

24/7 Office Hours Privacy Policy

Last Updated: May 13, 2026

GENERAL

24/7 Office Hours (“Platform,” “we,” “our,” or “us”) is an educational support service created by Dr. Billy Kihei to assist instructional and learning environments through an AI-powered chat-based learning interface.

24/7 Office Hours is designed for use by university faculty, instructors, educational institutions, and authorized learning environments that wish to provide students with course-specific AI support based on instructional materials, assignments, lecture notes, labs, study guides, or other approved educational content.

Access to create and manage a 24/7 Office Hours account is currently limited to verified institutional faculty email addresses or other authorized educational credentials. This access control is intended to help ensure that the Platform is used in approved instructional contexts.

Students may access or interact with 24/7 Office Hours when the Platform is made available to them by their instructor, course, department, institution, or authorized educational program.

By accessing or using the Platform, you acknowledge that you have read and understood this Privacy Policy.

EDUCATIONAL USE AND FERPA

24/7 Office Hours is intended to support educational instruction and learning environments.

To the extent applicable, 24/7 Office Hours processes student educational information in accordance with the Family Educational Rights and Privacy Act (“FERPA”) and under the direction of the educational institution, instructor, department, or authorized educational representative providing access to the Platform.

Educational institutions, instructors, departments, administrators, and authorized representatives are responsible for determining whether use of the Platform complies with their institutional policies, legal obligations, and educational requirements.

24/7 Office Hours acts as a service provider supporting educational instruction and does not independently determine academic policies, grading decisions, student discipline, or institutional compliance obligations.

AI-GENERATED CONTENT DISCLAIMER

24/7 Office Hours uses artificial intelligence and automated systems to generate educational responses and instructional support.

AI-generated responses may contain inaccuracies, incomplete information, outdated material, or incorrect interpretations. Responses generated by the Platform are provided for informational and educational support purposes only and should not be relied upon as a substitute for instructor guidance, official course materials, academic advising, professional judgment, or institutional direction.

Users are responsible for independently verifying information provided through the Platform.

24/7 Office Hours does not guarantee:

- the accuracy of AI-generated responses;
 - academic outcomes or performance;
 - uninterrupted availability of the Platform;
 - compatibility with institutional systems;
 - or suitability for any specific educational purpose.
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CONSENT TO PROCESS INFORMATION ABOUT YOU

“Personal Information” means any information about an individual who is directly or indirectly identifiable or could reasonably be linked to a specific person.

Personal Information may include:

- names;
- institutional email addresses;
- login credentials;
- educational identifiers;
- online identifiers;
- course participation data;
- chat submissions;

- or other information voluntarily entered into the Platform.

This Privacy Policy does not apply to aggregated or anonymized information that cannot reasonably identify an individual.

For faculty users, a verified institutional email address may be used to:

- enroll users;
- authenticate access;
- authorize instructional use;
- create course environments;
- and manage educational functionality.

For student users, access may be provided through an instructor, institution, department, or approved learning environment.

By using 24/7 Office Hours or submitting Personal Information through the Platform, you expressly consent to the collection, storage, processing, and use of your information in accordance with this Privacy Policy.

When you provide information, that information may reside on systems operated by 24/7 Office Hours or its authorized service providers.

Students who are concerned about entering Personal Information into the Platform should contact their instructor, educator, administrator, or authorized institutional representative.

Faculty and instructors should use discretion when creating assignments, prompts, or educational activities that may encourage the disclosure of Personal Information.

CHAT HISTORY AND EDUCATIONAL ACCESS

Chat history, engagement records, prompts, responses, and educational interactions may be accessible to:

- instructors of record;
- teaching assistants;
- authorized educational staff;
- administrators;
- institutional representatives;
- or other authorized individuals associated with the applicable course or learning environment.

This access may be used to:

- support student learning;
- identify areas of confusion;
- improve instructional materials;
- evaluate engagement;
- maintain academic integrity;
- and support educational operations.

Users should not assume that chats are private from instructors or authorized educational personnel.

HOW INFORMATION IS USED

24/7 Office Hours may use collected information to:

- provide access to the Platform;
- authenticate users;
- manage educational functionality;
- support instructional environments;
- improve Platform performance;
- monitor system reliability and security;
- analyze usage trends;
- support educational analytics;
- investigate misuse or violations;
- and improve AI systems and educational experiences.

Chat history, prompts, and engagement information may be analyzed internally or through authorized service providers to improve Platform functionality, educational effectiveness, AI performance, and operational reliability.

Where reasonably possible, analyses may use aggregated, anonymized, or de-identified data.

AI TRAINING AND PLATFORM IMPROVEMENT

Information submitted through the Platform, including chat interactions and educational prompts, may be used to improve the Platform, educational functionality, system performance, analytics, moderation systems, and AI-assisted features.

24/7 Office Hours attempts to minimize unnecessary collection of Personal Information and may use anonymization or de-identification practices where reasonably appropriate.

The Platform may use third-party AI systems, cloud infrastructure providers, analytics providers, authentication providers, or related service providers to support functionality and operations.

Users and institutions should avoid submitting highly sensitive personal, financial, medical, legal, or confidential information into the Platform unless specifically authorized by the applicable educational institution.

COOKIES, ANALYTICS, AND SYSTEM DATA

24/7 Office Hours may use analytics tools, session technologies, security monitoring systems, and related technologies to help:

- maintain Platform functionality;
- analyze system performance;
- understand usage patterns;
- improve reliability;
- support security;
- and optimize educational experiences.

The Platform does not sell Personal Information or use Personal Information for third-party advertising purposes.

SHARING INFORMATION WITH THIRD PARTIES

24/7 Office Hours does not sell Personal Information to third parties for marketing purposes.

Personal Information may be shared with authorized third-party providers that support:

- cloud hosting;
- authentication;
- AI processing;
- analytics;
- infrastructure;
- educational operations;
- security;

- or Platform functionality.

These providers may process information solely for authorized business or educational purposes.

Where reasonably appropriate, information shared for analytics or improvement purposes may be aggregated, anonymized, or de-identified.

DATA RETENTION

24/7 Office Hours may retain chat history, engagement records, account information, login records, educational activity, and related operational data for:

- educational purposes;
- institutional needs;
- legal compliance;
- security monitoring;
- academic integrity;
- operational continuity;
- dispute resolution;
- and Platform improvement.

Retention periods may vary depending on institutional requirements, operational needs, legal obligations, or security considerations.

24/7 Office Hours reserves the right to retain information as reasonably necessary to comply with legal obligations, resolve disputes, enforce agreements, investigate misuse, or maintain Platform integrity.

ACCESSING OR DELETING YOUR INFORMATION

Users may request access to certain account information associated with their use of the Platform.

In some cases, users may be able to delete chat history or account information. However, deletion requests may be limited where information is required for:

- educational operations;
- institutional obligations;
- academic integrity investigations;

- legal compliance;
- security purposes;
- or legitimate business operations.

Institutional administrators or instructors may retain independent access to educational records or course-related information consistent with institutional policies.

SECURITY

24/7 Office Hours uses commercially reasonable administrative, technical, and organizational safeguards intended to protect Personal Information and maintain Platform security.

However, no internet-based service, AI system, cloud platform, or electronic storage system can be guaranteed to be completely secure.

Users acknowledge and accept the inherent risks associated with transmitting information electronically.

ACADEMIC INTEGRITY AND USER RESPONSIBILITIES

Users are responsible for complying with:

- institutional academic integrity policies;
- instructor guidelines;
- educational conduct requirements;
- and applicable laws or regulations.

24/7 Office Hours is not responsible for:

- plagiarism;
- cheating;
- misuse of AI-generated content;
- unauthorized academic assistance;
- or violations of institutional rules.

Educational institutions and instructors are responsible for determining appropriate use of the Platform within their courses or programs.

ACCESSIBILITY

24/7 Office Hours seeks to support accessibility and usability for educational users.

Because technologies, accessibility standards, AI systems, and integrations continue to evolve, the Platform does not guarantee uninterrupted accessibility compliance under all circumstances.

Users experiencing accessibility issues are encouraged to contact the Platform.

MINORS

24/7 Office Hours is primarily intended for post-secondary educational environments.

If an institution authorizes access for users under the age of 18, the institution, instructor, or authorized educational representative is responsible for ensuring compliance with applicable laws, policies, and parental consent requirements.

UNITED STATES USE

24/7 Office Hours is intended primarily for use within the United States.

Users accessing the Platform from outside the United States acknowledge that information may be transferred to, stored in, or processed within the United States.

LIMITATION OF LIABILITY

24/7 Office Hours is provided on an “as is” and “as available” basis without warranties of any kind, whether express or implied.

To the fullest extent permitted by law, 24/7 Office Hours disclaims all warranties, including but not limited to:

- accuracy;
- reliability;
- merchantability;
- fitness for a particular purpose;
- non-infringement;

- educational suitability;
- and uninterrupted availability.

To the fullest extent permitted by law, 24/7 Office Hours, its creators, operators, affiliates, contractors, employees, representatives, and service providers shall not be liable for any indirect, incidental, consequential, special, educational, reputational, or punitive damages arising from or related to:

- use of the Platform;
- reliance on AI-generated content;
- educational outcomes;
- academic decisions;
- data loss;
- service interruptions;
- third-party services;
- or unauthorized access.

Users assume responsibility for their use of the Platform and any reliance on Platform outputs.

CHANGES TO THIS POLICY

24/7 Office Hours may update or modify this Privacy Policy at any time.

Updated versions may be posted through the Platform or related services. Continued use of the Platform following changes constitutes acceptance of the revised Privacy Policy.

CONTACT

If you have questions regarding this Privacy Policy, please contact:

Dr. Billy Kihei
bkihei@kennesaw.edu