we implement third-party analytics tools, this policy will be updated to identify them.

You may disable cookies through your browser settings, though this may affect Platform functionality. We do not currently respond to “Do Not Track” signals, but we will update this policy if that changes.

9. Your Privacy Rights

9.1 All Users

Regardless of your location, you have the right to:

- Access the personal information we hold about you.
- Correct inaccurate personal information.
- Request deletion of your account and personal data, subject to legal retention requirements.
- Opt out of marketing communications at any time.

9.2 California Residents (CCPA)

If you are a California resident, you have additional rights under the California Consumer Privacy Act (CCPA), including:

- **Right to Know:** You may request disclosure of the categories and specific pieces of personal information we have collected about you.
- **Right to Delete:** You may request deletion of your personal information, subject to certain exceptions.
- **Right to Non-Discrimination:** We will not discriminate against you for exercising your CCPA rights.
- **Do Not Sell:** IVY does not sell personal information. You do not need to opt out of a sale because no sale occurs.

To exercise your CCPA rights, contact us at support.interviewwithivy@gmail.com. We will respond within 45 days as required by law.

9.3 European Users (GDPR)

If you are located in the European Economic Area (EEA), United Kingdom, or Switzerland, you have rights under the General Data Protection Regulation (GDPR) or equivalent law, including the right to access, rectify, erase, restrict, or object to the processing of your personal data, and the right to data portability. Our legal basis for processing your data is generally contract performance (to provide the Platform) and legitimate interests (to enforce our Terms and prevent misuse). To exercise your GDPR rights, contact us at support.interviewwithivy@gmail.com.

9.4 Parents and Guardians of Minor Users

Parents or legal guardians of minor users (ages 13–17) may at any time contact us to review the personal information collected about their child, request corrections, or request deletion of the minor’s account and all associated data. Contact us at support.interviewwithivy@gmail.com with the subject line “Minor Account Request.”

10. Data Security

We take reasonable steps to protect your personal information from unauthorized access, loss, or misuse. Our platform relies on trusted third-party service providers that maintain industry-standard security measures. Payment information is processed securely by trusted third-party providers such as Stripe and PayPal. These providers maintain industry-standard security practices. IVY does not store or have access to your full payment information.

However, no method of transmission over the internet or electronic storage is completely secure. We cannot guarantee absolute security

and encourage you to use a strong, unique password for your IVY account and to notify us immediately at support.interviewwithivy@gmail.com if you suspect unauthorized access.

11. Children’s Privacy

IVY does not knowingly collect personal information from children under 13. If we become aware that a user under 13 has provided personal information without verifiable parental consent, we will delete that information promptly.

For users aged 13–17, we collect only the minimum information necessary to provide the Platform and require verifiable parental or guardian consent at registration. Parents and guardians may contact us at support.interviewwithivy@gmail.com to review, correct, or delete their minor child’s information at any time.

12. Third-Party Links and Services

The Platform may contain links to third-party websites or services. This Privacy Policy does not apply to those third parties, and we are not responsible for their privacy practices. We encourage you to review the privacy policies of any third-party services you access through the Platform.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. When we make material changes, we will notify you by email or by posting a prominent notice on the Platform before the changes take effect. The “Last Updated” date at the top of this policy reflects the most recent revision.

Your continued use of the Platform after the effective date of any update constitutes your acceptance of the revised policy. If you do not agree to the updated policy, you must stop using the Platform and may request deletion of your account.

14. Contact Us

For any questions, concerns, or requests relating to this Privacy Policy or your personal information, please contact us:

- **Email:** support.interviewwithivy@gmail.com
- **Website:** interviewwithivy.org
- **Mailing Address:** Infinity Ivy Consulting, 2118 Wilshire Blvd #1242, Santa Monica, CA 90403