NextWave Build

Terms Refunds Privacy

Legal

Privacy Policy

Effective 16 November 2026

This policy explains what personal data NextWave Build collects when you visit nextwavebuild.com, register, pay for a programme and take part in it. It also explains why we use that data, who we share it with, how long we keep it, and the rights you have. We process personal data in line with UAE Federal Decree-Law No. 45 of 2021 on the Protection of Personal Data (PDPL). Where another country's data protection law applies to you, we respect the mandatory rights it gives you.

In short

- We collect the details you give us at registration, your payment record, and your learning progress.
- Card payments are handled by Stripe. **We never see or store your full card number.**
- We share your contact details with your assigned Mentor, and with service providers only to the extent they need them to run the Programme.
- We do not sell your data, and we only send you marketing if you opt in.
- To access, correct or delete your data, email support@nextwavebuild.com.

1. Who is responsible for your data

The controller of your personal data is **Next Wave Professional & Management Development Training L.L.C S.O.C** (trading as NextWave Build), Office C503, Khalid Khalil Mohammed Samee Al Mutawa Building, Business Bay, Dubai, UAE, commercial licence no. 1662689, a training institute licensed by the Knowledge and Human Development Authority (KHDA), reference no. TI.PMTISS7792. For any privacy question or request, contact support@nextwavebuild.com with "Privacy" in the subject line.

2. The data we collect

	When

What we collect

Registration

Full name (as it should appear on your certificate), email address, phone or WhatsApp number, country of residence, date of birth, chosen programme, and how you heard about us. If you are 16 or 17, also your parent's or guardian's name, email address, phone number and consent record.

Checkout (Stripe)

Stripe collects your card details and billing information directly. We receive from Stripe your name, email address, billing country and postcode, the card brand and last four digits, the amount, currency, date, payment status, and the Stripe payment and receipt IDs. We do **not** receive your full card number, expiry date or security code.

During your programme

Session bookings and attendance, assignments and Project submissions, quiz results, Mentor progress notes, your Technology & AI pathway choice, certificate status, and messages you exchange with your Mentor and our support team. Session recordings are made only if you agree at the start of the session.

Using our website and dashboard

Login details (your password is stored only in encrypted, hashed form), IP address, browser and device type, pages visited, and the date and time of access. This is collected through essential cookies and server logs.

Marketing (optional)

Your choice to receive news and offers, and the date you gave or withdrew that consent.

We do not ask for sensitive personal data, such as health information, religion or biometric data. If you give us health information yourself, for example to support a deferral request, we use it only for that request.

3. Why we use your data and our legal basis

Purpose	Legal basis
Creating your account, confirming your enrolment and checking that you meet the age requirements	Performing our contract with you
Taking payment, issuing receipts, processing refunds and responding to card disputes	

Contract, and legal obligation (accounting and tax records)	
Passing your contact details to your Mentor so they can contact you within 24 hours and book your sessions	
Contract	
Delivering sessions, tracking your progress and issuing and verifying your certificate	
Contract	
Sending service messages about your sessions, payments and account by email, phone or WhatsApp	
Contract	
Preventing payment fraud, keeping accounts secure and enforcing our Terms	
Legitimate interests, and legal obligation	
Improving our programmes using anonymised, aggregated results	
Legitimate interests	
Recording a live session	
Your consent, given at the start of that session	
Sending marketing emails or WhatsApp messages	
Your consent, which you can withdraw at any time	
Showing your Project as an example	
Your written consent	

If you do not give the registration details marked as required, we cannot enrol you.

4. Who we share your data with

We do not sell or rent your personal data. We share it only with:

- **Your assigned Mentor**: your name, email, phone or WhatsApp number, programme and progress. Mentors may only use this to deliver your Programme.
- **Stripe Payments Europe Ltd and Stripe, Inc.**: to process payments, refunds and disputes, and to prevent fraud. Stripe acts as an independent controller for some of this processing. See the Stripe Privacy Policy.
- **Our service providers**, who handle data only on our instructions: website and dashboard hosting, email delivery, video-conferencing for live sessions, and WhatsApp messaging (provided by Meta).

- **Your parent or guardian**, if you are 16 or 17 and they consented to your enrolment.
- **Authorities and advisers**: regulators including the Knowledge and Human Development Authority and the Dubai Department of Economy and Tourism, courts, law enforcement, and our auditors or lawyers, where the law requires it or where needed to establish or defend legal claims.
- **A buyer or successor**, if our business is sold or restructured. Your data would remain protected under this policy.

5. International transfers

We are based in the UAE, and participants and Mentors may be located in other countries. Some of our providers, including Stripe, store data outside the UAE, for example in the United States and the European Union. When we transfer your data outside the UAE, we do so as permitted by the PDPL: to countries with adequate protection, or under contractual safeguards that require the recipient to protect your data to the standard set out in this policy.

6. How long we keep your data

Data	Retention period
Registrations that never complete payment	90 days, then deleted
Account, enrolment and learning records	Your access period (the Programme plus 12 months), then 2 more years to deal with questions or claims
Payment, invoice and refund records	7 years from the end of the financial year, as required by UAE tax law
Certificate record (name, programme, completion date, certificate ID)	Kept permanently so that employers and others can verify your certificate
Session recordings	90 days after the session, then deleted
Support messages and complaints	3 years from closure

Marketing consent

Until you opt out, and then a suppression record so we do not contact you again

Website server logs

12 months

7. How we protect your data

- All pages on nextwavebuild.com are served over encrypted HTTPS connections.
- Card data is entered only on Stripe's PCI DSS Level 1 certified checkout and never touches our servers.
- Passwords are stored only in hashed form.
- Staff and Mentors can access only the data they need for their role, and are bound by confidentiality obligations.
- If a data breach is likely to put your rights at risk, we will tell you and the UAE Data Office without undue delay, as the PDPL requires.

8. Cookies

We use essential cookies to keep you signed in to your dashboard and to keep the website secure. Stripe sets cookies on its checkout to prevent fraud. These cookies are necessary for the service to work, so they cannot be switched off. We do not use advertising cookies. If we start using analytics or marketing cookies, we will update this policy and ask for your consent first.

9. Your rights

Under the PDPL you have the right to:

- **access** the personal data we hold about you and get a copy;
- **correct** inaccurate or incomplete data, including the name on your certificate;
- **delete** your data, unless we must keep it by law (for example payment records) or need it for a legal claim;
- **restrict** or **object to** our use of your data, including for marketing;
- **receive your data** in a structured, commonly used format and have it sent to another provider; and

- **withdraw your consent** at any time, for example to marketing or session recording. Withdrawal does not affect processing done before you withdrew.

To use any of these rights, email support@nextwavebuild.com from your registered email address. We may ask you to verify your identity. We respond within 30 days, and there is no charge. You can opt out of marketing at any time using the unsubscribe link in any marketing email, or by replying "STOP" to a WhatsApp marketing message.

If you are not satisfied with our response, you may complain to the UAE Data Office.

10. Children

We do not enrol anyone under 16 and do not knowingly collect their data. Participants aged 16 or 17 enrol only with verified consent from a parent or guardian. If you believe we hold data about a child under 16, contact us and we will delete it.

11. Changes to this policy

We will post any update on this page with a new effective date. If a change materially affects how we use data we already hold, we will email you before it takes effect.

12. Contact

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