

Privacy Policy

socro.io

Effective Date: March 18, 2026

Welcome to socro.io. This Privacy Policy explains how Neil Griffin, operating as socro.io (“we,” “us,” or “our”), collects, uses, discloses, and protects information about you when you use our website and services (the “Service”).

The Service is intended for users aged 13 and older. **We take user privacy seriously.** This policy is written to comply with the California Consumer Privacy Act (CCPA) and other applicable privacy laws. Please read it carefully.

1. Who This Policy Applies To

This policy applies to:

- Parents, legal guardians, and users aged 13 and older who create and manage accounts on socro.io (“Account Holders”)
- Students aged 13 to 17 whose homework submissions and activity are associated with a parent or guardian’s account

The Service is not intended for children under the age of 13. We do not knowingly collect personal information from children under 13. If we become aware that we have inadvertently collected personal information from a child under 13, we will take steps to delete that information promptly. If you believe a child under 13 has provided us with personal information, please contact us at support@socro.io. All accounts for users aged 13 to 17 must be created by a parent or legal guardian who is at least 18 years of age.

2. Information We Collect

We collect the following categories of information:

From Account Holders:

- Email address (used for account creation, login, and communications)
- Payment information — processed and stored by Stripe, our third-party payment processor. We do not store full payment card details on our servers.

From Usage of the Service:

- Homework text submitted for AI-powered feedback
- Conversation and chat history associated with the account

Automatically Collected Information:

- Usage and performance data collected through Vercel Analytics, including page views, device type, browser type, and general geographic region. Vercel Analytics is designed to be privacy-friendly and does not use cookies or track individuals across sites.

3. How We Use Information

We use the information we collect for the following purposes:

- To create and manage your account
- To provide AI-generated homework feedback
- To maintain conversation history so feedback is contextually relevant across sessions
- To process payments through Stripe
- To communicate with you about your account, service updates, or support requests
- To monitor and improve the performance and reliability of the Service
- To comply with legal obligations

We do not use submitted homework content to train AI models. We do not sell, rent, or share personal information with third parties for their own marketing purposes.

4. Children Under 13

socro.io is not intended for use by children under the age of 13. We do not knowingly collect, use, or disclose personal information from children under 13. If you are a parent or guardian and believe your child under 13 has provided personal information to us, please contact us at support@socro.io and we will delete that information promptly.

- For users aged 13 to 17, accounts must be created by a parent or legal guardian. By creating an account on behalf of a minor aged 13 to 17, the parent or guardian consents to the collection and use of data as described in this policy.

We do not display behavioral advertising to users or use user data for targeted advertising. We do not disclose personal information to third parties except as necessary to operate the Service (see Section 5). Parents and guardians may at any time review, correct, or request deletion of their minor's personal information by contacting us at support@socro.io.

5. How We Share Information

We share information only in the following limited circumstances:

Service Providers:

We share data with third-party vendors who help us operate the Service:

- OpenAI — homework submissions are transmitted to OpenAI's API to generate feedback. OpenAI's data handling is governed by their privacy policy and API usage terms.

- Supabase — our database and authentication provider, which stores account data and conversation history.
- Stripe — our payment processor. Payment card data is handled directly by Stripe and is subject to their privacy policy.
- Vercel — our hosting and deployment platform, which processes web traffic and usage analytics.

Legal Requirements:

We may disclose information if required to do so by law, court order, or governmental authority, or if we believe disclosure is necessary to protect the rights, property, or safety of socro.io, our users, or the public.

Business Transfers:

In the event of a merger, acquisition, or sale of assets, user information may be transferred as part of that transaction. We will notify users via email or a notice on the Service if such a transfer occurs.

6. Data Retention

We retain account information and conversation history for as long as your account is active. If you close your account or request deletion, we will delete your data within 30 days, except where retention is required by applicable law or Stripe’s payment data retention policies.

You may request deletion of your account and associated data at any time by contacting us at support@socro.io.

7. Data Security

We take reasonable technical and organizational measures to protect your information from unauthorized access, loss, or misuse. These include encrypted data transmission (HTTPS/TLS), access controls on our database through Supabase Row Level Security, and secure authentication.

However, no method of transmission over the internet or electronic storage is 100% secure. We cannot guarantee absolute security and encourage you to use a strong, unique password for your account.

8. Cookies and Tracking

socro.io uses Vercel Analytics for usage monitoring. Vercel Analytics does not use cookies and does not track users across websites or sessions. It collects aggregated, anonymized usage data only.

We do not use Google Analytics, Facebook Pixel, or other behavioral advertising trackers.

9. Your Rights

Depending on your location, you may have the following rights regarding your personal information:

- Access — request a copy of the personal data we hold about you

- Correction — request that we correct inaccurate or incomplete data
- Deletion — request that we delete your account and associated data
- Withdrawal of consent — you may close your account at any time, which will stop future data collection

California residents may have additional rights under the CCPA, including the right to know what personal information has been collected and the right to non-discrimination for exercising privacy rights.

To exercise any of these rights, contact us at support@socro.io. We will respond to verified requests within 30 days.

10. Third-Party Links and Services

The Service integrates with third-party platforms (OpenAI, Stripe, Supabase, Vercel). This Privacy Policy does not cover the privacy practices of those third parties. We encourage you to review their respective privacy policies.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. If we make material changes, we will notify you by posting the updated policy on the Service and updating the effective date at the top of this page. Your continued use of the Service after changes are posted constitutes your acceptance of the revised policy.

For changes that materially affect the collection or use of personal information of users under 18, we will provide notice and, where appropriate, seek renewed consent from account holders.

12. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact us at:

socro.io

Operated by Neil Griffin

Email: support@socro.io