

EDU2FAM PRIVACY POLICY

Effective Date: September 28, 2026
Last Updated: September 28, 2026
Operated by Educators 2 Families LLC

1. INTRODUCTION

This Privacy Policy explains how Educators 2 Families LLC, operating as Edu2Fam ("Edu2Fam," "we," "us," or "our"), collects, uses, stores, shares, and protects personal information when you use the Edu2Fam website, mobile applications, communications tools, and related services (collectively, the "Platform").

Edu2Fam is an online marketplace that helps adult Families connect with adult Educators for childcare, tutoring, educational support, and related services. This Policy reflects the Platform functionality planned for launch as of the Last Updated date.

2. INFORMATION WE COLLECT

Account and profile information. We may collect name, email address, authentication information, account type, profile information, profile photo, education, experience, availability, service area, and other information a User submits through supported profile fields.

Educator address and location information. Educators provide a home street address, city, state, and ZIP code for profile and administrative purposes. An Educator's home street address is not intended to be displayed publicly to Families. City, state, ZIP code, service area, and service-radius information may be displayed to other Users or used for matching. Parents may provide city, state, and ZIP code. A ZIP code may be used to assist with city autofill.

Photos. Edu2Fam intends to use Firebase/Google Cloud storage for production photo storage at launch. Educator profile photos may be visible to Families in search results, educator profiles, and messaging interfaces. Cloudinary is not intended to be used for production photo storage after the planned migration to Firebase Storage.

Child information provided by a Parent or legal guardian. A Parent may provide limited information about a child when reasonably necessary to seek services, including the child's name, grade or age information, selected learning-support needs, and service-request or booking notes. Learning-support selections may include ADHD, autism, dyslexia, speech-related needs, or IEP/504 support. These learning-support selections should be optional. Parents should not provide unnecessary medical details, treatment information, medical records, health files, Social Security numbers, or other sensitive information in free-text fields. At launch, Edu2Fam does not request a child's date of birth, school name, health files, or emergency-contact information as standard child-profile fields.

Messages. Edu2Fam may store one-to-one message text, sender information, and timestamps. At launch, messaging does not support attachments, message editing/deletion controls, or an in-app report button.

Membership and payment information. Families may purchase an Edu2Fam membership. During the introductory first year, the planned membership price is \$15 per month or \$150 per year unless a different price is clearly disclosed before purchase. Stripe processes membership payments. Edu2Fam does not process compensation paid by Families to Educators for services at launch.

Technical and session information. Edu2Fam may use information necessary to authenticate Users, maintain login sessions, secure accounts, operate the Platform, diagnose technical issues, and prevent fraud or abuse.

3. EDUCATOR PROFILE AND CREDENTIAL REVIEW

Educator education, degree, experience, and similar profile information is generally self-reported. At launch, Edu2Fam may conduct a manual administrative review and may consult publicly available sources, including New York State Education Department (NYSED) public search tools when relevant.

Edu2Fam does not, at launch, perform automated license verification, comprehensive identity verification, or comprehensive background screening. The Platform is not intended to store educator identification or credential documents merely because an image may be previewed during a workflow.

An approval, badge, status, or indication that information was reviewed does not guarantee identity, character, qualifications, continued licensure, safety, suitability, criminal history, or fitness to work with children. Families remain responsible for conducting the screening and due diligence they consider appropriate.

4. HOW WE USE INFORMATION

We may use personal information to create and administer accounts; authenticate Users; display and operate profiles; help Families find Educators; provide messaging; process Edu2Fam membership payments; conduct manual educator profile or credential review; provide customer support; send account and transactional communications; maintain security; detect and address fraud, abuse, or violations; comply with legal obligations; resolve disputes; maintain records; and operate, troubleshoot, and improve the Platform.

Edu2Fam does not use precise GPS location or live-location tracking at launch.

5. PUBLIC AND USER-VISIBLE INFORMATION

Certain profile information is intended to be visible to other Platform Users. Educator profile photos may be visible to Families in search, profiles, and messaging. General location information such as city, state, ZIP code, and service area may be visible or used for matching.

An Educator's home street address is collected for profile or administrative purposes but is not intended to be publicly displayed to Families.

Parents should carefully consider information entered about children. Edu2Fam encourages Parents to provide only information reasonably necessary to find appropriate educational or childcare support and to avoid unnecessary health or medical information.

6. MESSAGES, SAFETY, AND BACKEND ACCESS

Private messages are not ordinarily read by Edu2Fam administrators as part of routine Platform use. However, authorized personnel may access stored messages through backend systems when reasonably necessary to investigate or address safety concerns, fraud, abuse, security incidents, suspected violations of Platform rules, legal obligations, valid legal process, or preservation of evidence.

At launch, there is no in-app report button. Users may report safety, fraud, abuse, or other concerns by contacting support@edu2fam.com. Edu2Fam does not guarantee that all harmful or inappropriate communications will be detected or prevented.

7. COOKIES, SESSION STORAGE, ANALYTICS, AND ADVERTISING

At launch, Edu2Fam uses technologies necessary for authentication, login sessions, security, and core Platform functionality. Edu2Fam does not use advertising cookies, advertising pixels, or third-party behavioral advertising technologies at launch, and does not operate a general analytics tracking program at launch.

If Edu2Fam materially changes these practices, this Privacy Policy and any required notices or consent mechanisms will be updated as appropriate.

8. EMAIL AND SERVICE COMMUNICATIONS

Edu2Fam sends service-related and transactional communications, which may include email verification, password reset, educator pending or approval status, account, security, billing, policy, and support communications.

Transactional application emails may be sent using Resend, and authentication-related messages may be sent through Firebase or related Google services. Zoho Mail may be used for human-operated business and support communications.

Edu2Fam does not operate a marketing-email program at launch. If marketing communications are introduced later, Edu2Fam will provide notices and choices required by applicable law.

9. THIRD-PARTY SERVICE PROVIDERS

Edu2Fam uses third-party providers to operate portions of the Platform. These may include:

Firebase / Google Cloud — authentication, database, file storage, and backend services.

Stripe — Edu2Fam membership payment processing.

Vercel — website hosting and application infrastructure.

Resend — transactional application emails and notifications.

Zoho Mail — human-operated business and support email.

Expo and related services — mobile application development or delivery.

Zippopotam.us or a similar ZIP-code lookup service — city autofill from a ZIP code when that external lookup is enabled.

Cloudinary is not intended to be used for production photo storage at launch after migration to Firebase Storage. GitHub may be used for source-code repository and version-control purposes and is not intended to store production User Content as part of normal Platform operation.

Third-party providers may process information subject to their own terms and privacy practices. Edu2Fam may also disclose information when reasonably necessary to comply with law, valid legal process, protect rights or safety, prevent fraud, or complete a corporate transaction subject to applicable law.

10. CHILDREN'S PRIVACY

Edu2Fam accounts are intended for adults. Edu2Fam does not intend to collect personal information directly from children under 13 through independent child accounts.

Parents or legal guardians may provide limited information about a child for the purpose of locating, communicating with, or arranging services with an Educator. Parents are responsible for the child information they provide and should minimize sensitive information.

Learning-support selections relating to ADHD, autism, dyslexia, speech needs, IEP/504 support, or similar needs should be optional. Parents should not use free-text fields to provide unnecessary diagnoses, treatment information, medical records, or other detailed health information.

At launch, Edu2Fam does not request a child's date of birth, school name, health files, or emergency contacts as standard child-profile fields.

11. LOCATION INFORMATION

Edu2Fam collects general location information used for profiles, administration, and matching. Educators may be required to provide home street address, city, state, and ZIP code. Parents may provide city, state, and ZIP code. Educators may also provide service-area and service-radius information.

Educator street addresses are not intended to be publicly displayed to Families. Edu2Fam does not collect precise GPS location or provide live-location tracking at launch.

If Edu2Fam introduces precise or real-time location functionality in the future, it will update applicable disclosures and request device permissions or other consent when required by law.

12. DATA RETENTION

Edu2Fam retains personal information for as long as reasonably necessary for the purposes described in this Privacy Policy, including providing the Platform, maintaining accounts and records, processing memberships, preventing fraud and abuse, resolving disputes, enforcing agreements, maintaining security, complying with legal obligations, and maintaining appropriate backups.

Retention periods may vary depending on the type of information, operational requirements, legal obligations, disputes, fraud or safety concerns, and backup practices.

13. ACCOUNT ACCESS, CORRECTION, DELETION, AND EXPORT REQUESTS

Users may edit certain profile information through available Platform features. At launch, account deletion and data export are handled manually rather than through an automated in-app deletion or export tool.

To request account deletion, a copy or export of available personal information, or other privacy assistance, contact support@edu2fam.com. Edu2Fam may take reasonable steps to verify the request before acting on it.

Deletion does not necessarily result in immediate removal from every system. Edu2Fam may retain information when reasonably necessary for legal compliance, billing and transaction records, fraud prevention, security, dispute resolution, enforcement, safety, and backups, or where retention is otherwise permitted or required by law.

14. DATA SECURITY

Edu2Fam uses reasonable administrative, technical, and organizational measures designed to protect personal information. No online service, database, transmission, or storage system can be guaranteed to be completely secure.

Users are responsible for protecting their passwords, devices, and account credentials and should promptly notify Edu2Fam at support@edu2fam.com if they suspect unauthorized account access.

15. YOUR PRIVACY RIGHTS

Depending on where you live and applicable law, you may have rights concerning access, correction, deletion, or copies of personal information and other privacy rights. Rights may be subject to exceptions and verification requirements.

Requests may be submitted to support@edu2fam.com. Edu2Fam will respond as required by applicable law.

16. CHANGES TO THIS PRIVACY POLICY

Edu2Fam may update this Privacy Policy as its Platform, data practices, service providers, or legal obligations change. The updated Policy will identify the Last Updated date. For material changes, Edu2Fam will provide notice when required by applicable law.

New features that materially change the personal information Edu2Fam collects or how it uses that information may require corresponding updates to this Privacy Policy before or when those features are introduced.

17. CONTACT US

Edu2Fam is operated by Educators 2 Families LLC.

Privacy, account, deletion, export, and support requests: support@edu2fam.com

Website: www.edu2fam.com

DOCUMENT NOTE

This Privacy Policy is a business draft reflecting the Edu2Fam launch configuration described as of September 28, 2026. Privacy obligations depend on actual product implementation, data flows, jurisdictions, service-provider configurations, and applicable law. Edu2Fam should have the final policy and implemented data practices reviewed by qualified counsel before public launch.