
Privacy Policy for Mountain View Teaching and Tutoring

Last Updated: August 21, 2025

1. Introduction & Who We Are

Welcome to Mountain View Teaching and Tutoring, owned and operated by Kristen Toppin ("we," "us," or "our"). Our website address is: <http://mountainviewteachingandtutoring.org>. We are committed to protecting the privacy and security of all user information and strictly adhere to all relevant federal and state laws, including the **Family Educational Rights and Privacy Act (FERPA)**, the **Children's Online Privacy Protection Act (COPPA)**, the **Protection of Pupil Rights Amendment (PPRA)**, and the **Colorado Student Data Transparency Act (CSDTA)**.

2. Contact Information

For any questions or concerns regarding this Privacy Policy or your data, please contact:

- **Owner:** Kristen Toppin
 - **Email:** ktoppin@mountainviewteachingandtutoring.org
 - **Website:** <http://mountainviewteachingandtutoring.org>
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3. Information We Collect

We collect a variety of information to operate our website and provide our services. This includes both information you provide directly and information we collect automatically.

- **Information You Provide:**
 - **Registration and Account Data:** This is provided by parents/legal guardians and may include the student's name, grade, learning needs, and the parent's contact and billing information.
 - **Academic and Behavioral Information:** To effectively provide tutoring, we may collect and store a student's academic and behavioral history, including:
 - Testing data and assessment results.
 - Individualized Education Program (IEP) and 504 Plan documents.
 - Notes from teachers or other educational professionals.
 - Our own observations of a student's behavior and academic progress.
 - **Comments:** When you leave a comment on our site, we collect the data shown in the comments form, as well as your IP address and browser user agent string to help with spam detection.

- **Media:** If you upload images to the website, please be aware that images may contain **embedded location data (EXIF GPS)**. Visitors can download and extract this location data.
 - **Communication Data:** Information you provide when you contact us via email or through our website's contact forms.
 - **Information We Collect Automatically:**
 - **Usage and Analytics Data:** We automatically collect certain non-personally identifiable information about your device and how you interact with our website. This includes your IP address, browser type, pages you visit, and the time of your visit. This data helps us improve our website and services.
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4. How We Use Your Information

We use the information we collect for the following purposes:

- To provide and manage your tutoring services.
- To communicate with you about your account, scheduling, and billing.
- To process payments and maintain business records.
- To improve our website and services by analyzing user behavior.
- To respond to your inquiries and offer support.
- To moderate comments and prevent spam.

We **will not** use student personally identifiable information (PII) to engage in targeted advertising.

5. Compliance with Key Student Data Privacy Laws

As an educational service provider, we adhere to the following regulations:

- **Family Educational Rights and Privacy Act (FERPA):** We treat student education records with the same level of protection required of educational institutions. We use PII from student records solely for the purpose of providing tutoring services and will not disclose it without **explicit written consent** from the parent or eligible student, except as required by law.
- **Children's Online Privacy Protection Act (COPPA):** Our website and services are designed for use by parents and legal guardians. We **do not knowingly collect personal information directly from children under 13** without obtaining verifiable parental consent. All online registration and account management via TutorBird are intended to be completed by a parent or legal guardian.
- **Protection of Pupil Rights Amendment (PPRA):** We do not administer surveys or collect data on any of the "protected information" categories (e.g., political or religious

beliefs, mental health issues) unless the parent explicitly consents in writing. Parents have the right to inspect any instructional materials used in a tutoring session upon request.

- **Colorado Student Data Transparency Act (CSDTA):** As a school service contract provider operating in Colorado, we comply with CSDTA. Student PII will only be used for the purpose of providing educational services. We maintain reasonable security measures to protect student data, and parents have the right to inspect, correct, or request deletion of such information.
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6. How Data Is Handled with Third-Party Service Providers

We rely on third-party services to operate our website and provide our services. Your information may be shared with these third parties as described below. We encourage you to review their respective privacy policies.

- **TutorBird:** When you register and manage your account, you are using the TutorBird platform. All data entered on the TutorBird site is governed by their privacy policy.
 - *Link:* <https://www.tutorbird.com/privacy-policy/>
 - **Zoom:** We use Zoom for online tutoring sessions. Information collected by Zoom may include video, audio, and screen content. We or our clients may choose to record sessions with the **consent of all parties**.
 - *Link:* <https://www.zoom.com/en/trust/privacy/privacy-statement/>
 - **Stripe:** We use Stripe for payment processing. Your payment information is provided directly to Stripe and is governed by their privacy policy. We do not store your full payment information on our servers.
 - *Link:* <https://stripe.com/privacy>
 - **Institute for Multi-Sensory Learning (IMSE):** As a trained provider, we may utilize IMSE's curriculum and materials. Any data you may share directly with IMSE is governed by their policies.
 - *Link:* <https://imse.com/privacy-policy/>
 - **Hostinger:** Our website is hosted by Hostinger. They may collect technical data related to your visit for security and functionality.
 - *Link:* <https://www.hostinger.com/privacy-policy>
 - **Google:** We use Google Analytics to collect data on website traffic and Google's suite of applications for communication. Google's use of this data is governed by their privacy policy.
 - *Link:* <https://policies.google.com/privacy>
 - **Gravatar:** An anonymized string from your email may be provided to the Gravatar service to check if you are using it.
 - **Spam Detection:** Visitor comments may be checked through an automated spam detection service.
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7. Cookies and Tracking Technologies

We use cookies to enhance your user experience. These include:

- **Comments Cookies:** If you leave a comment, you may opt-in to saving your name, email, and website in cookies for one year.
 - **Login Cookies:** When you log in, we set cookies to save your login information.
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8. Data Retention

- **Comments:** Comments and their metadata are retained indefinitely to allow for automatic approval of follow-up comments.
 - **Registered Users & Student Data:** Student data, including academic records, is retained for the duration of the tutoring relationship and for a reasonable period thereafter for administrative, legal, and educational purposes.
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9. Your Rights Over Your Data

Under federal and state law, you have the right to:

- **Access:** Request a copy of the personal data we hold about you.
 - **Correction:** Request that we correct inaccurate or incomplete data.
 - **Deletion:** Request that we erase any personal data we hold about you. This does not include data we are legally obligated to keep.
 - **Right to Opt-Out:** Parents/guardians have the right to opt-out of certain data collection or use as defined by PPRA, such as for marketing purposes.
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10. Data Security

We take reasonable security measures to protect your personal information. However, no method of electronic storage or transmission is 100% secure. While we strive to protect your data, we cannot guarantee its absolute security.

11. Changes to This Privacy Policy

We may update this Privacy Policy to reflect changes in our practices or for other operational, legal, or regulatory reasons. We will post any changes on this page. We encourage you to review this policy periodically.