

Privacy Policy

Volo Natural Learning Community

Effective Date: 9/1/2021

Last Updated: 12/25/2025

Introduction

Volo Natural Learning Community ("Volo," "we," "us," or "our") respects the privacy of our students, families, and website visitors. This Privacy Policy explains how we collect, use, disclose, and protect your information when you visit our website or engage with our school.

Information We Collect

Information You Provide Directly

When you interact with our website or school, you may provide:

- **Contact Information:** Names, email addresses, phone numbers, mailing addresses
- **Enrollment Information:** Student names, ages, grade levels, emergency contacts, medical information, learning preferences
- **Communication Content:** Messages sent through contact forms, emails, or other correspondence
- **Payment Information:** Billing details for tuition and fees (processed through secure third-party payment processors)
- **Photographs and Media:** Images or videos of students participating in school activities (only with explicit parental consent)

Information Collected Automatically

When you visit our website, we may automatically collect:

- **Technical Information:** IP address, browser type, device information, operating system
- **Usage Data:** Pages viewed, time spent on pages, links clicked, referring website
- **Cookies and Similar Technologies:** Small data files stored on your device to enhance website functionality

How We Use Your Information

We use collected information to:

- **Provide Educational Services:** Manage enrollment, communicate with families, coordinate activities, support student learning
- **Improve Our Programs:** Evaluate and enhance our educational offerings

- **Communicate:** Send school updates, newsletters, event information, and respond to inquiries
- **Website Functionality:** Optimize user experience and website performance
- **Legal Compliance:** Meet legal obligations and protect our rights
- **Marketing:** Share information about Volo with prospective families (you may opt out at any time)

Educational Records and FERPA

Volo complies with the Family Educational Rights and Privacy Act (FERPA), which protects the privacy of student educational records.

Parents/guardians have the right to:

- Inspect and review their child's educational records
- Request corrections to inaccurate records
- Consent to disclosure of personally identifiable information (except where FERPA permits disclosure without consent)
- File complaints with the U.S. Department of Education

We do not share student educational records with third parties without parental consent except as permitted by FERPA (e.g., to school officials with legitimate educational interests, in health or safety emergencies, or pursuant to legal requirements).

Children's Privacy and COPPA

Volo serves children under the age of 13. We comply with the Children's Online Privacy Protection Act (COPPA):

- We do not knowingly collect personal information from children through our website without verifiable parental consent
- Our website is designed for adult users (parents, guardians, prospective families)
- Any information about students is provided by parents/guardians
- We do not use student information for marketing purposes
- We do not disclose children's personal information to third parties except as necessary for educational purposes or as required by law

How We Share Your Information

We do not sell or rent your personal information. We may share information with:

Service Providers

Third-party vendors who assist with:

- Website hosting and maintenance
- Payment processing
- Email communication platforms
- Educational software and tools

These providers are contractually obligated to protect your information and use it only for specified purposes.

Legal Requirements

We may disclose information when required by law, legal process, or to:

- Comply with legal obligations
- Protect the rights, property, or safety of Volo, our students, families, or others
- Prevent fraud or security issues
- Respond to emergencies involving health or safety

School Community (With Consent)

With explicit parental permission, we may share:

- Student photographs in newsletters, social media, or marketing materials
- Student work or achievements in promotional content
- Directory information among enrolled families (names, contact information)

Data Security

We implement reasonable security measures to protect your information from unauthorized access, alteration, disclosure, or destruction. These measures include:

- Secure servers and encrypted data transmission
- Limited access to personal information (only authorized personnel)
- Regular security assessments and updates
- Secure physical storage of paper records

However, no method of transmission or storage is 100% secure. We cannot guarantee absolute security.

Your Rights and Choices

You have the right to:

- **Access:** Request copies of information we hold about you or your child
- **Correction:** Request corrections to inaccurate information
- **Deletion:** Request deletion of your information (subject to legal retention requirements)

- **Opt-Out:** Unsubscribe from marketing communications at any time
- **Photo/Media Consent:** Withdraw consent for use of student photographs or media
- **Cookies:** Disable cookies through your browser settings (may affect website functionality)

To exercise these rights, contact us at [privacy@volonlc.org or primary contact email].

Data Retention

We retain information for as long as necessary to:

- Provide educational services to enrolled students
- Comply with legal obligations (e.g., financial records, educational records)
- Resolve disputes and enforce agreements

When information is no longer needed, we securely delete or anonymize it.

Third-Party Links

Our website may contain links to external websites not operated by Volo. We are not responsible for the privacy practices of these sites. We encourage you to review their privacy policies.

Changes to This Privacy Policy

We may update this Privacy Policy periodically to reflect changes in our practices or legal requirements. We will post the updated policy on our website with a new "Last Updated" date. Continued use of our website or services after changes constitutes acceptance of the updated policy.

Contact Us

If you have questions about this Privacy Policy or our privacy practices, please contact:

Volo Natural Learning Community

Arthur Morris, Executive Director

Email: contact@yovolo.org

435-200-5656

For complaints regarding FERPA compliance, you may contact:

Family Policy Compliance Office

U.S. Department of Education

400 Maryland Avenue, SW

Washington, DC 20202-8520

Cookie Policy

What Are Cookies?

Cookies are small text files placed on your device when you visit our website. They help us understand how you use our site and improve your experience.

Types of Cookies We Use

- **Essential Cookies:** Necessary for website functionality
- **Analytics Cookies:** Help us understand website usage and performance
- **Preference Cookies:** Remember your settings and preferences

Managing Cookies

You can control cookies through your browser settings. Disabling cookies may affect website functionality.

Do Not Track Signals

Our website does not currently respond to Do Not Track signals.

This Privacy Policy is effective as of the date listed above and governs our privacy practices. By using our website or engaging with Volo, you consent to this Privacy Policy.