

Privacy Policy

Typing Agent

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At Typing Agent, (located in Snohomish, WA 98291) we are acutely aware of the trust you place in us and our responsibility to protect your and your children's and students' privacy. Throughout cyberspace, we want to contribute to providing a safe and secure environment for all our Clients, Customers and Visitors. This privacy policy applies to Typing Agent.

The purpose of this privacy policy is to inform you, as a Client of Typing Agent, what kind of information we may gather about you, how we may use that information, whether we disclose it to anyone, and the choices you have regarding our use of and your ability to correct the information. Typing Agent offers an educational use product known as "Typing Agent" and a "Home Use" version otherwise known as "Typing Agent Home".

Information Rights

Typing Agent is a US based company serving schools, districts, and families in the United States and around the world. We design our products and handle personal information in accordance with the federal and state laws that govern student data privacy, including the Family Educational Rights and Privacy Act (FERPA), the Children's Online Privacy Protection Act (COPPA), and applicable state student privacy laws. We also align with the privacy principles reflected in other regulations, such as the General Data Protection Regulation (GDPR), to the extent they apply.

We respect the privacy rights of everyone who uses Typing Agent. For parents, guardians, schools, and other users in the United States, this includes the right to review the personal information we hold, request corrections, and request deletion, as described below and consistent with FERPA, COPPA, and applicable state student privacy laws:

Access: This includes your right to access the personal information we gather about you, and your right to obtain information about the sharing, storage, security and processing of that information.

Correction: This is your right to request correction of your personal information.

Erasure: This is your right to request, subject to certain limitations under applicable law, that your personal information be erased from our possession (also known as the "Right to be forgotten"). However, if applicable law requires us to comply with your request to delete your information, fulfillment of your request may prevent you from using our services and may result in closing your account.

Depending on where you live, you may also have additional rights under the privacy laws of your jurisdiction, such as the General Data Protection Regulation (GDPR) in the European Union. Where those laws apply, these may include:

Complain: You have the right to make a complaint regarding our handling of your personal information with the appropriate supervisory authority.

Restrict Processing: This is your right to request restriction of how and why your personal information is used or processed.

Object: This is your right, in certain situations, to object to how or why your personal information is processed.

Portability: This is your right to receive the personal information we have about you and the right to transmit it to another party.

Automated Decision-Making: This is your right to object and prevent any decision that could have a legal, or similarly significant, effect on you from being made solely based on automated processes. This right is

limited, however, if the decision is necessary for performance of any contract between you and us, is allowed by applicable US or European law, or is based on your explicit consent.

Requests to exercise any of these rights, including the correction or erasure of personal information, may be submitted in writing to support@typingagent.com. Typing Agent will acknowledge and process all verified requests in accordance with applicable law and within the timeframes it requires.

Collection of Information

Typing Agent and Typing Agent Home are designed for use by students. We collect only the limited information needed to deliver the educational service, and only with appropriate authorization and consent: when Typing Agent is used in a school setting, the school or district provides consent on behalf of parents, as permitted under COPPA's school-consent provisions; for the Home version, a parent or legal guardian provides consent. Students access the program only after their school, district, parent, or legal guardian has entered into an agreement with Typing Agent. We do not knowingly collect personal information from children without this authorization in place.

We keep all user and account information, including demo and free trial registrants and licensed users, strictly private and confidential. We only use the information we collect to process orders and to provide our product technical support.

Your email address may serve as your login/username. Your email address may be used to send a confirmation email at registration, as well as information and updates to the programs. We may use the email address as an additional means of communicating with you about Typing Agent and the programs we offer, including notifying you of updates to the website or its related policies.

If you choose to provide us with personal information by ordering our products, sending an email, or filling out a form with your personal information and submitting it through our website, we use that information to fulfill your order, respond to your message, or to help us provide you with product support, information, or material that you request. You may opt out at any time.

Typing Agent and Typing Agent Home will not sell, trade, rent or publish customer data to any advertisers, or third parties, other than for purposes of processing a transaction and providing direct product support for Typing Agent and its subsidiaries. Student data, most specifically, is not used, accessed, or shared with any third party and is kept strictly confidential by Typing Agent.

Details of Transactions

All payment details you provide during online transactions are processed by a secure third party and transaction details are NOT retained or kept on our secure servers.

How Does Typing Agent Protect Student Data

Any customer information received by Typing Agent directly, from any of its authorized resellers or from its online registration service providers (see below) is hosted on a secured server. Firewalls, passwords, and encryption technology protect the information about our customers that we collect and securely store.

Typing Agent may release customer information when we believe, in good faith, that such release is reasonably necessary to (i) comply with law, (ii) enforce or apply the terms of any of our member agreements or (iii) protect the rights, property or safety of Typing Agent our customers or others. We will not send you unsolicited third-party promotional emails.

Except for the circumstances set forth in the previous paragraph, we will not knowingly distribute customer information to be used in mailing lists, surveys, or any other purpose other than what is required to perform our services.

Student information collected is limited to what is required to deliver the educational service and identify students within their class. This includes: first name, last name, app username, app password, grade level, and lesson progress data (such as words per minute, accuracy, lesson completion, and time-on-task). Only

this information is stored securely online for students. Lesson progress and related usage data are used to measure student performance and generate progress reports and grades. Typing Agent may also use aggregated, de-identified usage data to improve the product and personalize the learning experience; this data does not identify individual students and is never sold or shared externally. We do not collect student email addresses, dates of birth, or home addresses.

Furthermore, Typing Agent understands the importance of protecting student data and information. Personal student contact information (such as email address, home address, or phone number) is NOT required to be able to use the Typing Agent or Typing Agent Home program. In light of this, the only parties that have access to student information will be: District Administrators, Teachers and Typing Agent support and this is strictly limited to customer or technical support purposes only.

In the event of a security incident involving the unauthorized disclosure of unencrypted student personally identifiable information, Typing Agent will notify the master account holder of the affected school or district within 72 hours of detection. Notification will be made in writing through in-app messaging, email, or a posting on our website, and will describe the nature and scope of the incident and the remediation steps taken. Typing Agent will provide documentation that can be shared with the parents or legal guardians of affected students. Depending on the severity of the incident, Typing Agent will also notify law enforcement and affected school officials, parents, or legal guardians as required by applicable law.

In addition, student identifying records will be deleted from our database within 90 days following the separation or expiration of a school or district's account. A school or district that has chosen not to renew may also delete all student data themselves through self-service options at any time, or authorize Typing Agent to do so on their behalf. For reporting purposes, an overview report of the school or district's progress (excluding student identifying data) may be retained for analytical purposes. During the duration of the Typing Agent subscription, students, parents, teachers, and administrators can print a report of an overview of the work that the student accomplished while on the program.

Student account credentials, including usernames and passwords, are managed by the school and are accessible only to authorized school personnel and Typing Agent support staff for account management purposes. As a best practice, we recommend that students not reuse passwords from other systems.

Typing Agent shall take actions to ensure the security and confidentiality of all students, including but not limited to designating and training responsible employees on ensuring the security and confidentiality of student records, and by encrypting student data in transit using TLS and at rest using AES-256 encryption. Schools and districts have control over how they would prefer to identify their students within the Typing Agent program. In addition, only Typing Agent support staff, teachers or school administrators have access to student records. The student identifying information we collect is limited to first name, last name, app username, app password, grade level, and lesson progress data; of these, the only identifier required to use Typing Agent is a username, which schools may configure to be as simple as a student ID number. Personal student contact information is NOT required to be able to use the Typing Agent program. Typing Agent does allow schools or districts to enable third party single sign on applications. Schools and Districts who elect to do this are responsible for managing their student privacy relationship with those third party entities. We will share information if required in order to comply with the law or to protect ourselves against third party claims.

When a Child User account is created by a School, the school may provide consent.

When Typing Agent is used by a teacher, school or district (a "School") in the classroom for educational purpose, we permit the School to create Child User accounts and to provide the requisite consent for Typing Agent to collect personal information of a Child user for this purpose, in lieu of parental consent. Schools may create a Child User account by adding students to the Service through Google Classroom, Clever, ClassLink, or similar single sign-on service, or through a school integration mechanism, or a School may create logins/passwords for each individual student. When Schools create accounts in this manner, we do not request additional consent from the Parent.

Children's Information

Children under the age of 13 in the United States and children under the age of 16 in the European Union are not permitted to create their own account on Typing Agent without the consent of a parent or legal guardian. If you are the parent or legal guardian of a child who has provided us with personal

information without your consent, please contact support@typingagent.com so we can delete such information.

FERPA and COPPA

Typing Agent is designed to support schools' obligations under the Family Educational Rights and Privacy Act ("FERPA") and is operated in a manner consistent with the Children's Online Privacy Protection Act ("COPPA"). FERPA is a federal law that applies to educational institutions, not to vendors. As a service provider, Typing Agent acts on behalf of schools and operates under their direction with respect to student education records.

Children may use Typing Agent's School Edition provided that the school has complied with its responsibilities under FERPA and COPPA. If a teacher or school official has consented to our collection of information from children who are students in a manner consistent with COPPA, we will collect and use such information. This consent can be revoked and the student's information removed at any time.

If a teacher or school official has consented to our collection of information from children who are students in a manner consistent with COPPA, we will collect and use such personal information solely for the use and benefit of the school and for no other commercial purpose. We do not send promotional material or surveys to children or students using Typing Agent. A parent or school official may revoke at any time their consent to allow a child(ren) to use Typing Agent by contacting support@typingagent.com.

Parents Rights

Upon request from a parent or legal guardian, we will provide a description of the personal information we collect, give parents the opportunity to review their child's personal information or have their child's personal information deleted. Such requests can be made by contacting support@typingagent.com.

CIPA Considerations

Typing Agent hereby warrants that the creative content provided on this Site complies with the Children's Internet Protection Act (CIPA).

Stringent Employee Policies

All Typing Agent employees and contracted employees are educated about the importance of privacy and confidentiality and held to the highest standards. In addition to this training all employees must sign a stringent student data protection document and adhere to our student data privacy policies. Only those employees having a business reason for knowing such information may have access to student data.

API's Use and Student PII

Typing Agent uses API's from 3rd party entities to manage data for students. If API's are used for sending or receiving data that includes student PII, Staff assignments, Classroom assignments, rostering data, grades or rostering transfer then explicit opt-in consent from the user is required. API's used include Google API's for Google Classroom Rostering, Google Single Sign on and Google Drive for assignment workflow. Other 3rd party API's that the school or district administrators will need to activate and authorize include, ClassLink Rostering, Clever Rostering.

What about Cookies?

"Cookies" are small pieces of information that are stored by your browser on your computer's hard drive.

Typing Agent's cookies are used only to store your geographical region/language settings, which enables us to always show correct ordering information to you. These cookies do not store sensitive data and they do not identify any specific customer traits.

Links to Other Sites

The Typing Agent website may provide links to other Internet sites that we think may be of interest to our customers. Once you link to another site, you are subject to the privacy policy of the new site.

The privacy policies of our service providers or linked sites are the responsibility of each provider and site and Typing Agent has no control or influence over their policies. Please check the policies of each provider for specific information. Typing Agent cannot be held liable for damage or misdoings of other sites linked or otherwise.

All our order processing partners respect the privacy of our customers and security is their number one priority. Any and all information collected through their systems is treated with the utmost care.

International Visitors

If you do not live in the United States, know that information we collect will be transferred to and processed in the United States. By using our site, you consent to the collection, transfer, processing and storage of your information in the United States.

For visitors in the European Union, please note that user data is stored and processed outside the European Union. While the GDPR governs the processing of personal data of individuals in the EU, Typing Agent has designed its website and services to align with the privacy principles reflected in the GDPR, except as limited by applicable law. The individual rights described in the Information Rights section above are available to you to the extent they apply under the law of your jurisdiction.

Privacy Policy Changes

If we decide to change our privacy policy for Typing Agent, we will post changes here so that you will always know what information we gather, how we might use that information.

Summary

All services provided by Typing Agent to the Client are subject to the above Typing Agent Global Privacy Policy.

Contact Information

If you have any questions about your privacy or security measures at Typing Agent, please contact us at:

Company Headquarters

Typing Agent, LLC
PO BOX 1248
Snohomish, WA 98291-1248
Phone: 425.880.2500
Fax: 866.271.2500

Email: support@typingagent.com