

The following privacy policy applies to personal data collected by this platform. Nuro Retention. (“Nuro”) and the members of its partnership network (collectively “Nuro and partners”) consider your privacy and its protection as our highest commitment. The Nuro platform (“platform”) was created and is used to assist students in achieving success before, during and after matriculation. To accomplish our goals, Nuro gathers, monitors and reacts to information about students and school staff who use the platform (the “services”). Your school also gathers information about students and school staff who use this platform. You should fully understand the information we collect, how we use it and how we store it before you continue to use this platform. We encourage you to obtain and review your school’s Privacy Policy concerning your school’s use of this platform as well. Your school’s Privacy Policy concerning this platform is available for your review by clicking the “Privacy Policies” link on this platform. Nuro’s collection, use and storage of your data is in full compliance with the Federal Education Rights and Privacy Act (FERPA), the Children’s Online Privacy Protection Act (COPPA) for students under 13 years of age, as well as all other applicable federal and state laws and regulations.

The following discloses the information gathering and dissemination practices for our services. If you are using any of the services through an educational or other institution that is a customer of Nuro, this policy does not supersede or affect the terms of any agreement between any user of the service and their employer or their educational institution. As always, please make sure that you read the terms of any privacy policies that you enter into with parties other than Nuro, including your employer or educational institution, as those policies may also explain how your personal information is used by those parties.

Please review the following statement to understand how the information you provide to Nuro, through the services, will be treated.

1. Information Nuro Collects

The Nuro services work in tandem with your school’s existing course management system(s) (LMS), student information system(s) (SIS) and other school data systems (collectively “data repositories”) that your school creates and maintains. Certain personally identifiable information as well as other cognitive and non-cognitive data from these existing systems will be consumed by the Nuro service. The personally identifiable information consists of, but is not limited to, contact information, such as your name, city and state, your cellphone number (only if you opt-in to receiving messages via your cellphone), e-mail address as well as demographic information such as your age and gender. (Please note that students under 13 years of age are not allowed to opt into receiving text messages.) The cognitive and non-cognitive data includes, but is not limited to: quiz and test grades, attendance, assignments, and any survey responses you provide. This information enables Nuro to alert you and your success stakeholders when you, as a student, are encountering challenges in your academic life, as well as to provide reports to your success stakeholders so that they may better serve you and your fellow students.

2. Purposes of Data Collection

Nuro requests personal information as well as other information from your school’s data repositories in order to assist you and your success stakeholders in completing your course work, term and ultimately completing your educational program at your school.

3. What Nuro Does with the Information It Collects

The personal information you and your school supply to Nuro will not be given, sold, rented, loaned, or otherwise disclosed to any third parties outside of Nuro and partners, except when we have your permission or under special circumstances, such as when we believe in good faith that disclosure is reasonably necessary to (i) comply with legal process, (ii) enforce the Terms of Use, (iii) respond to claims that any content provided by using the services violates the rights of third parties, or (iv) protect the rights, property, or personal safety of Nuro, its users, or the public.

Some features of the service may be offered in conjunction with a partner company. Examples would include a company with which your school has contracted in order to administer student or staff surveys, a degree audit company, or a company providing texting services when you have opted in to receive texts. (Please note that students under 13 years of age are not allowed to opt into receiving text messages.) In order to provide these features, it may be necessary for either you or us to share your personal information with these partner companies. If you do not want your information to be shared, you can choose not to allow the transfer by not using that particular feature.

Nuro utilizes other companies to provide limited services on its behalf, including but not limited to texting (only when you opt in to receiving texts), surveys, user support while on the platform, surveys, and degree audit software. Nuro permits these companies access to only the information they require to perform their services. Nuro requires these companies to maintain the confidentiality of any personal information and prohibits them from using the information for any other purpose than the purpose for which it was collected.

4. Users Options: Opt-Out

Your school may permit you to opt out of the Nuro services and platform. Please contact your school administrators for information on opting out of the Nuro services and platform or to learn about access to the personal information and other information collected by the service and your school. Please contact us at the address below if you have other questions about the information you receive from us or the information that we collect about and from you.

5. Access Your Information

Nuro offers users the ability to correct or change the information collected during registration. You may change this information at any time and as often as necessary by choosing the “My Profile” option, located on the upper left corner of your dashboard page on the platform, and the “Edit” button. To access or change your personal information, log in to your account through the platform. For data not available through the “My Profile” page, please contact the system administrator at your institution or contact Nuro at the address listed below. Please note that any changes you make on the Nuro platform will not be reflected in your school’s other data repositories. Please provide any changes to your appropriate school administrator to effect changes in other school data repositories.

6. Students Under Age 13

This Section 6 applies only to students who are under the age of 13. Nuro collects the following personal information: first and last name, date of birth (only used by Nuro to determine if the student is under the age of 13), parent’s email, along with the cognitive and non-cognitive data as listed in Section 1, above. If you are a student, under the age of 13, and wish to use this platform, you will be asked to provide a username and password provided to you by your school administrator or teacher. We do not sell, share, rent or trade your personal information with any third parties other than those as disclosed within this Privacy Policy.

Participation by students under the age of 13 or access to a platform activity cannot be conditioned on their providing more Personal Information than is reasonably necessary for that activity. Depending on your school’s policies and applicable law, parents may have the right to refuse contact by their student under the age of 13 with the platform. Please contact your school administrator for additional information. Parents also have the right of access to their student’s information to review it, correct it, or delete it by contacting their school administrator.

7. Security

Your personal information is kept on servers at a location designed and configured specifically to ensure that no unauthorized individuals have access to the server or its data. Please do not share your username and password to the platform with anyone to assure that your data remains safe.

8. Nuro Privacy Policy Changes

If Nuro changes this privacy statement, we will post those changes on the platform’s Privacy Policies link so that you will always know what information we gather, how we might use that information, and whether we will disclose it to anyone. By using this platform, you signify your assent to the Nuro Privacy Policy. If you do not agree with our Privacy Policy, please do not use the platform. Your continued use of the platform following the posting of changes to this Privacy Policy will mean you accept those changes.

9. Contact Nuro

If you have any questions about this Privacy Policy, the information that we collect from your school and you, or the services, please contact us at info@copleysystems.com or write to:

Nuro Retention

Privacy Compliance Officer

3332 W FOSTER AVE. #190

CHICAGO, IL 60625USA

If you are concerned about how data you or your school have provided Nuro through the services has been used, please contact us at the address listed above.