24/7 Office Hours Privacy Policy

Effective Date: October 15, 2026
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24/7 Office Hours is an educational technology product operated by **AI Tutor LLC** ("AI Tutor," "we," "our," or "us").

AI Tutor is committed to protecting the privacy, security, and confidentiality of students, instructors, educational institutions, and other users of 24/7 Office Hours.

This Privacy Policy explains how information is collected, used, processed, disclosed, retained, and protected when individuals and educational institutions use 24/7 Office Hours.

1. About 24/7 Office Hours

24/7 Office Hours is an AI-powered educational platform that provides students with course-specific academic support based on instructor-approved materials and educational resources.

The platform may allow instructors and educational institutions to provide students with AI-assisted access to course materials, lecture content, assignments, study materials, instructional resources, and other information selected or approved by the instructor or institution.

Faculty accounts and administrative environments may require verified institutional credentials or other authorized methods of access.

Students may access 24/7 Office Hours when the platform is made available through an instructor, course, academic department, institution, or other authorized educational program.

2. Our Role When Working With Educational Institutions

When an educational institution provides information to AI Tutor or authorizes students, instructors, or other individuals to use 24/7 Office Hours, AI Tutor processes that information for the purpose of providing and supporting the services requested by the institution.

Educational institutions retain responsibility for determining:

- the educational purposes for which 24/7 Office Hours is used;
- the course materials and institutional information provided to the platform;
- the students, instructors, and other individuals authorized to use the platform; and

- the educational personnel authorized to access information generated through use of the platform.

AI Tutor does not independently make grading, admissions, disciplinary, financial-aid, academic-standing, or other institutional decisions concerning students.

3. FERPA and Education Records

AI Tutor recognizes the importance of protecting student education records and is committed to supporting educational institutions in meeting their obligations under the **Family Educational Rights and Privacy Act ("FERPA")**, 20 U.S.C. § 1232g and 34 C.F.R. Part 99.

To the extent AI Tutor receives or processes education records subject to FERPA, AI Tutor processes those records under the direction of the applicable educational institution and for authorized educational and operational purposes.

When appropriately designated by an educational institution, AI Tutor may function as a "school official" with a legitimate educational interest for purposes of FERPA.

When processing FERPA-protected education records, AI Tutor will:

- use education records for authorized educational, administrative, security, support, and operational purposes;
- maintain reasonable safeguards designed to protect the confidentiality, integrity, and security of education records;
- limit access to individuals with an authorized educational, administrative, technical, security, or operational need;
- not sell student education records;
- not use student education records for third-party behavioral advertising;
- not provide student education records to data brokers;
- not disclose personally identifiable information from education records except as directed or authorized by the applicable educational institution, as necessary for authorized service providers to provide the platform, as permitted under FERPA, or as required by law; and
- reasonably cooperate with educational institutions in responding to appropriate requests relating to education records.

4. Information We Collect and Process

The information 24/7 Office Hours processes depends on how an educational institution, instructor, or user interacts with the platform.

Information may include:

- names;
- institutional email addresses;
- account and authentication information;
- educational or institutional identifiers;
- course and class information;
- prompts and questions submitted to 24/7 Office Hours;
- AI-generated responses;
- chat histories;
- student engagement and usage information;
- instructor-provided course materials;
- assignments and instructional resources;
- device and browser information;
- IP addresses and online identifiers;
- system, application, and security logs;
- support communications; and
- other information voluntarily provided through the platform.

AI Tutor seeks to collect and process only information reasonably necessary to provide, support, secure, and improve 24/7 Office Hours and its educational functionality.

5. How Information Is Used

AI Tutor may process information to:

- provide and operate 24/7 Office Hours;
- authenticate and authorize users;
- create and administer course environments;
- provide AI-assisted educational responses;
- retrieve and present relevant course materials;
- support teaching and learning;
- provide instructors with information about student engagement;
- maintain and improve platform performance;
- diagnose technical problems;
- provide customer and technical support;
- maintain system security and integrity;
- detect, prevent, and investigate misuse, fraud, unauthorized access, or security threats;
- conduct analytics concerning platform usage and effectiveness;
- improve platform functionality and educational experiences;
- comply with applicable legal, regulatory, contractual, and institutional requirements; and
- protect AI Tutor, its institutional customers, and platform users.

Where reasonably appropriate, AI Tutor may use aggregated, anonymized, or de-identified information for analytics, research, platform improvement, and operational purposes.

6. Student Chat History and Instructor Access

24/7 Office Hours is an educational environment provided in connection with a course or other authorized educational activity.

Prompts, responses, chat histories, engagement information, and other educational interactions may therefore be accessible to authorized individuals associated with the applicable educational environment.

Depending on the institution and configuration, authorized individuals may include:

- instructors of record;
- teaching assistants;
- authorized academic personnel;
- institutional administrators; and
- other individuals authorized by the educational institution.

Authorized personnel may use this information to support student learning, identify areas of confusion, understand engagement, improve instructional materials, support academic integrity, and administer educational activities.

Students should therefore understand that conversations with 24/7 Office Hours should not be considered private from instructors or other authorized educational personnel associated with the applicable course or program.

7. Artificial Intelligence and Third-Party AI Services

24/7 Office Hours uses artificial intelligence and automated systems to provide educational assistance.

Information submitted to the platform may be processed by AI systems to generate responses, identify relevant educational materials, provide course-specific assistance, and operate other platform functionality.

AI Tutor may use authorized third-party artificial intelligence service providers to perform certain AI processing.

Information submitted through 24/7 Office Hours may also be used to evaluate and improve platform performance, educational effectiveness, analytics, moderation, reliability, and AI-assisted functionality consistent with this Privacy Policy and applicable institutional agreements.

Where reasonably practicable, AI Tutor seeks to minimize the amount of Personal Information transmitted to third-party AI services.

Users should avoid entering highly sensitive personal, medical, financial, legal, or other confidential information unless doing so is expressly authorized and appropriate for the educational activity.

8. AI-Generated Content

Artificial intelligence systems can produce inaccurate, incomplete, outdated, or misleading information.

Responses generated by 24/7 Office Hours are intended to supplement and not replace instructor guidance, official course materials, academic advising, institutional policies, or professional judgment.

Students remain responsible for following instructor requirements and applicable academic-integrity policies.

AI Tutor does not independently assign grades, determine academic standing, impose disciplinary actions, or make other material institutional decisions concerning students.

9. Service Providers and Subprocessors

AI Tutor may use third-party service providers to operate and support 24/7 Office Hours.

These providers may include providers of:

- cloud infrastructure and hosting;
- artificial intelligence services;
- databases and data storage;
- authentication;
- communications;
- analytics;
- security and monitoring;
- software infrastructure; and
- technical support services.

Service providers may process information only as reasonably necessary to provide authorized services to AI Tutor or as otherwise permitted by applicable agreements and law.

Where appropriate, AI Tutor requires service providers handling protected information to maintain appropriate confidentiality and security protections.

AI Tutor does not sell Personal Information to its service providers.

10. No Sale or Behavioral Advertising

AI Tutor does **not sell Personal Information or student education records**.

AI Tutor does not use student Personal Information or education records for third-party behavioral advertising.

AI Tutor does not provide student Personal Information or education records to data brokers for their independent commercial use.

11. Cookies, Analytics, and Technical Information

24/7 Office Hours may use cookies, session technologies, analytics systems, application logs, and security-monitoring technologies.

These technologies may be used to:

- maintain authenticated sessions;
- provide platform functionality;
- understand how the platform is used;
- monitor performance and reliability;
- diagnose technical issues;
- maintain platform security;
- prevent unauthorized activity; and
- improve educational functionality.

Where reasonably appropriate, analytics may use aggregated, anonymized, or de-identified information.

12. Data Minimization

AI Tutor seeks to limit the collection, use, and disclosure of Personal Information to information reasonably necessary for authorized educational, administrative, technical, security, and operational purposes.

AI Tutor does not require students to provide unnecessary sensitive Personal Information to use standard 24/7 Office Hours educational functionality.

Faculty and educational institutions should exercise appropriate judgment when designing educational activities that may request Personal Information from students.

13. Information Security

AI Tutor uses commercially reasonable administrative, technical, and organizational safeguards designed to protect Personal Information and institutional information against unauthorized access, disclosure, alteration, loss, destruction, or misuse.

Access to Personal Information is intended to be limited to individuals who require access for legitimate educational, administrative, technical, security, support, or operational purposes.

AI Tutor seeks to maintain security practices appropriate to the nature of the information processed through 24/7 Office Hours.

These protections may include access controls, authentication mechanisms, secure communications, monitoring, software maintenance, and other technical or organizational safeguards appropriate to the platform.

No internet-connected information system can be guaranteed to be completely secure. AI Tutor therefore evaluates its security practices as the platform and relevant threats evolve.

14. Security Incidents

AI Tutor takes suspected unauthorized access, disclosure, loss, misuse, or compromise of Personal Information seriously.

AI Tutor will investigate suspected security incidents affecting information maintained through 24/7 Office Hours and take reasonable measures to contain, remediate, and document confirmed incidents.

Where notification is required by applicable law, contract, or institutional agreement, AI Tutor will notify affected institutional customers and reasonably cooperate with investigation, remediation, and legally required notifications.

When providing services to institutional customers with specific cybersecurity requirements, AI Tutor will comply with applicable contractual security-incident notification and cooperation obligations.

15. Data Retention

AI Tutor may retain information for as long as reasonably necessary to provide and support 24/7 Office Hours and fulfill legitimate educational, operational, security, institutional, and legal purposes.

Relevant considerations may include:

- the duration of the applicable course or institutional relationship;
- institutional requirements;
- educational purposes;
- security and fraud prevention;
- academic-integrity matters;
- operational continuity;

- dispute resolution;
- legal obligations; and
- applicable contractual requirements.

AI Tutor seeks not to retain identifiable Personal Information longer than reasonably necessary for the purposes for which it is maintained.

Certain information may be retained where required or permitted by law, necessary to investigate security incidents, necessary to resolve disputes, or otherwise permitted under an applicable institutional agreement.

16. Access, Correction, and Deletion

Individuals may request access to, correction of, or deletion of certain Personal Information associated with their use of 24/7 Office Hours.

When information is maintained on behalf of an educational institution, requests concerning student education records may be directed to the applicable educational institution.

This allows the institution to maintain appropriate control over its education records and fulfill its responsibilities under FERPA and other applicable requirements.

AI Tutor will reasonably cooperate with authorized institutional requests concerning access, correction, deletion, or other appropriate handling of education records.

Certain information may be retained where required for legal compliance, institutional requirements, academic-integrity matters, security investigations, dispute resolution, or other legitimate purposes.

17. Institutional Data and End of Service

Information provided by or on behalf of an educational institution remains subject to the institution's applicable rights and responsibilities.

AI Tutor does not acquire ownership of an institution's education records merely because those records are processed through 24/7 Office Hours.

At the expiration or termination of an institutional relationship, AI Tutor will handle institutional information in accordance with applicable contractual obligations, institutional requirements, legal requirements, and AI Tutor's applicable retention practices.

AI Tutor will reasonably cooperate with authorized institutional requests concerning the return or deletion of institutional information where required by the applicable agreement or law.

18. Institutional Privacy and Security Cooperation

AI Tutor recognizes that institutes of higher education have substantial obligations relating to student privacy, cybersecurity, records management, and institutional data.

Subject to applicable agreements and reasonable limitations, AI Tutor will cooperate with institutional customers concerning:

- FERPA-related requests;
- student-record inquiries;
- appropriate access, correction, and deletion requests;
- reasonable privacy and cybersecurity assessments;
- investigations of security incidents;
- relevant service-provider information;
- institutional data-management requirements; and
- compliance inquiries concerning the institution's authorized use of 24/7 Office Hours.

19. Academic Integrity and Acceptable Use

24/7 Office Hours is intended to support legitimate teaching and learning.

Users are responsible for complying with:

- instructor requirements;
- academic-integrity policies;
- student codes of conduct;
- institutional acceptable-use policies; and
- applicable laws and regulations.

Educational institutions and instructors determine how artificial intelligence may appropriately be used within their courses and programs.

Use of 24/7 Office Hours does not authorize plagiarism, cheating, unauthorized assistance, or other violations of institutional policies.

20. Accessibility

AI Tutor seeks to provide an accessible and usable educational experience.

Users who encounter accessibility barriers while using 24/7 Office Hours are encouraged to report those barriers so they can be evaluated and addressed.

AI Tutor will reasonably cooperate with institutional customers concerning accessibility requirements applicable to their use of the platform.

21. Children and Minors

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

If an educational institution authorizes use by individuals under the age of 18, the institution and AI Tutor will handle that use consistent with their respective legal and contractual obligations.

24/7 Office Hours is not intended to knowingly solicit unnecessary Personal Information from children.

22. Legal Disclosures

AI Tutor may disclose information where reasonably necessary to:

- comply with applicable laws or regulations;
- respond to valid legal process or governmental requests;
- enforce applicable agreements;
- investigate fraud, abuse, unauthorized activity, or security incidents;
- protect the rights, property, safety, or security of AI Tutor, educational institutions, users, or others; or
- facilitate a merger, acquisition, financing, restructuring, sale of assets, or similar corporate transaction subject to appropriate confidentiality and data-protection obligations.

Where legally permitted and appropriate, AI Tutor will seek to notify the applicable institutional customer regarding legal demands involving institutional education records.

23. De-Identified and Aggregated Information

AI Tutor may create aggregated, anonymized, or de-identified information from information processed through 24/7 Office Hours.

AI Tutor may use this information for legitimate purposes such as:

- improving platform functionality;
- understanding educational engagement;
- evaluating platform effectiveness;
- developing new features;
- conducting analytics;
- improving system performance; and
- conducting research and reporting.

AI Tutor will not intentionally attempt to re-identify information that has been properly de-identified except where necessary to test or validate de-identification processes, maintain security, or as otherwise permitted by law.

24. Changes to this Privacy Policy

AI Tutor may periodically update this Privacy Policy to reflect changes in 24/7 Office Hours, applicable law, technology, security practices, or institutional requirements.

The date of the most recent revision will be identified at the beginning of this Privacy Policy.

When a material change affects the handling of Personal Information or institutional information, AI Tutor may provide additional notice where appropriate or required by an applicable institutional agreement.

25. Contact Us

Questions concerning this Privacy Policy or the privacy practices of 24/7 Office Hours may be directed to:

AI Tutor LLC
1161 Lafayette Dr SW
Mableton, Georgia 30126

Privacy inquiries: privacy@247officehours.com

Security concerns or suspected security incidents may be directed to:

Security inquiries: security@247officehours.com

Institutional customers may also contact their designated AI Tutor LLC representative regarding privacy, security, FERPA, or institutional data matters.