Privacy Policy

How Luna collects, uses, and protects the information of students, families, and educators.

Last updated November 6, 2026. For district privacy, technology, and data officers, and for parents.

The short version

- Luna is a writing-to-learn platform for schools and families. We collect only what we need to run it.
- A school's student records belong to the school. We use them only to provide Luna to that school, under the school's direction.
- We never sell personal information, never show ads, and never build advertising profiles.
- Luna uses no third-party analytics, advertising trackers, or social-media pixels.
- One AI feature reads finished writing to give feedback. It receives the prompt and the essay text only, never a name, email, or class.
- Schools and parents can download a student's records or delete the account at any time.

1. Who we are and what this covers

Luna operates the Luna website and app at lunalearn.io. This policy covers everyone who uses Luna: students, teachers, school and district staff, and parents.

When a school or district uses Luna, we act as a **school official** under the Family Educational Rights and Privacy Act (FERPA): we use student records only for the educational purpose the school sets, under the school's direct control. If a school has signed a data privacy agreement with us, that agreement governs where it differs from this policy.

2. Information we collect

- **Account information.** Name, email address (or, for a child's account made by a parent, a username), a password stored only as a one-way hash, and the account's role: student, teacher, parent, or administrator.
- **School and class information.** The school, the classes a person teaches or belongs to, class join codes, and a teacher's class calendar.
- **Student work.** Notes and essays written in Luna's notebook, every revision, and the feedback attached to each; answers in practice and reading exercises; memory-palace and Keepers progress; which readings were opened and finished; and letters a student chooses to share with their class.
- **Learning estimates.** Writing levels by strand, estimates for course concepts, and the misconceptions a student's writing shows, all computed from the student's own work.
- **Accommodation information.** If a school records a student's IEP or accommodation plan in Luna, only that student's teachers and the school's administrators can see it. It never appears in class-wide views, and each time it is opened, the access is logged.

- **Family information.** For family accounts: the parent's account, the children they add, and the record of the parent's consent. We keep the plan, its status, and Stripe's customer and subscription identifiers, but never card numbers.
- **Technical information.** A sign-in session, recorded with the IP address and browser type, to keep accounts secure. Our hosting provider also keeps routine server logs.

We do **not** collect location, contacts, photos, voice, or biometric information. Luna does not use cameras or microphones.

3. How we use it

We use information only to provide Luna and keep it working:

- to show students their own work, and give feedback on their writing;
- to show teachers each student's progress, the evidence behind it, and the ideas to reteach to the class;
- to let parents see and manage their children's accounts;
- to send account email: invitations and password resets;
- to keep Luna secure, prevent misuse, and fix problems.

We do **not** sell or rent personal information, use it for targeted advertising, or build profiles of students for any purpose other than their learning in Luna. We do not use student work to train AI models.

4. AI and student writing

When a student hands in a piece of writing, Luna sends the writing prompt and the essay text to an AI model, which marks the ideas the essay explains and the misconceptions it shows. Nothing that identifies the student is sent: no name, email, account, class, or school. If students type personal details into an essay, that text is sent as written, so we encourage schools to remind students to keep personal details out of their writing.

The AI never chats with students and never writes for them. Its notes are checked against the essay before anyone sees them, and teachers see everything it said. Wrong ideas it finds that are not yet in Luna's curriculum are held for review and never shown to students.

5. Who can see it

- **Inside the school.** A student's teachers and co-teachers, and the school's administrators, see that student's work and progress. Teachers see only their own classes.
- **Inside a family.** Parents see and manage the accounts of the children in their family.
- **Classmates.** Classmates see only what a student chooses to share with the class, such as a letter in Class Letters, and their Keepers co-op company within the same class.
- **Service providers.** A few companies run parts of Luna for us, listed below. They may use the information only to provide their service to Luna.
- **When the law requires it.** We disclose information only when required by law, and tell the school or

parent first unless the law forbids it.

- **If Luna changes hands.** If Luna is merged or acquired, student information stays subject to this policy and to schools' agreements, and we will notify schools and parents before anything changes.

We never share personal information with advertisers or data brokers.

6. Service providers

Provider	What it does	What it receives
Vercel	Hosts the website and runs its servers (United States).	All information passes through it to reach Luna; it keeps routine server logs.
Neon	Database (Amazon Web Services, us-east-1, United States).	All stored account, class, and learning records.
Cerebras	Runs the AI model that gives feedback on finished writing.	The writing prompt and the essay text. Never a name, email, account, class, or school.
Resend	Sends account email.	An email address and the message: invitations and password resets.
Stripe	Processes payments for family plans only.	The paying parent's billing details, entered directly with Stripe. Luna never sees card numbers.

All information is stored and processed in the United States. We will update this list before adding a provider that handles student information.

7. Children under 13 (COPPA)

Luna is designed for children under 13 to use only through a school or a parent's family account.

- **Through a school.** As the Children's Online Privacy Protection Act (COPPA) allows, the school consents on parents' behalf for educational use only. We use the information only for that educational purpose.
- **Through a family.** A parent creates the child's account and gives consent, which we record with the date.

Parents may review their child's information, have it deleted, and refuse further collection. Family accounts can do this from the family page. For a school account, ask the school or contact us. If we learn that a child under 13 has an account without a school's or parent's consent, we will delete it.

8. Access, correction, and deletion

- **Download.** Parents can download a child's complete record from the family page; school administrators can do the same for their students.
- **Correct.** To correct a record, ask the teacher or school. Requests to review education records under FERPA go through the school.
- **Delete.** Parents can delete a child's account, and school administrators can delete their students'

accounts. Deleting an account removes all of its writing, feedback, estimates, and class memberships, along with the log of who viewed them.

- **When a school leaves.** When a school asks, or its agreement ends, we return its records in a portable format if asked and then delete them, as the school's agreement sets out.

9. How long we keep it

We keep records while the account is in use by its school or family, and delete them when the account is deleted or the school asks us to. Deletion takes effect immediately in the live database. Copies in database backups expire on the provider's schedule, within 30 days.

10. How we protect it

- Information is encrypted in transit (HTTPS) and at rest in the database.
- Passwords are stored only as one-way hashes.
- Access follows each person's role: teachers see only their own classes, and accommodation plans are limited to a student's teachers and school administrators.
- Staff views of student records are logged.
- Access to production systems is limited to the people who run Luna.

If a breach affects student information, we will notify the affected schools and parents without undue delay, and within the time set by the school's agreement and applicable state law.

11. Cookies and browser storage

Luna sets one cookie to keep you signed in. It also uses your browser's storage for preferences, such as light or dark mode and your place in a reading, and to hold work in progress until it is saved. Luna uses no advertising or analytics cookies and does not track you across other websites.

12. Changes to this policy

When we change this policy, we post the new version here with a new date. Before a material change that affects student information, we notify schools and parents, and we never begin using student information in a materially different way without consent.

13. Contact

Questions, requests, or a data privacy agreement to review: Email **team@lunalearn.io**.