

Write with Milo

PRIVACY POLICY

Effective Date: August 18, 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 information that identifies, relates to, describes, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, with an individual. Personal Data may include names and contact information, student-generated content, persistent or technical identifiers, device or network information, photographs, voice recordings, and information associated with a Writer profile, Writing Project, or session.

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 currently the only authorized users of Milo. Milo includes student-facing functionality, but that functionality is not currently authorized for use by students.

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 and a pseudonymous Writer profile rather than with a student's name.

B. Student Writing Project and Session Data

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

Students do not create individual Milo accounts. Teachers create pseudonymous Writer profiles labeled Writer 1, Writer 2, and so forth. Milo does not ask teachers or students to provide a student's name, student identification number, diagnosis, IEP or 504 information, home address, email address, or other direct identifier. A teacher may nevertheless know which student a Writer label represents, and student-generated content may contain personal information entered by the student. Teachers and students should not enter student names or other unnecessary identifying information into Milo.

Students access Writing Projects using a teacher-generated project code. Students do not create usernames or passwords. Milo may create temporary technical credentials and collect limited device, network, and usage information needed to operate, secure, and troubleshoot the Services.

While a Writing Project is active, Milo stores student writing content and other student-generated content, including outline content, draft writing, dictated text, project-planning content, saved pictures, and related project content. Milo uses this content to provide writing support and to allow the student to continue working across classroom sessions.

Milo does not record or store a student's voice. Dictation is converted to text through speech-to-text functionality available through the student's browser or device. Milo receives and stores only the resulting text when that text is added to a Writing Project.

This 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 visual representation of ideas related to a Writing Project. To provide this feature, Milo sends limited project-related text to OpenAI through its application programming interface for safety screening, moderation, and image generation. OpenAI does not use Milo's API inputs or outputs to train its models by default. Under OpenAI's standard API data controls, API content may be retained in abuse-monitoring logs for up to 30 days unless a different approved retention control applies or longer retention is required by law.

Milo does not save an unsaved generated picture, the image-generation request, or temporary memory questions as project data. A student may choose to save a generated picture to an outline section, draft section, or Open Writing project. A saved picture becomes project data and remains with the associated project until the picture is removed or the project or teacher-linked Milo application data is permanently deleted.

Student writing content and other student-generated content are retained while the Writing Project is active. When a teacher selects Complete project, the project enters a 30-day Recovery period. During Recovery, the teacher may restore the project.

The student action Ready for Review and exporting a project do not move the project into Recovery. When the 30-day Recovery period ends, the project becomes eligible for manual

permanent deletion by an authorized Milo administrator. The end of the Recovery period does not itself permanently delete the project or its content.

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, Milo generates a session report for the teacher. The report is associated with a pseudonymous Writer label and contains limited writing-process, behavioral, engagement, and support-use information, 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

Milo may retain limited content-free process and usage signals after student writing content has been permanently deleted. These signals may remain associated with a pseudonymous Writer, project, or session identifier and therefore are not described as anonymous unless they have been de-identified so that they cannot reasonably be linked back to a student. Milo uses these signals only to provide teacher reporting and to maintain, evaluate, and improve Milo for K–12 educational purposes.

These content-free 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 pseudonymous Writer labels and are accessible only to the teacher account that created the project. Authorized Milo administrators may access Product Signals derived from the limited process-based measurements described above. Product Signals do not display student names or student-generated text.

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 store student writing content and other student-generated content 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 non-identifying 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 the requested educational and writing-support functions, allow continuation across classroom sessions, generate teacher reports, maintain the security and integrity of the Services, and comply with applicable law.

When a student uses Get a Picture, limited project-related content is processed solely to perform safety screening and generate the requested image. Milo does not use student writing content or other student-generated content for grading, advertising, targeted advertising, profiling, sale, data brokerage, AI model training, or unrelated commercial purposes.

Milo does not retain student-generated content for Product Signals, analytics, calibration, research, or product-improvement activities after that content has been permanently deleted from Milo's active systems. The end of a project's 30-day Recovery period does not itself constitute permanent deletion.

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 or by following the unsubscribe instructions in any marketing message.

6. Do We Share Your Personal Data?

We do not sell teacher or student Personal Data. We do not disclose student Personal Data for targeted advertising, cross-context behavioral advertising, profiling, data brokerage, or unrelated commercial purposes.

Milo discloses limited teacher and student information to contracted service providers only as necessary to host, secure, operate, and provide the Services. These providers may use the information only to provide contracted services to or on behalf of Milo and must protect the information under applicable contractual and legal obligations.

Current service providers that may process Personal Data on Milo's behalf include:

- Supabase — database services, authentication, and file storage
- Vercel — application hosting and operational logs
- OpenAI — safety screening, moderation, and image generation for Get a Picture

- Resend — transactional email delivery
- Cloudflare Turnstile — bot, fraud, and abuse prevention

Milo will update this list if the service providers that process student Personal Data change.

We may also disclose Personal Data:

- With your consent, for the purposes described when the consent is requested
- As required by law, including in response to a valid court order, subpoena, or lawful government request
- To professional advisors such as attorneys, auditors, or accountants who are subject to appropriate confidentiality obligations
- When reasonably necessary to investigate or respond to fraud, misuse, security incidents, or threats to the safety or integrity of the Services
- In connection with a merger, acquisition, financing, reorganization, or sale of all or part of the business, subject to applicable law, school agreements, and the protections described in this Privacy Policy

Milo may disclose aggregate or de-identified information only when the information cannot reasonably be linked to a student, teacher, school, Writer profile, project, session, or device. Milo does not attempt to re-identify such information and requires recipients not to do so.

7. Children's Privacy and Student Data

Milo is currently available for teacher evaluation and use only. Student-facing functionality described in this Privacy Policy is not currently authorized for use by students. Before Milo permits student use, Milo will implement the authorization, consent, notice, contractual, and other student-privacy procedures required for that use.

Write with Milo is an educational service used by schools, districts, and teachers to support student writing. Students do not create individual Milo accounts, but they directly use student-facing portions of the Services through teacher-generated project codes and may provide student-generated content.

If Milo permits use by students under 13, Milo will obtain the authorization or consent required by applicable law before collecting Personal Data from those students.

Before authorized student use begins, Milo will provide any notice required by applicable law concerning the categories of student Personal Data Milo collects, how Milo uses and discloses that information, the service providers that may process it, and Milo's retention and deletion practices.

Where a school discloses education records to Milo under the Family Educational Rights and Privacy Act's school official exception, Milo performs the contracted educational service under the school's direction and uses and rediscloses the information only as permitted by the applicable agreement and law. Milo supports schools' compliance with FERPA but does not replace the school's own FERPA obligations.

While a Writing Project is active, Milo stores student writing content and other student-generated content associated with pseudonymous Writer labels 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 while a project is active, during the 30-day Recovery period, and after the Recovery period ends until an authorized Milo administrator permanently deletes it. The end of the Recovery period makes the project eligible for permanent deletion but does not itself delete the project or its content.

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

- grading
- advertising
- profiling
- publishing
- AI model training
- analytics after the applicable student-generated content has been permanently deleted from Milo's active systems
- product signals after the applicable student-generated content has been permanently deleted from Milo's active systems
- calibration or research after the applicable student-generated content has been permanently deleted from Milo's active systems
- product improvement activities that require retention of student-generated content after the applicable student-generated content has been permanently deleted from Milo's active systems

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

Upon a verified request from an authorizing school or district, Milo will provide access to student Personal Data under Milo's control, correct or delete the information as applicable, and stop further use or collection when required.

Parents and guardians should ordinarily direct requests concerning a student's information to the student's school or district, which can then submit a verified request to Milo. Parents and guardians may also contact Milo using the contact information in Section 14.

Teachers must use Milo only with the authorization required by their school or district and must follow applicable school, district, state, and federal student-privacy requirements. Milo remains responsible for its own obligations under applicable privacy laws.

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. We will respond within a reasonable time and will verify your identity before making any changes.

Teachers may use the Delete Milo account data feature or submit a verified privacy request. When the in-product deletion process completes successfully, it permanently deletes teacher-linked Milo application data, including active, completed, deleted, and recoverable Writing Projects and their associated student-generated content.

The in-product deletion process does not currently delete the separate Supabase Auth sign-in identity. A teacher may request deletion of that sign-in identity by contacting therese@lightbluelearning.com. After a successful in-product deletion, the teacher is signed out and the account is removed from the list of remembered accounts on that device.

Teachers may also move individual Writing Projects into Milo's ordinary 30-day Recovery process by selecting Complete project. A project remains recoverable during that period and becomes eligible for manual permanent deletion after the Recovery period ends.

Milo may retain narrowly limited records when retention is required to comply with law, complete or document a pending verified privacy request, preserve information subject to a legal hold, investigate a security incident, or retain applicable payment and tax records. Milo will not retain student-generated content merely because it may have a general future business value.

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.

Writing Project retention and deletion

Active Writing Projects, including student writing content, saved pictures, and other student-generated project content, are retained while the teacher continues to use the project.

When a teacher selects Complete project, the project enters a 30-day Recovery period. During Recovery, the teacher may restore the project. The student action Ready for Review and exporting a project do not move the project into Recovery.

When the 30-day Recovery period ends, the project becomes eligible for manual permanent deletion by an authorized Milo administrator. The project and its content remain stored until that permanent deletion occurs.

Inactive unfinished projects

Milo may identify an unfinished project for administrator review after 365 complete days without meaningful project activity. Meaningful activity may include starting or completing a writing session, saving writing, working in the project, or saving or changing a project picture.

Inactivity alone does not automatically delete a project, move it into Recovery, or schedule it for permanent deletion. Milo does not currently send automatic inactivity reminders or automatically purge inactive projects.

Deleting all Milo account data or completing a verified privacy-deletion request are separate workflows and may permanently remove teacher-linked Milo application data without using the project Recovery period. Deletion may be delayed when a documented legal, contractual, records-preservation, litigation, or security obligation requires continued retention.

Non-identifying session and project metrics may be retained for teacher reporting, product functionality, and service improvement 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 the applicable student-generated content has been permanently deleted from Milo's active systems.

10. Cookies and Similar Technologies

Milo uses cookies and similar technologies that are strictly necessary to authenticate teachers, maintain user sessions, remember account choices on a device, protect the security and integrity of the Services, prevent abuse, and provide requested functionality.

Milo does not use cookies or similar technologies for targeted advertising, cross-context behavioral advertising, or tracking users across unrelated websites or online services. You may block or delete cookies through your browser settings. Blocking cookies that are necessary for authentication or security may prevent portions of the Services from functioning properly.

Milo does not currently respond to browser Do Not Track signals because there is no uniform industry standard for those signals. Milo does not sell Personal Data or share Personal Data for cross-context behavioral advertising.

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

California residents may have the right under applicable law to request information about the Personal Data Milo maintains about them, request correction of inaccurate Personal Data, or request deletion of Personal Data, subject to applicable exceptions.

Milo does not sell Personal Data or share Personal Data for cross-context behavioral advertising. Milo will not discriminate against a person for exercising a privacy right provided by applicable law.

To submit a request, contact therese@lightbluelearning.com with “Request for Privacy Information” in the subject line. Milo will verify the identity and authority of the person making the request and will respond within the period required by applicable law.

These rights are provided where required by law and may also be honored voluntarily when reasonably practicable. This section does not state that Milo currently meets every statutory threshold for application of the California Consumer Privacy Act.

13. Changes to This Policy

We may update this Privacy Policy from time to time. If we make material changes, we will notify affected account holders by email, through a prominent notice within the Services, or by another method permitted by law.

If a material change would expand the categories of student Personal Data collected, materially change how student Personal Data is used or disclosed, add a materially different recipient, or extend the retention of student Personal Data, Milo will obtain any new authorization or consent required by law before applying the change to affected student information.

Continued use of the Services may indicate acceptance of changes that do not require new consent or authorization. Material changes involving student Personal Data will be handled as described above.

14. Contact Us

Teachers, schools, districts, parents, and guardians may contact Milo with questions, concerns, or verified privacy requests using the following information:

Write with Milo
Light Blue Learning, Inc.
801 Columbine Dr.
Elgin, IL 60124
Email: therese@lightbluelearning.com

Please include "Privacy Request" in the subject line of a privacy-related email. Do not include student writing, student names, account passwords, or other unnecessary sensitive information in an initial email.