



PRIVACY POLICY

How Docentia handles personal and student information

This policy explains what information Docentia collects, why it is used, who may process it, how artificial intelligence is used, and the choices available to students, families, educators, and school customers.

EFFECTIVE DATE

October 12, 2026

LEGAL ENTITY

Docentia AI LLC

APPLIES TO

Docentia learning platform and related services

PRIVACY CONTACT

info@docentia.ai

For school-managed accounts: the school or district controls the student education records it provides to Docentia. The applicable district agreement controls if it offers stronger protections or conflicts with this policy.

No sale of student data

Student information is not sold or used to create advertising profiles.

Purpose-limited use

Student information is used to provide and protect the learning service.

Human oversight

Artificial intelligence supports learning; it does not replace educator judgment.

Clear requests

Access, correction, and deletion requests can be made through the contact listed in this policy.

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Scope and our role

This policy applies to the Docentia platform, related websites, account communications, demonstrations, webinars, and support interactions operated by Docentia AI LLC ("Docentia," "we," "us," or "our"). It applies to students, parents and guardians, educators, school and district staff, and other visitors or users.

When a school or district provides student records or creates student accounts, the school or district generally determines why the records are used. Docentia processes those records to provide the contracted service and acts as a school official or service provider where permitted by law and the applicable agreement. For information collected directly from adult visitors or customers, Docentia determines the purposes described in this policy.

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Information we collect

Account and identity

Name, email address or student identifier, account role, grade level, school or district, assigned courses, and account credentials or session identifiers.

Learning activity

Practice and assessment responses, scores, mastery information, writing samples, study plans, attendance information, and messages submitted to Doc, the AI assistant.

Educator-created content

Classes, rosters, assignments, lesson materials, quizzes, instructions, feedback, and other content an educator creates or uploads.

Booking and communications

Name, work email, organization, role, meeting details, support requests, and communications when an adult schedules a demo or webinar or contacts Docentia.

Payment information

Billing details are processed by Stripe. Docentia does not store full payment-card numbers.

Technical and usage data

Browser and device type, session and authentication data, IP-derived or coarse location information, request logs, feature interactions, and error or security events.

Sources of information

Information may come from the user, a parent or guardian, an educator, a school or district, integrations authorized by a customer, service providers acting for Docentia, or the user's browser and device when the service is used.

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How we use information

- Provide adaptive practice, instructional content, study guides, feedback, progress tracking, and authorized classroom or district reporting.
- Create and manage accounts, enroll users, authenticate access, and maintain permissions.
- Send service communications, including invitations, account notices, reminders, booking confirmations, and reports requested by authorized users.
- Operate support, diagnose errors, secure the platform, prevent misuse, and maintain service reliability.
- Evaluate and improve features using information that is aggregated or de-identified where feasible.
- Meet contractual, legal, recordkeeping, and safety obligations and enforce applicable terms.

Student data limitations. Docentia does not sell student data, use it for targeted advertising, build advertising profiles from it, or disclose it to unrelated parties. Student data is processed only to provide, secure, support, and improve the educational service; comply with law; or carry out a school or district's documented instructions.

Legal grounds where required

Where a law requires a legal basis, Docentia relies on performance of a contract, the school or district's educational purpose, consent when required, compliance with legal obligations, and legitimate interests in operating and securing the service. A user may withdraw consent where consent is the basis for processing, without affecting earlier lawful processing.

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Cookies and similar technologies

Docentia uses essential technologies for sign-in, session continuity, security, preferences, and core service operation. Technical logs may also record requests, errors, and abuse signals. These functions are necessary to deliver and protect the service.

If Docentia uses optional analytics or similar non-essential technologies, it will provide any notice and choice required by applicable law. Browser settings may block or delete cookies, but doing so can prevent sign-in or other platform features from working correctly.

De-identified information

Docentia may create aggregated or de-identified information for service analysis, security, and product improvement. Docentia will not attempt to re-identify information maintained as de-identified except to test whether de-identification measures work, where permitted by law.

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How artificial intelligence is used

Docentia uses artificial intelligence (AI) to support learning and educator workflows. AI may help generate study guides, practice questions, quizzes, lessons, explanations, writing feedback, translations, and responses from Doc, the student study buddy and teacher assistant.

Information sent for an AI response

To produce a response, Docentia may send the text of a user's question, answer, or instruction together with limited context such as grade level, assigned courses, or skill information. Student names, email addresses, and contact details are not intentionally included in AI prompts. Users and educators should avoid placing unnecessary personal information in free-text prompts.

Providers and model training

Platform AI features are accessed through the Lovable AI Gateway and primarily use Google Gemini. These providers are permitted to process information only to provide the requested service and are not permitted by Docentia to use student data to train general-purpose models.

Docentia personnel may use OpenAI ChatGPT and Anthropic Claude to draft or review general learning content. Student data is not entered into those tools for that purpose, and educators review content before it is used.

Human review and important decisions

AI output can be incomplete, inaccurate, or inappropriate. It is designed to assist learning and instruction, not to replace professional educator judgment. Docentia does not rely on AI alone to make grading, placement, disciplinary, or other decisions with significant effects on a student.

Feedback and improvement

Authorized staff may review limited interaction data when needed to investigate safety, quality, or support issues. When interaction data is used to evaluate or improve Docentia, the company will minimize personal information and use de-identified or aggregated information where feasible.

School controls still apply. AI use remains subject to the school's instructions, user permissions, and the applicable district agreement.

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Who helps us process information

Docentia uses service providers to operate the platform. They may process information only for the services they provide to Docentia, subject to applicable agreements and legal obligations.

PROVIDER	PURPOSE	INFORMATION INVOLVED
Lovable Cloud	Application hosting, database, sign-in, and file storage	Account, learning, educator, and technical data
Cloudflare	Website delivery and network protection	Technical, device, and request data
Lovable AI Gateway / Google Gemini	AI-powered platform features	Prompt or response text and limited learning context
ElevenLabs	Read-aloud audio	Text selected for audio generation
Lovable Emails	Account, invitation, reminder, and report emails	Names, email addresses, and message details
Zoom	Adult demo and webinar meetings	Adult booking names, work emails, and meeting details
Stripe	Payment processing	Payer and billing information

GitHub stores application source code and is not intended to receive student data. OpenAI ChatGPT and Anthropic Claude may support internal content drafting and are not intended to receive student data.

Other permitted disclosures

Docentia may disclose information to a school or district that controls the relevant account; when directed or authorized by that customer or user; to protect users, the service, or legal rights; to comply with valid legal process; or as part of a merger, financing, acquisition, or similar transaction subject to appropriate confidentiality and continued protection.

Changes to providers

Docentia will update its provider disclosures before adding a provider that handles student data and will give customers any notice required by their agreement.

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Schools, families, and student records

FERPA and district-controlled records

For district deployments, Docentia processes education records under the school's or district's authority and for a legitimate educational purpose. The school or district retains control of those records. Docentia uses them only to provide the service, follows the applicable data agreement, and supports the school in responding to requests under the Family Educational Rights and Privacy Act (FERPA).

Children under 13

For a student under 13, Docentia relies on the school or district to provide consent on a parent's behalf for an educational use, or on direct parental consent when that is the appropriate path under the Children's Online Privacy Protection Act (COPPA). Parents and guardians may seek review or deletion through the school or by contacting Docentia. For a school-managed account, Docentia will coordinate with the school.

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Your privacy rights

Depending on where a person lives and how the service is used, applicable law may provide rights to:

Know and access

Confirm whether personal information is processed and receive access to it.

Correct

Correct personal information that is inaccurate.

Delete

Request deletion, subject to legal and contractual exceptions.

Receive a copy

Obtain portable information where the law requires it.

Opt out

Opt out of covered sale, targeted advertising, or qualifying profiling. Docentia does not sell student data or use it for targeted advertising.

Appeal

Appeal a denied request where state law provides that right.

How to make a request

Email info@docentia.ai or call (281) 687-7844. Docentia may ask for information reasonably necessary to verify the request. An authorized agent may submit a request where permitted by law, subject to proof of authority. Requests concerning a school-managed student account are handled with the relevant school or district.

Docentia will not discriminate against a person for exercising a privacy right. If a request is denied, the response will explain the reason and any available appeal process.

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Retention and deletion

Docentia keeps personal information only for as long as reasonably necessary for the purposes described in this policy, the applicable school or customer agreement, and legal or security obligations.

- **Student and learning data:** retained while the account or district agreement remains active. After the agreement ends or a deletion request is approved, Docentia deletes or de-identifies the data within 60 days unless a law requires longer retention.
- **Account, support, and technical records:** retained as needed to operate the service, resolve requests, protect security, and meet contractual or legal duties.
- **Payment records:** payment-card information is handled by Stripe; Docentia may retain invoices and transaction records required for accounting, tax, or dispute purposes.

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Security

Docentia uses administrative, technical, and organizational safeguards designed to protect personal information. These include encryption in transit and at rest, role-based permissions, database-level access controls, logging of administrative actions, and server-side handling of privileged operations. No security program can guarantee that an incident will never occur.

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Security incident response

If Docentia confirms unauthorized access to personal information, it will contain and investigate the incident, preserve relevant evidence, determine the affected information and users, remediate the cause, and provide notices required by law or contract.

For a confirmed breach of student data, Docentia will notify the affected school district or customer without unreasonable delay and within four hours of confirmation, provide available information about the incident and response, and assist with required notices. Docentia will notify affected individuals and regulators as required by applicable law.

District terms control. A district data agreement may require additional safeguards, shorter retention, or different notice timing. Docentia will follow those terms where they are more protective or otherwise govern the service.

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Changes to this policy

Docentia may update this policy as the service, providers, or law changes. The effective date will be revised when an update is posted. Docentia will notify school customers before a material change to the way student data is used when required by law or agreement.

Questions, complaints, or requests

Contact Docentia with a privacy question, a concern about the service, or a request to access, correct, or delete personal information. For school-managed student records, Docentia will coordinate with the school or district responsible for the account.

Contact Docentia

Docentia AI LLC
1942 W Gray St, Unit 40
Houston, TX 77019

Phone: (281) 687-7844
Email: info@docentia.ai
Website: <https://docentia.ai>

Policy administration. This version is effective October 12, 2026 and replaces earlier versions of Docentia's privacy policy.