

Privacy Policy for Rai's Tutoring and Coaching

This Privacy Policy outlines how Rai's Tutoring and Coaching collects, uses, and protects your information. We are committed to maintaining your privacy and safeguarding student data in compliance with applicable laws, including the Children's Online Privacy Protection Act (COPPA) for users under 13 years of age.

1. Who We Are

Rai's Tutoring and Coaching is a virtual educational service based in Denver, Colorado, providing personalized tutoring and academic coaching to students across the United States. We support learners of all ages, including those under and over the age of 13.

2. Information We Collect

We may collect the following types of information:

****From Parents/Guardians or Adult Clients:****

- Full name, email address, phone number
- Student's name, age, and grade level
- Payment and billing information
- Scheduling preferences

****From Students:****

- Academic performance data (e.g., grades, assignments, progress reports)
- Learning goals and tutoring notes
- Communication during sessions (e.g., Zoom recordings, session notes, chat logs if applicable)
- ****School platform login credentials**** (e.g., Google Classroom, Canvas, Schoology, i-Ready, etc.) — ****only with parental or guardian consent**** — in order to access and support students with their assignments, grades, and class materials

We do ****not**** request or store sensitive personal information such as Social Security numbers.

3. How We Use Your Information

- To provide tutoring and academic coaching services
- To communicate scheduling and session updates
- To personalize services to student needs
- To access school platforms for coaching (with permission)
- For billing and payment purposes
- For internal record-keeping and quality improvement

4. Information Sharing

We do ****not**** sell or share your information with third parties. Data is only shared with:

- Authorized personnel involved in tutoring/coaching
- Platforms necessary for service delivery (e.g., Zoom, payment processors), under strict privacy terms

5. Data Security

We take reasonable precautions to protect all information shared with us. School login credentials are stored securely and only accessed by the assigned tutor or coach.

6. COPPA Compliance

For students under 13, we collect personal information only with verified parental consent. We follow COPPA guidelines to ensure children's data is collected, stored, and used responsibly.

7. Parental Rights

Parents or legal guardians may:

- Request to review their child's information
- Withdraw consent and request data deletion
- Contact us directly to update or correct data

8. Updates to This Policy

We may update this policy from time to time. You will be notified of significant changes via email or website notice.

9. Contact Us

If you have questions or concerns about this Privacy Policy, please contact Sarai Williams at raiscoaching@gmail.com