

Privacy Policy

This Statement of Privacy applies to theacetutors.com and Ace Tutors LLC (herein referred to as Ace Tutors) and governs data collection and usage. For the purposes of this Privacy Policy, unless stated otherwise, all references to Ace Tutors also refer to <https://theacetutors.com> and Ace Tutors LLC. By using the Ace Tutors website, you consent to the data practices described herein.

Collection of Personal Information

In order to provide you with the best products, services and user experience, Ace Tutors may collect personally identifiable information, such as your:

- First and Last Name
- Mailing Address
- Email Address
- Phone Number

Ace Tutors does not collect personal information unless voluntarily provided by you. However, you may be required to provide personal information when you elect to use certain products, services or components provided by or through the Ace Tutors website. These may include: (a) registering for an account on the Ace Tutors website, (b) submitting a request for tutoring through the Ace Tutors website, (c) submitting an application to become a tutor through the Ace Tutors website, (d) updating account information through the Ace Tutors website, (e) submitting a message through the Ace Tutors website, or (f) transmitting any other message through methods including, but limited to, email message, text message or phone call. Ace Tutors will use your personal information for, but not limited to, communicating with you in relation to the products or services you have requested from us. Ace Tutors may also gather additional personal or non-personal information in the future.

Use of Personal Information

Ace Tutors collects and uses your personal information to operate its website and deliver the services you have requested. Ace Tutors may also use your personal information to inform you of additional products or services available from Ace Tutors.

Financial Information

When you submit a request for tutoring through the Ace Tutors website, you are required to provide credit or debit card information for future payment for the products and services requested by you from Ace Tutors. We do not store this financial information on any of Ace Tutors servers. Rather, this information is securely transmitted to and securely stored with our payment partner, [Stripe](#).

Use of Financial Information

[Stripe](#) will be used to process all payments for Ace Tutors’s products and services requested by you. Ace Tutors may collect, use and store information about your financial transaction history between you and Ace Tutors.

Cookies

The Ace Tutors website may use “cookies” to help personalize your online experience. A cookie is a text file that is placed on your hard disk by a web page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you. The primary purpose of cookies is to improve your user experience and save you time. For example, if you personalize any pages on the Ace Tutors website, cookies may help to recall some information on subsequent visits. This may simplify the recording of your personal information, such as mailing address, email address, etc. When you return to the Ace Tutors website, cookies may help retrieve some of that previously provided information.

You have the ability to accept or decline cookies. Most Web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of the Ace Tutors services or website.

Sharing of Information with Third Parties

Ace Tutors does not sell, rent or lease its customer lists to third parties.

Ace Tutors may share data with trusted partners to help perform statistical analysis, send email or postal mail or provide customer support. All such third parties are prohibited from using your personal information except to provide these services to Ace Tutors, and they are required to maintain the confidentiality of your information.

Ace Tutors may disclose your personal information, without notice, if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to edicts of the law or comply with legal process served on Ace Tutors or the Ace Tutors website, (b) protect and defend the rights or property of Ace Tutors, and/or (c) act under exigent circumstances to protect the persona safety of users of Ace Tutors, or the public.

Tracking User Behavior

Ace Tutors may keep track of the websites and pages our users visit within Ace Tutors, in order to determine what Ace Tutors services are the most popular. This data is used to deliver customized content and advertising within Ace Tutors to customers whose behavior indicates that they are interested in a particular subject area.

Supporting Documents and Uploaded Files

What We Collect

Ace Tutors may collect files, documents, images, and other materials ("Submissions") that you upload or transmit through the Ace Tutors website, mobile applications, or any other Ace Tutors platform or interface. Submissions may include, but are not limited to, homework assignments, essays, practice problems, tests, quizzes, syllabi, course materials, notes, and any other academic content you choose to provide.

We strongly advise you not to include sensitive personally identifiable information ("PII") — such as your full name, student ID number, Social Security number, date of birth, home address, or financial information — in any Submission. Ace Tutors will not actively seek to collect PII through your Submissions; however, any PII you voluntarily include in a Submission will be handled in accordance with this Privacy Policy.

How We Use Your Submissions

By submitting files or materials to Ace Tutors, you grant Ace Tutors a non-exclusive, royalty-free, worldwide license to use, process, store, reproduce, and modify your Submissions for the purposes described in this section. Specifically, your Submissions may be used to:

1. **Provide Tutoring Services.** Your Submissions may be shared with Ace Tutors tutors and staff for the purpose of matching you with the most qualified tutor for your needs, preparing your assigned tutor(s) for sessions with you, and delivering the tutoring services you have requested.
2. **Improve and Develop Our Services.** Ace Tutors may use Submissions, in original or modified form, to improve, test, train, and develop our platforms, tools, and artificial intelligence ("AI") models and systems. This may include using academic content from your Submissions — such as subject matter, question structures, curriculum topics, and course materials — to help our systems better understand educational content and generate tutoring-related outputs.
3. **Generate Educational Content.** Content derived from or informed by your Submissions — such as practice problems, homework examples, study guides, and test questions — may be generated by Ace Tutors's AI systems and used within our platform or services. Such generated content will not directly reproduce or attribute your Submissions to you, and Ace Tutors will make reasonable efforts to ensure that PII from your Submissions is not incorporated into any generated content made available to other users.
4. **Internal Analytics and Quality Assurance.** Ace Tutors may use Submissions internally to assess and improve the quality of tutoring sessions, evaluate tutor performance, and enhance the overall user experience.

De-Identification of Submissions

To the extent Ace Tutors uses your Submissions for AI training or content generation purposes, Ace Tutors will make commercially reasonable efforts to remove or obscure PII from your

Submissions prior to such use. However, you **acknowledge that Ace Tutors cannot guarantee the complete absence of PII from Submissions where you have included such information**, and you assume responsibility for any PII you choose to include in a Submission.

Ace Tutors may create aggregated, de-identified, or anonymized datasets derived from Submissions, which may be used for internal research, AI model development, and service improvement. Such aggregated or de-identified data will not be used in a manner that identifies you personally.

Sharing of Submissions

Your Submissions will not be sold or rented to third parties. Submissions may be shared with:

- **Ace Tutors Tutors and Staff**, solely for the purpose of preparing for and conducting your tutoring sessions;
- **Trusted Service Providers**, such as hosting providers, AI technology vendors, and platform operators, who are contractually prohibited from using your Submissions for any purpose other than providing services to Ace Tutors and who are required to maintain the confidentiality of your information; and
- **Law Enforcement or Government Authorities**, where required by law or as described in the Sharing of Information with Third Parties section of this Privacy Policy.

Content Generated From Submissions

You acknowledge that academic content, subject matter, and educational material derived from Submissions — stripped of identifying information — may be used to generate practice questions, study guides, example problems, and similar educational content within the Ace Tutors platform. Such derivative content may be made available to other users of our Services in an anonymized and generalized form. Ace Tutors will not attribute such generated content to you individually.

Retention of Submissions

Ace Tutors will retain your Submissions for as long as your account remains active and for a reasonable period thereafter, or as long as necessary to fulfill the purposes described in this section, unless a longer or shorter retention period is required or permitted by law. You may request deletion of your Submissions by contacting us using the information in the Contact Information section of this Privacy Policy, subject to the exceptions described in the Right to Deletion section above.

Your Responsibility for Submissions

You represent and warrant that: (a) you have the right to submit any materials you upload to Ace Tutors; (b) your Submissions do not infringe the intellectual property, privacy, or other rights of any third party; and (c) your Submissions comply with all applicable laws. Ace Tutors is not responsible for any PII or third-party content you choose to include in your Submissions.

Automatically Collected Information

Information about your computer hardware and software may be automatically collected by Ace Tutors. This information can include: your IP address, browser type, domain names, access times and referring website addresses. This information is used for the operation of the service, to maintain quality of the service, and to provide general statistics regarding use of the Ace Tutors website.

Links

This website contains links to other sites. Please be aware that we are not responsible for the content or privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of any other site that collects personally identifiable information.

Security of your Personal Information

Ace Tutors secures your personal and financial information from unauthorized access, use, or disclosure. Ace Tutors uses the Secure Sockets Layer (SSL) Protocol for this purpose. When personal or financial information is transmitted to other websites, it is protected through the use of encryption, such as the SSL Protocol.

We strive to take appropriate security measures to protect against unauthorized access to or alteration of your personal and financial information. Unfortunately, no data transmission over the Internet or any wireless network can be guaranteed to be 100% secure. As a result, while we strive to protect your personal and financial information, you acknowledge that: (a) there are security and privacy limitations inherent to the Internet which are beyond the control of Ace Tutors and (b) security, integrity and privacy or any and all information and data exchanged between you and Ace Tutors through the Ace Tutors website cannot be guaranteed.

Right to Deletion

Subject to certain exceptions set out below, on receipt of a verifiable request from you, Ace Tutors will:

- Delete your personal information from Ace Tutors's records, and
- Direct any service providers to delete your personal information from their records.

Please note that Ace Tutors may not be able to comply with requests to delete your personal information if it is necessary to:

- Complete the transaction for which the personal information was collected, fulfill the terms of a written warranty or product recall conducted in accordance with federal law, provide a good or service requested by you, or reasonably anticipated within the context of our ongoing business relationship with you, or otherwise perform a contract between you and Ace Tutors,

- Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity, or prosecute those responsible for that activity,
- Debug to identify and repair errors that impair existing intended functionality,
- Exercise free speech, ensure the right of another consumer to exercise his or her right of free speech, or exercise another right provided for by law,
- Comply with the California Electronic Communications Privacy Act,
- Engage in public or peer-reviewed scientific, historical, or statistical research in the public interest that adheres to all other applicable ethics and privacy laws, when out deletion of the information is likely to render impossible or seriously impair the achievement of such research, provided we have obtained your informed consent,
- Enable solely internal uses that are reasonably aligned with your expectations based on your relationship with Ace Tutors,
- Comply with an existing legal obligation, or
- Otherwise use your personal information, internally, in a lawful manner that is compatible with the context in which you provided the information.

Children under Thirteen

Ace Tutors does not knowingly collect personally identifiable information from children user the age of thirteen, in accordance with the Children’s Online Privacy Protection Act. If you are under the age of thirteen, you must ask your parent or guardian for permission to use this website.

Email Communications

From time to time, Ace Tutors may contact you via email for the purpose of providing announcements, promotional offers, alerts, confirmations, surveys, requested services, and/or other general communication. In order to improve our Services, Ace Tutors may receive a notification when you open an email from Ace Tutors or click a link therein.

If you would like to stop receiving marketing or promotional communications via email from Ace Tutors, you may opt-out or such communications by clicking the “unsubscribe” button within email correspondence and following any necessary subsequent steps on the Ace Tutors website.

Changes to this Statement

Ace Tutors reserves the right to change this Privacy Policy from time to time. Ace Tutors will notify you about significant changes in the way we treat personal information by sending a notice to the primary email address specific in your account, by placing a prominent notice on the Ace Tutors website, and/or by updating any privacy information of this page. Your continued use of the Ace Tutors website and/or services provided by Ace Tutors after such modifications will constitute your: (a) acknowledgement of the modified Privacy Policy, and (b) agreement to abide and be bound by that Policy.

Contact Information

Ace Tutors welcomes your questions or comments regarding this State of Privacy. If you believe that Ace Tutors has not adhered to this Statement, please contact Ace Tutors through the website or at:

Ace Tutors LLC
239 W Escalones, #B
San Clemente, CA 92672

Email Address:
contact@theacetutors.com

Phone Number:
720-295-0396

Effective as of May 05, 2026