

Privacy Policy

Tutor Chat AI Inc. | tutorchatai.com

Effective Date: _____

This Privacy Policy explains how Tutor Chat AI Inc. ("Tutor Chat AI," "we," "us") collects, uses, discloses, and retains information when you use tutorchatai.com / www.tutorchatai.com and the Service accessed via LTI 1.3 through your institution's LMS.

1. Scope

This policy applies to information processed in connection with the Tutor Chat AI Service for students, instructors, and administrators who access via an approved institution and course.

2. FERPA "School Official" Posture (Education Context)

When Tutor Chat AI is provided through an institution, we operate as a service provider performing functions on behalf of the institution and may be treated as a "school official" with a legitimate educational interest under FERPA, depending on the institution's contract and configuration. In those cases, the institution may have direct control over how education records are used and maintained within the Service, and privacy requests may be handled through the institution as required by law or policy.

3. Information We Collect

3.1 Identity and LMS/Institution Data

- Name
- Email
- Institution name
- LMS identifiers (e.g., LMS user ID, course ID, section/context IDs, role)

3.2 User Content (Chat Messages)

We collect chat messages and inputs you submit ("User Content"). AI outputs generated in response may be stored with the transcript.

3.3 Usage and Diagnostics (Home-Built Analytics)

We collect usage and operational data such as message counts, timestamps, feature usage, performance metrics, and logs needed to maintain and secure the Service.

3.4 Cookies and Similar Technologies (Essential Only)

We use essential cookies to support authentication/session management and secure operation. We do not use advertising cookies or retargeting pixels.

3.5 Technical Data

We may collect technical and security data such as IP address, device/browser information, and server logs to help with security, fraud prevention, debugging, and reliability.

3.6 Payment Information (If You Purchase)

If you purchase a per-semester subscription, payments are processed by Stripe. We receive limited billing metadata (e.g., payment status and transaction IDs), not your full card number.

4. Information We Do Not Intentionally Collect

We do not intentionally collect Social Security numbers or government IDs, medical or health information, or financial account numbers (other than payment processor metadata). Users should avoid entering sensitive information into chat.

5. How We Use Information

- Provide and operate the Service (including course-context tutoring).
- Authenticate users via LTI 1.3 / LMS and enforce role-based access.
- Maintain security, prevent abuse, detect fraud, and debug issues.
- Produce usage analytics for institutions (as configured).
- Process payments and manage subscriptions (per-semester purchases).
- Comply with legal obligations and enforce Terms.

6. AI Model and Processing

Tutor Chat AI hosts and runs a Llama 3.1 model on Google Cloud in us-central1. Chat inputs may be processed by our systems to generate responses and may be stored as transcripts in accordance with the retention rules below.

7. Training and Improvement Use (Opt-In / De-Identified)

De-identified and/or aggregated data may be used to improve quality, reliability, and safety. Use of content for training or fine-tuning beyond operational necessity is handled on an opt-in basis and may be subject to de-identification, contractual controls, and institutional requirements.

8. How We Share Information

8.1 With Institutions

Depending on configuration and policy, instructors may view individual student transcripts, and institution administrators may view and export transcripts and usage analytics. Once exported by the institution, those exports are retained under the institution's policies.

8.2 Service Providers (Subprocessors)

We use vendors to host and operate the Service, including Google Cloud (hosting/infrastructure), SendGrid (email delivery), and Stripe (payments).

8.3 Legal and Safety

We may disclose information to comply with law, protect rights and safety, investigate abuse, or enforce Terms.

We do not sell personal information.

9. Retention

Our standard retention approach is: (1) chat transcripts are archived offline after 2 years for coursework purposes and/or when students are no longer active; (2) backups and archived data may be retained in perpetuity consistent with this archiving approach; and (3) institution exports are retained under the institution's retention policies once exported. We may retain limited logs longer for security, compliance, and integrity.

10. Security

We use administrative, technical, and physical safeguards designed to protect information, including encryption at rest, encryption in transit where applicable, and least-privilege access controls. No system is 100% secure; we cannot guarantee absolute security.

11. Your Choices and Rights (General U.S.)

You may request access, correction, or deletion of certain information by contacting jeremy@tutorchatai.com. If you access the Service through an institution, we may direct certain requests to the institution where required or appropriate (e.g., FERPA-related records).

12. Children's Privacy

The Service is intended for authorized users in approved institutions and courses and is not directed to children. If we learn we have collected personal information from a child in a manner inconsistent with applicable law, we will take appropriate steps to delete it where feasible.

13. Changes to This Policy

We may update this Privacy Policy. We will provide notice through the Site or within the LMS experience when reasonably practicable. The updated policy will be effective as of the posted date.

14. Contact

Tutor Chat AI Inc. | Email: jeremy@tutorchatai.com