



The Writing Tutor Privacy Policy, Course Cancellation Policy, and eBook Refund Policy

Your privacy

The Writing Tutor respects the privacy of every individual who visits our site. This privacy policy outlines the type of information that The Writing Tutor will collect and how it will be used.

Non-individually identifiable information collected automatically

In some cases, we may collect information about you that is not individually identifiable. Examples of this type of information include the type of Internet browser you are using, the type of computer operating system you are using, and the domain name of the web site from which you linked to TheWritingTutor.biz.

Individually identifiable information

The Writing Tutor will not collect any individually identifiable information about you such as your name, address, telephone number, or email address unless you provide it to us voluntarily. If you do not want your individually identifiable information collected, please do not submit it to us. If you have already submitted this information and would like us to remove it from our records, please contact us at the e-mail address listed at the bottom of this policy.

Children

The Writing Tutor voluntarily complies with the Children's Online Privacy Protection Act (COPPA). The Writing Tutor has no intention of storing any individually identifiable information such as name, address, telephone number, or e-mail address from individuals under the age of 13 without parental consent. In order for children under the age of 13 to participate in any of The Writing Tutor's interactive resources (e.g. bulletin board, writing contest), parents must return a consent form via regular mail. When a child under the age of 13 initiates an online registration process, the registration will not be activated until the parental permission form has been received. Where appropriate, The Writing Tutor will specifically instruct children (under the age of 18) to obtain parental approval before submitting personal information. The Writing Tutor asks for a birthdate from each visitor who registers for an interactive resource in order to determine if a child under 13 has submitted individually identifiable information. If a child under the age of 13 has provided The Writing Tutor with individually identifiable information, that information will only be stored if written parental consent is received. If parental consent is not received, The Writing Tutor will attempt to contact parents to request consent. If consent is still not received, the information will be deleted. Deleting this information will also make the child ineligible to participate in The Writing Tutor resource for which he/she had originally registered (e.g. a writing contest or a bulletin board). While The Writing Tutor only requires written consent from the parents of children under the age of 13, we strongly recommend that all minors obtain parental approval before sharing personal information with anyone, online or otherwise. A child's parent or guardian may contact us at the e-mail address listed at the bottom of this policy to request that the child's individually identifiable information be deleted from our records.

Since payment via Pay Pal is required for course registration and since Pay Pal does not allow minors under the age of 18 to use its service, The Writing Tutor will accept payment for courses as parental consent for the child's participation in course-related use of The Writing Tutor site. The use of all other resources offered by The Writing Tutor requires written parental consent delivered by regular mail.

Type of information collected and how it is used

When visitors do provide us with individually identifiable information, The Writing Tutor may use that information in the following ways unless stated otherwise: we may store and process your information to better understand your needs; we may use it to determine how we can improve our products and services; and we may use it to contact you. See below for specific uses of collected information:

Contest registration...

When you enter a contest, we need to know your name, e-mail address, age/grade/birthdate, school/teacher information, and parent contact information. We collect this information for several reasons: 1. This allows us to insure the validity of the contest by insuring that entries are judged in the correct age bracket. 2. It allows us to insure that we only store information from writers under the age of 13 if we have also received a parent consent form in accordance with the Children's Online Privacy Protection Act (COPPA). 3. It allows us to contact parents of writers under the age of 13 when a parent permission form has not been received. 4. It allows us to notify the parents/schools of the winners. 5. When requested, we will also inform writers, parents, and/or teachers of upcoming contests and/or other resources offered by The Writing Tutor.

Course registration...

When you register for a course, we need to know your name, e-mail address, age/grade/birthdate, and parent contact information. We collect this information for several reasons: 1. Knowledge of a student's age and grade helps us assess and address the student's academic needs. 2. It allows us to communicate with parents regarding the student's progress. 3. When requested, we will also inform students and/or parents of other resources offered by The Writing Tutor. (Address and credit card information will be requested by Pay Pal in order to process payment for the course. The Writing Tutor will not have access to this information. Since payment via Pay Pal is required for course registration and since Pay Pal does not allow minors under the age of 18 to use its service, The Writing Tutor will accept payment for courses as parental consent for the child's participation in course-related use of The Writing Tutor site. The use of all other resources offered by The Writing Tutor requires written parental consent delivered by regular mail.)

Online bulletin board registration...

When you register to participate in an online bulletin board, we need to know your username and e-mail address in order to monitor the bulletin board. The Writing Tutor will remove any posts that do not contribute to the intended purpose of the forum. The Writing Tutor also reserves the right to ban anyone whose contributions oppose the guidelines. Depending upon the circumstances, the offender may or may not be warned prior to being banned. In the event that you are banned from The Writing Tutor bulletin board, your email address and your IP address will be used to block your access to the bulletin board.

When you request information from us:

You may voluntarily sign up to be informed about certain offers. For this service we only need an e-mail address that is used to send the information you requested.

Information automatically placed on your computer's hard drive

When you visit TheWritingTutor.biz, we may store some information on your computer. This information will be in the form of a "cookie" or similar file. With most Internet browsers, you can erase cookies from your computer hard drive, block all cookies, or receive a warning before a cookie is stored. Please refer to your browser instructions or help screen to learn more about these functions.

The Writing Tutor protects the information you submit

All information collected by The Writing Tutor is sent using 128-bit SSL (Secure Socket Layer) encryption, which is the accepted protocol used to protect data that is sent between a web site and a web browser. An encrypted SSL connection requires that all data passed between the browser and the web site server be encrypted by the sender and decrypted by the receiver. SSL can prevent unauthorized parties from gaining access to sensitive, confidential, or personal information such as phone numbers or addresses. All information stored by The Writing Tutor is stored in a secure password protected mysql database.

Third Parties

The Writing Tutor does not sell, trade or rent your personal information to third parties. The Writing Tutor may provide aggregate statistics about visitors, sales and/or traffic patterns, and related site information to reputable third-party vendors, but these statistics will include no personally identifying information.

Your Consent

By using TheWritingTutor.biz and/or submitting information to us, you consent to the collection and use of this information by The Writing Tutor. If we decide to change our privacy policy, we will post those changes on this page so that you are always aware of what information we collect, how we use it, and under what circumstances we disclose it.

Course Cancellation Policy

Once students have registered for an e-course, they are granted access to all portions of that course. As a result, no refunds can be given after course registration has taken place.

Students who have not logged in to a course over a consecutive 90 day period will automatically be unenrolled from that course and will no longer be granted access to the course. Unless otherwise noted, students may work at their own paces; however, all students will be unenrolled from courses after three times the normal course duration has elapsed. For example, a course normally lasting six weeks will have a maximum enrollment duration of 18 weeks and a course normally lasting four weeks will have a maximum enrollment duration of 12 weeks. If a student wishes to reenroll in a course after being unenrolled, the student will be required to reregister and pay the course fee.

Students will be banned from participation in forums and/or discussion groups for any inappropriate use, including language, content, or any other use deemed inappropriate by The Writing Tutor staff. Students who continue to submit inappropriate assignments to the instructor after being banned from a forum will be unenrolled from the course without refund. Students who have been unenrolled from a course for cause will not be allowed to reenroll for any course offered by The Writing Tutor.

eBook Refund Policy

Once you have purchased and downloaded an eBook, you are given the ability to read and in some cases print the book. As a result, no refunds can be given once the transaction is made.

Whom to Contact

If you have submitted individually identifiable information to The Writing Tutor and would like that information deleted from our records, please contact us at TheTutor@TheWritingTutor.biz.