

Terms and Conditions of Use

Exampretest Candidate Portal

Last updated: 30 June 2026

1. Introduction and acceptance

These Terms and Conditions ("Terms") govern access to and use of the online pre-test preparation and administration platform operated at exampretest.com and its tenant subdomains (together, the "Portal"), provided by ExamPretest.com, Creekside 18B, Dubai Creek Harbour, Dubai, United Arab Emirates ("we", "us", "our"). By creating an account, opening a pre-test link, or otherwise using the Portal, you ("Candidate", "you") agree to be bound by these Terms. If you do not agree, please do not use the Portal.

If you are under 18 years of age, you may only use the Portal with the consent of a parent or legal guardian, or where your pre-test was arranged on your behalf by a school or organisation that has obtained such consent (see Section 4).

Some tenant subdomains of the Portal are operated under licence by an independent exam centre ("Center") rather than directly by us — for example, where you were invited to take your pre-test via a Center-branded link. Where this applies, the Center is responsible for its own relationship with you as a Candidate, including pricing and support, and is the data controller for your personal data as described in Section 9; we act as the Center's data processor in operating the underlying platform.

2. Description of the service

The Portal lets Candidates take timed Cambridge-style pre-tests (CEFR levels A2 through C2) online. It includes automatic grading of objective questions (single choice, fill-in-the-blank), manual review of Writing responses by our examiners, live video Speaking pre-tests delivered via a third-party video platform, timeslot booking for Speaking pre-tests, and a results certificate on completion.

The Portal is a practice and preparation tool. It is not operated by, affiliated with, or endorsed by Cambridge Assessment English. Certificates and marks generated by the Portal are not official Cambridge English Qualifications and are not a substitute for sitting an official Cambridge exam; results indicate a likely performance level only.

3. Accounts and access

Access is granted through a unique, personal pre-test link or account, created either directly by you (when you purchase a pre-test through our storefront) or on your behalf by a school or organisation that has placed a bulk order for its students. You are responsible for keeping your access link and any credentials confidential and for all activity carried out through your access.

We may deactivate an order or pre-test link at any time, including where a payment is disputed or reversed, or where these Terms have been breached; the pre-test link will then show as expired.

4. Minors and school-arranged pre-tests

Many Candidates are under 18. Where you are a minor:

- If you purchased access directly, you confirm that a parent or legal guardian has reviewed and agreed to these Terms on your behalf and consents to your use of the Portal, including the processing of your personal data described in Section 9.

- If your pre-test was arranged by a school or other organisation via a bulk order, that organisation is responsible for informing candidates and, where required, obtaining parental or guardian consent before submitting candidate names, emails and pre-test levels to us. We process that data on the organisation's instructions to administer the pre-test.

5. Candidate obligations and pre-test integrity

When using the Portal, you agree that you will:

- provide accurate registration information and keep it up to date;
- take the pre-test yourself, without impersonation or unauthorised assistance, and without using translation tools, search engines, generative AI, or other unauthorised aids during timed sections;
- not copy, photograph, record, screen-capture, reproduce, publish, sell, or otherwise share pre-test questions, prompts, audio or other pre-test content with any person, or on any website, forum, or service;
- not attempt to access another Candidate's pre-test, results, or certificate;
- not interfere with, reverse-engineer, scrape, probe, or attempt to bypass the security, timing, or grading mechanisms of the Portal;
- behave appropriately during any live video Speaking pre-test, including being in a quiet, private location, and not recording the call yourself.

We may suspend or terminate your access, withhold or invalidate results, and/or refuse to issue a certificate if we reasonably believe these obligations have been breached.

6. Intellectual property

All pre-test content (questions, texts, audio, images and model answers), the Portal's software and design, and the certificate template are owned by us or our licensors and protected by copyright and other intellectual property laws. We grant you a limited, personal, non-transferable licence to access pre-test content solely to take your assigned pre-test. You may not use, extract, or reproduce pre-test content elsewhere — including to train other people, other AI systems or models, or for any commercial purpose — without our prior written consent.

Your own pre-test responses remain yours, but you grant us a licence to store, process and use them (including via the automated and third-party tools described in Section 9) to grade your pre-test, generate your certificate, and improve the Portal.

7. Fees and payment

Pre-test packages are purchased through our storefront and processed by our third-party payment provider (Stripe); we do not store your full card details. Prices, included pre-test sections (Reading, Use of English, Writing, Listening, Speaking) and any upgrade options are as described at checkout. Except where required by law or expressly stated otherwise at checkout, fees are non-refundable once a pre-test link has been issued or a pre-test has been started.

8. Speaking pre-tests

Speaking pre-tests are conducted as a live video call through a third-party video platform (Daily.co). Calls are not recorded by us by default. You are responsible for having a working camera, microphone and stable internet connection at your booked timeslot. Missed or disrupted sessions may need to be rebooked, subject to availability.

9. Data protection and privacy (GDPR)

We process personal data in connection with the Portal in line with the EU General Data Protection Regulation (GDPR) and other applicable data protection law, to the extent the Portal is offered to individuals in the European Union / European Economic Area, regardless of where we or our service providers are located.

9.1 Who is responsible for your data

For pre-tests purchased directly from us, we are the data controller. Where your pre-test was arranged through a Center-branded subdomain, the Center is the data controller for your personal data and decides why and how it is processed; we act as the Center's data processor, and process your data only on the Center's documented instructions under a separate agreement with that Center. If you are not sure who your data controller is, contact the Center that arranged your pre-test, or write to us at hello@examplepretest.com and we will confirm.

9.2 What we collect

Name, email address, pre-test level and history, your answers and Writing responses, Speaking pre-test attendance/timeslot data, marks and results, certificate data, basic technical data (such as IP address and session cookies needed to run the pre-test), and, where you choose to submit one, optional in-app feedback (which may include a screenshot of the page you were on).

9.3 Why we process it

To perform our contract with you or the organisation that arranged your pre-test; to meet legal obligations (e.g. accounting); and for our legitimate interest in keeping the Portal secure, preventing cheating or fraud, and improving the service. Where you are a minor and purchased access directly, we rely on the consent of your parent or guardian.

9.4 Who we share it with

We use trusted service providers (processors) to run the Portal, including payment processing (Stripe), video calling for Speaking pre-tests (Daily.co), transactional email delivery (Resend), AI-assisted support for marking Writing responses (Anthropic), and cloud hosting and storage (Railway, Amazon Web Services). These providers process data only on our instructions and under contract. Where a provider is located outside the EU/EEA, transfers are made subject to appropriate safeguards such as Standard Contractual Clauses.

9.5 How long we keep it

We retain pre-test responses, marks and certificates for as long as reasonably necessary to provide the service, resolve disputes, and meet legal or accounting requirements, and in any case no longer than five (5) years after your last pre-test, unless a longer period is required by law. We may keep anonymised or aggregated data indefinitely for statistical purposes.

9.6 Your rights

Subject to applicable law, you (or, for a minor, your parent or guardian) can ask to access, correct, delete, or receive a copy of your personal data, object to or restrict certain processing, and withdraw consent where processing relies on consent. To exercise these rights, contact us at hello@examplepretest.com. You also have the right to lodge a complaint with your local data protection supervisory authority.

9.7 Security

We use reasonable technical and organisational measures, such as encrypted connections and access controls, to protect your data — though no online service can be guaranteed completely secure.

10. Disclaimers and limitation of liability

The Portal is provided "as is" and "as available". To the fullest extent permitted by law, we disclaim all warranties, express or implied, including as to availability, accuracy of grading, or fitness for a particular purpose.

While we take reasonable care to review pre-test content and grading logic, we do not warrant that pre-test questions, model answers, or the automated or manual evaluation of your responses are free of errors, and we are not liable for any mistake in pre-test content or in the scoring, grading, or evaluation logic used to produce your marks or certificate, except to the extent caused by our gross negligence or wilful misconduct.

To the fullest extent permitted by law, our total liability arising out of or in connection with these Terms or your use of the Portal will not exceed the amount you (or the organisation acting on your behalf) paid for the relevant pre-test package. We are not liable for indirect, incidental, or consequential loss, including loss of the opportunity to sit an official exam. Nothing in these Terms limits any liability that cannot be limited under applicable law.

11. Suspension and termination

We may suspend or terminate your access to the Portal, immediately and without liability, if you breach these Terms, if payment is not received or is reversed, or if we reasonably believe your use poses a security or integrity risk to the Portal or other Candidates. You may stop using the Portal at any time; this does not entitle you to a refund except as set out in Section 7.

12. Changes to these Terms

We may update these Terms from time to time, for example to reflect changes to the Portal or the law. The version published on the Portal at the time of your pre-test is the one that applies. We will highlight material changes where reasonably practicable.

13. Governing law and disputes

These Terms are governed by the laws of the United Arab Emirates, and the courts of Dubai have exclusive jurisdiction over any dispute arising from them, without prejudice to any mandatory consumer-protection or data-protection rights you may have under the law of your country of residence within the EU/EEA, which are not affected by this clause.

14. Contact

Questions about these Terms or how we handle your data can be sent to hello@exampretest.com.

By using the Exampretest Candidate Portal, you confirm that you have read, understood, and agree to these Terms and Conditions.