

Account & Access Policy

Policy for accounts and access to courses on the Apptimate Academy platform

Document	Account & Access Policy
Service	Apptimate Academy (online course platform)
Provider	Apptimate B.V. (KvK-nummer 89656202)
Version	1.1
Effective date	30 August 2026

1. Purpose

This policy describes how accounts and access to courses on the Platform work, and which data is processed in the process.

2. Account

Access to paid course content is provided through a personal account, which you create with your name, email address, and a password. Your account is personal and non-transferable. You are responsible for keeping your credentials confidential.

Public self-registration may be opened or closed by the Provider. When registration is closed, accounts are created by the Provider.

You can change your password yourself at any time on your account page; we ask for your current password first. If you have lost your password, you can request a recovery link from the sign-in page. That link is sent to your e-mail address, is valid for sixty (60) minutes and can be used once. Both changing and recovering your password sign you out on all devices, so any unwanted session ends immediately.

To counter automated password guessing we limit the number of failed sign-in attempts and recovery requests within a short period. If you reach that limit you can try again after the stated waiting time; your account is not blocked as a result.

3. Access to Courses

- After a successful payment, the purchased course is linked to your account.
- A bundle grants access to all courses within the “Building apps with AI” learning track, including courses added later within that track; courses outside this track are not covered.
- Access is personal and non-transferable and applies per course, unless you have a bundle.
- After purchase you have access for at least twenty-four (24) months; thereafter you retain access for as long as your account exists and the course is offered.
- If you redeem a licence code from a team licence, the access is held in your own name and stays with you, even if your employment with the buyer ends.
- Each course typically offers at least one free preview lesson.

4. Access Control

Each lesson page checks whether you have access to the relevant course. Without access, you see a paywall instead of the lesson content. Sharing credentials, giving access to third parties, or circumventing the paywall is a breach of the terms.

5. Simultaneous Use on Multiple Devices

Because an account is personal, you can be signed in on a limited number of devices at the same time. This lets you switch freely between, for example, your laptop, tablet, and phone, while sharing a single account with others becomes impractical.

If you sign in when the maximum has already been reached, the least recently used session is ended automatically; you will see a notice when you next use that session. Your progress, purchases, and certificates are unaffected — you simply sign in again. The number that applies at any moment is stated on your account page and is at least three devices; article 3 of the Terms of Service provides for that.

For this we process only a hashed reference to your session, a truncated IP address, and a hashed representation of your browser characteristics; see the Privacy Policy. Automatically ending a session is expressly different from blocking an account: a decision to block or terminate is always taken by us, after review by a member of staff.

6. Data Processed

When creating an account and granting access, we process, among other things, your name, email address, and purchase and progress data. See the Privacy Policy for the legal bases and retention periods.

7. Misuse

Sharing, duplicating, or reselling accounts or access, or circumventing access control, constitutes a breach of the terms and may, in accordance with the procedure in article 16 of the Terms of Service, lead to suspension or termination of the Account, without prejudice to our other rights.

8. Contact

- Support: academy@apptimate.nl
- Security: security@apptimate.nl