

# Write with Milo

## PRIVACY POLICY

*Effective Date: June 2026*

Welcome to Write with Milo ("Milo," "we," or "us"), located at writewithmilo.com (the "Website"). Write with Milo is an educational writing support tool designed to help teachers support students with language-based learning differences. This Privacy Policy explains what information we collect, how we use it, and the choices available to you.

Write with Milo is operated by Light Blue Learning, Inc. By using the Website and its services (the "Services"), you agree to the terms of this Privacy Policy. PLEASE READ IT CAREFULLY. AS WE UPDATE THE WEBSITE OR EXPAND OUR SERVICES, WE MAY CHANGE THIS PRIVACY POLICY UPON NOTICE TO YOU.

"Personal Data" means any information that can be directly or indirectly linked to an identifiable individual, including name, email address, and similar identifiers.

## 1. Who We Are and Who Collects Your Information

Write with Milo is operated by Light Blue Learning, Inc. We are responsible for the collection and protection of information gathered through the Website. Teachers are the primary account holders and users of the Website. Students do not create accounts or log in.

## 2. What Information We Collect

### A. Teacher Account Information

When a teacher registers for an account, we collect:

- First and last name
- Email address

Teachers may also set session goals for a student writing session (e.g., target word count, time on task, writing format). These goals are associated with the teacher's account, not with any individually identified student.

### B. Student Writing Project and Session Data

Write with Milo is designed to minimize student data collection. Specifically:

Students do not create accounts. Teachers create anonymous Writer profiles labeled Writer A, Writer B, etc. No student name, ID, or other identifying information is collected or stored.

Students access Writing Projects using a teacher-generated project code. No login credentials or personal identifiers are required.

While a Writing Project is active, Write with Milo temporarily stores student writing content and other student-generated content, including outline content, draft writing, dictated content, and related project content in order to support continuation across multiple classroom sessions, re-entry support, and writing support functionality.

This temporary storage allows students to:

- Continue writing across classroom sessions
- Return to previous work
- Receive re-entry support
- Access outline support during drafting
- Continue using writing support tools such as Get Ideas, Get a Picture, and Sentence Starter

Get a Picture allows a student to generate a temporary visual representation of ideas related to their writing project. To provide this functionality, limited project-related content may be processed by third-party AI services solely for the purpose of generating the requested image. Write with Milo applies safety screening and moderation controls before image generation requests are submitted. Generated images are associated only with anonymous Writer labels and are retained only while the Writing Project remains active and during the applicable recovery window.

Student writing content and other student-generated content are stored only while the Writing Project is active and during the recovery window following project completion.

When a project is completed and exported to a school-approved platform such as Google Docs, student writing content and other student-generated content are deleted from Write with Milo after the recovery window.

Write with Milo is not designed for:

- Long-term document storage
- Grading
- Revision analytics
- Grammar scoring
- Publishing student work

At the conclusion of a session, we generate a session report for the teacher. This report includes non-identifying behavioral and engagement information only, and may contain:

- Word count
- Time to first output
- Time on task
- Project progression patterns

- Writing support tools the student accessed
- Prompts used during the session
- Re-entry support usage
- Suggested tools based on observed patterns
- The tool that appeared most helpful during the session

Write with Milo may retain certain non-identifying product and usage signals after student writing content has been removed from the Services. These signals are used for teacher reporting, product functionality, product improvement, and understanding overall usage patterns.

These non-identifying product and usage signals may include:

- Writing structure or planning phase selections
- Session dates or broad timing information
- Time to start writing
- Time on task or writing engagement
- Writing pace
- Writing support tools used
- Whether writing resumed after support use
- Project or session status
- Excluded-session flags

These retained signals do not include:

- Student names
- Full student writing content
- School grades
- Grammar scores
- Writing quality scores
- Revision analysis

Session reports and project reports are associated with anonymous Writer labels (e.g., Writer A) and are accessible only to the teacher who created the project.

### **C. Technical and Usage Information**

We may automatically collect standard technical information when you access the Website, including IP address, browser type and version, device type, operating system, and page visit timestamps. This information is used for Website operation, diagnostics, and security purposes.

### **D. Aggregate Information**

We may collect anonymous, non-identifying aggregate information about how teachers use the Website in order to improve our Services. Aggregated data cannot be used to identify any individual.

### **3. Why We Collect This Information**

We collect teacher account information to:

- Create and maintain teacher accounts
- Provide the Services, including session setup and report generation
- Send administrative communications about the Website and Services
- Respond to inquiries and support requests
- Process payments for the Services

We collect session and project data to generate session reports and project reports for teachers and to support continuation of active Writing Projects across classroom sessions. We temporarily store student writing content and other student-generated content only to support active Writing Projects, including outline support, first-draft support, continuation across sessions, and re-entry support.

We collect technical information to operate and improve the Website.

### **4. How We Use the Information We Collect**

We use teacher Personal Data to:

- Create and maintain your teacher account
- Deliver the Services and generate session reports
- Process payments through secure, tokenized payment handling
- Send you administrative emails regarding your account, updates to our policies, or changes to the Services
- Communicate with you about new features or Services where you have opted in to receive such communications

We use anonymous aggregate data to analyze usage trends, improve the design and functionality of the Website, and develop new features.

Student writing content and other student-generated content are used only to provide writing support functionality within active Writing Projects, including outline support, first-draft support, continuation across sessions, and re-entry support. When a student uses Get a Picture, relevant project content may be processed solely to generate a temporary image intended to support writing development and idea generation. Generated images are not used for advertising, profiling, AI model training, research, or product improvement after project deletion or recovery expiration. Student writing content and other student-generated content are not retained for analytics, product signals, calibration, product improvement, research, advertising, profiling, or AI model training after project deletion or recovery expiration.

### **5. Marketing Communications**

We will not send you marketing communications without your affirmative consent. When you register, you will have the option to opt in to receiving information about new features, resources, or Services from Write with Milo. You may withdraw this consent at any time by contacting us at [therese@lightbluelearning.com](mailto:therese@lightbluelearning.com) or by following the unsubscribe instructions in any marketing message.

## **6. Do We Share Your Personal Data?**

We do not sell your Personal Data. We do not sell or share student session data, student writing content, or other student-generated content in any form. We do not use student writing content or other student-generated content for advertising, profiling, AI model training, product signals, analytics, calibration, research, or product improvement after project deletion or recovery expiration. We may share teacher Personal Data only in the following limited circumstances:

- With your consent, for the purposes for which you provided it
- With third-party service providers who assist us in operating the Website and delivering the Services (e.g., hosting, payment processing), subject to confidentiality obligations
- As required by law, including in response to a court order, subpoena, or law enforcement request
- With professional advisors such as attorneys or accountants, subject to confidentiality obligations
- In connection with a merger, acquisition, or sale of the business, in which case your Personal Data would be transferred subject to the terms of this Privacy Policy

We may share anonymous aggregate information with third parties for research, product improvement, or other lawful purposes.

## **7. Children's Privacy and Student Data**

Write with Milo is designed to be used by teachers, not directly by students. We do not knowingly collect Personal Data from students or minors. Students participate in sessions anonymously using temporary codes and are identified only by anonymous labels (e.g., Writer A).

We comply with applicable federal and state privacy laws, including the Children's Online Privacy Protection Act (COPPA) and the Family Educational Rights and Privacy Act (FERPA).

Students participate in Write with Milo anonymously using Writer labels such as Writer A or Writer B and are not identified by name or other direct identifiers.

While a Writing Project is active, Write with Milo may temporarily store student writing content and other student-generated content associated only with anonymous Writer labels in order to support writing continuation, re-entry, outline support, drafting support, and recovery across classroom sessions.

Student-generated content may include:

- outline content
- draft writing
- dictated content that becomes part of a student's writing or outline
- project planning content
- temporary re-entry cues derived from active project content

This content is retained only while a project is active and during the applicable recovery window and is not retained for analytics, product signals, calibration, product improvement, research, advertising, profiling, or AI model training after project deletion or recovery expiration.

We do not use student writing content or other student-generated content for:

- grading
- advertising
- profiling
- publishing
- AI model training
- analytics after project deletion or recovery expiration
- product signals after project deletion or recovery expiration
- calibration or research after project deletion or recovery expiration
- product improvement activities that require retention of student-generated content after project deletion or recovery expiration

Reports, pattern reports, analytics, calibration systems, and product signals are designed to rely on non-content process measurements rather than retained student-generated content.

Because we do not collect personally identifiable information from students, we believe our data practices fall outside the scope of COPPA's verifiable parental consent requirements. However, if you believe a student has provided Personal Data to us, please contact us immediately at [therese@lightbluelearning.com](mailto:therese@lightbluelearning.com) and we will promptly investigate and delete any such information.

Teachers are responsible for ensuring that their use of Write with Milo complies with any applicable school, district, or state policies regarding student data privacy.

## **8. How You Can Access and Control Your Information**

Teachers may log in to their account to review and update their Personal Data at any time. To request access to, correction of, or deletion of your Personal Data, please contact us at [therese@lightbluelearning.com](mailto:therese@lightbluelearning.com). We will respond within a reasonable time and will verify your identity before making any changes.

Upon request, we will delete your Personal Data and associated session, project, and student writing data from our systems, except where retention is required by law or legitimate business

purposes (e.g., payment records). Teachers may also delete Writing Projects through the Services, subject to temporary recovery window processes and standard backup retention practices.

## **9. How We Store and Protect Your Information**

We store your Personal Data using Supabase, a secure cloud database platform hosted on Amazon Web Services infrastructure in the US West (Oregon) region. Supabase maintains SOC 2 Type II compliance. We implement industry-standard physical, electronic, and administrative safeguards to protect your Personal Data from unauthorized access, disclosure, or misuse. However, no data transmission or storage system can be guaranteed to be completely secure, and we cannot warrant the absolute security of your information.

We retain teacher Personal Data for as long as your account is active or as needed to provide the Services, and for a reasonable period thereafter to comply with legal obligations.

Active Writing Projects, including temporary student writing content and other student-generated content, are retained only while the project remains active and during the recovery window following completion. After the recovery window expires, student writing content is deleted from Write with Milo systems. After the recovery window expires, student writing content and other student-generated content are deleted from Write with Milo systems. Generated images associated with Get a Picture are subject to the same project lifecycle and recovery-window deletion process as other student-generated project content. After project deletion or recovery expiration, generated images are deleted from Write with Milo systems.

Non-identifying session and project metrics may be retained for teacher reporting, product functionality, and service improvement purposes. We store technical log data indefinitely for security and diagnostic purposes. These retained metrics and product signals do not include student names, full student writing content, grades, grammar scoring, writing quality scoring, or revision analysis, outline content, dictated content, prompt responses, image ideas, image, labels derived from student ideas, re-entry writing snippets, student-generated text of any kind. These retained metrics are process-based measurements and do not require retention of student writing content or other student-generated content after project deletion or recovery expiration.

## **10. Cookies and Tracking Technologies**

Our Website may use cookies and similar technologies to support site functionality, analyze usage, and improve your experience. The types of cookies we may use include:

- Strictly necessary cookies, required for the Website to operate
- Analytical cookies, which help us understand how the Website is used
- Functionality cookies, which remember your preferences

You may manage or disable cookies through your browser settings. Disabling strictly necessary cookies may affect your ability to use the Website. When you first access the Website, you will

be presented with a cookie consent notice. By clicking “Accept,” you consent to our use of non-essential cookies as described above.

## **11. Third-Party Links**

The Website may contain links to third-party websites. We are not responsible for the privacy practices of those websites and encourage you to review their privacy policies before submitting any information.

## **12. California Privacy Rights**

If you are a California resident, you have rights under the California Consumer Privacy Act (CCPA) including the right to know what Personal Data we collect, the right to request deletion of your Personal Data, and the right to opt out of the sale of your Personal Data. We do not sell Personal Data. To exercise your rights, contact us at [therese@lightbluelearning.com](mailto:therese@lightbluelearning.com) with “Request for Privacy Information” in the subject line. We will respond within 45 days of a verified request.

## **13. Changes to This Policy**

We may update this Privacy Policy from time to time. If we make material changes, we will notify you by email at the address associated with your account or by posting a notice on the Website. Your continued use of the Website after notice of changes constitutes your acceptance of the updated Policy.

## **14. Contact Us**

If you have questions or concerns about this Privacy Policy or our data practices, please contact us at:

**Write with Milo / Light Blue Learning, Inc.**

Email: [therese@lightbluelearning.com](mailto:therese@lightbluelearning.com)