

Closegap

The **emotional landscape** of your student, class and school, **clarified**.

Walk into your classroom and begin teaching with a complete understanding of which of your students might struggle throughout the school day, who needs to be checked in with immediately, and who doesn't require as much attention today.

- Automatically **triaged class roster** based on real-time responses from your students
- **Communicate and collaborate** with all staff across devices to intervene quickly and collaboratively
- Identify students **flying under the radar**
- Understand and intervene on emotional indicators *before* they negatively impact academic outcomes

Know your students. Know how to support them.

HOW IT WORKS

Students do a check-in at the start of the day (and however many times you want thereafter), followed by a short self-guided intervention.

[MORE ABOUT OUR INTERVENTIONS](#)

You track, analyze, and manage students' needs through your dashboard.

Collaborate with social workers, school counselors, and other school staff to follow up with students.

[BEST PRACTICES & ADVICE FROM EDUCATORS](#)

WHAT EDUCATORS ARE SAYING...

“ We have been able to head off some bullying behaviors with this tool, give extra support to

students who are having difficulties at home, and intervene with students who express self-harm.

— Eric, School Counselor, IA

“ I feel so at ease knowing how my class is doing before we start. When kids act up I have more to go

on and know why. I can collaborate with other teachers. I can see everyone triaged. And the kids really enjoy and see value in it.

— Jerry, Teacher & SEL Coordinator, CA

WHO IS IT FOR?

We built Closegap first and foremost for kids.

But we know that in order to reach kids we need to support the amazing adults, parents, educators and caregivers who have devoted their lives to helping them learn and grow each and everyday. We created Closegap within the walls of our partner schools, alongside school counselors, social workers and teachers just like you! Whether you're a school psychologist, a SPED teacher, a school nurse, a principal, the basketball coach - Closegap is for you.

Are you ready for take-off?

[GET STARTED](#)

Privacy Policy

Last updated: September 21st, 2020.

At Closegap, we are dedicated to protecting the privacy of our students and their families. Closegap, a website available at www.closegap.org (<http://www.closegap.org/>) (“the Site”), along with a web-based and mobile application (“Applications”) make up a suite of services (collectively, “the Services”) owned and operated by Closegap Inc. (“the Company,” “we,” “us” or “our”). Closegap is a 501(c)(3) not-for-profit organization that focuses on improving the mental health and emotional wellbeing of K-12 students. Closegap Services are utilized by teachers, administrators, school counselors, social workers, and other school staff (collectively, “Educators”), and parents or legal guardians (collectively, “Parents”) to support the emotional wellbeing of their students or children (collectively “Children” or “Students”) throughout the school day. We’ve created this Privacy Policy to communicate how we protect, disclose, and use the information we collect when Closegap Services are used. Closegap has developed privacy

practices to align with applicable laws, including the Family Educational Rights and Privacy Act ("FERPA") and Children's Online Privacy Protection Act ("COPPA"), in addition to federal and state-level student data privacy laws, including, but not limited to, the Protection of Pupil Rights Amendment ("PPRA"); California state student privacy laws, including, but not limited to AB 1584 and the Student Online Personal Information Protection Act ("SOPIPA"), and the New York Consolidated Law, Education Laws - Section 2-d.

INFORMATION WE COLLECT

Educators and Parents

When creating an account, educators and parents are asked for the following personal information: first and last name, school, phone number, email address, password, and role. After creating an account, educators and parents register accounts for their students within their Educator or Parent account.

Children

At this time, students are not permitted to create accounts on their own. When registered through a Parent or Educator account, we require the following personal information for each student or child: first and last name, birthdate, school, email address, gender, grade, homeroom teacher, and password.

HOW WE USE THE INFORMATION

We're committed to protecting the personal information of our users. We do not sell or rent user information to anyone. Our primary goal in collecting information is to provide and improve our Services for your use. The personal information we collect from parents and educators is used to provide and improve Closegap services, contact you about services or products that may be of interest to you, and notify you of any changes in our services. The personal information we collect from students is used to improve the ease-of-use and access of the Services by the Educator. We collect *student name* so educators can easily distinguish between students; *student email address* for the use of a secure username. Please note: we do not send email communications to students other than to (1) set their password or (2) reset their password. We collect *student birthdate* to ensure we're delivering age-appropriate content and to ensure minors don't get past our age-gate protection measure during the registration process. We collect *grade level* and *gender* to provide educators with an easy way to search, filter, and organize students. We collect *homeroom teacher* to communicate to other educators where the daily check-in will likely be administered. The social and emotional data we collect from students is used by educators and parents to better understand and support their emotional wellbeing.

DATA ACCESSIBILITY

Student personal information may be accessed by educators and parents for review and correction at all times by logging into their account. Students may access, review and correct information through an educator or parent account. Parents can request the deletion of student data by contacting info@closegap.org (mailto:info@closegap.org).

DATA RETENTION

Closegap does not retain student personal information for longer than is necessary. If a student profile is inactive for more than 12 months, student data will be deleted immediately from all servers and technologies used by Closegap.

DISCLOSURE OF YOUR INFORMATION

Closegap partners with third-party contractors to deliver, improve and expand on the Services. In some cases, we may share personal information for the sole purpose of providing and improving our services for your use. We will not share personal information for any other purpose. The third-party contractors we partner with follow the same privacy guidelines and regulations we follow, which include, administrative, technical, and physical safeguards that equal industry best practices, including, but not limited to, disk encryption, file encryption, firewalls, and password protection.

SUCCESSOR ENTITIES

If Closegap is involved in a merger, acquisition, or sale of all or a portion of its assets, you will be notified via email and a prominent notice on our website, of any change in ownership, with options regarding your personal information, including removing it from Closegap systems entirely, will be visible. Any company acquiring all or a part of Closegap's assets will be required to agree to the terms of the Privacy Policy.

CHILDREN'S PRIVACY

We are proud to be in compliance with the Family Educational Rights and Privacy Act ("FERPA") at 20 U.S.C. 1232g (34 CFR Part 99), Children's Online Privacy Protection Act ("COPPA"), 15 U.S.C. 6501-6506; in addition to federal and state-level student data privacy laws, including, but not limited to, the Protection of Pupil Rights Amendment ("PPRA") 20 U.S.C. 1232h; California state student privacy laws, including AB 1584, found at California Education Code Section 49073.1 and the Student Online Personal Information Protection Act ("SOPIPA") found at California Business and Professions Code section 22584, and the New York Consolidated Law, Education Laws - Section 2-d. We store student information in electronic format on secure servers located within the United States. Closegap maintains administrative,

technical, and physical safeguards that equal industry best practices including, but not limited to, disk encryption, file encryption, firewalls, and password protection.

PROTECTION OF YOUR INFORMATION

Closegap maintains a comprehensive security program that is reasonably designed to protect the security, privacy, confidentiality, and integrity of student personal information against risks - such as unauthorized access or use, or unintended or inappropriate disclosure - through the use of administrative, technological, and physical safeguards appropriate to the sensitivity of the information. We understand, however, that no system is perfect, and we cannot ensure or warrant the security of any or all of the information you transmit through our services. Closegap has a breach response plan in place and In the event of unauthorized disclosure of personal information of students, educators, or parents, this plan will be enacted immediately.

NOTICE OF CHANGES TO PRIVACY POLICY

We reserve the right to make changes to this Privacy Policy at any time. When you use the Site, please check the Privacy Policy to ensure you are aware of any changes to our privacy practices. Our Privacy Policy will indicate the date it was last updated. When we make changes to our Privacy Policy we will notify you via email at the last email address you have provided to us. You will have a choice as to whether or not you accept the new terms of the Privacy Policy.

You can reach us directly at info@closegap.org (mailto:info@closegap.org) regarding Closegap's privacy practices or specific concerns about your personal information.

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User Agreement

Last updated: September 21st, 2020.

PLEASE READ THE FOLLOWING TERMS AND CONDITIONS CAREFULLY.

Closegap, a website available at www.closegap.org (<http://www.closegap.org/>) (“the Site”), along with a web-based and mobile application (“Applications”) make up a suite of services (collectively, “the Services”) owned and operated by Closegap Inc. (“Closegap”, “the Company”, “we”, “us” or “our”). Closegap requires that all visitors (“you”) to its Site or Services agree to all of the terms and conditions in this User Agreement (“UA”). By visiting, accessing and using the Services, you indicate your acknowledgment and acceptance of this UA.

WHAT IS CLOSEGAP?

Closegap is a 501(c)(3) not-for-profit organization that focuses on improving the mental health and emotional wellbeing of K-12 students. Closegap Services are utilized by teachers, administrators, school counselors, social workers, and parents to support the emotional wellbeing of their students throughout the school day. Through a fun, student facing emotional health check-in, students share their emotions and needs. Educators access this data and use it to respond in real-time. Parents use this data to follow-up at home. The Services provide you with access to an online collection of information, materials and tools related to Closegap and its work, including text, pictures, photographs, audio and video, graphics, logos, marks and images (collectively, "Content"), as well as software used in accessing the Services, displaying the Content, and utilizing the functionality offered through the Services ("Software"), all of which are subject to this UA. Unless stated otherwise, any new Content and Software added to the Services and all revisions, modifications, and enhancements to the Services, the Content or the Software will be covered by this UA effective upon the date of each such addition.

ELIGIBILITY REQUIREMENTS

By using the Services, you represent and warrant that:

1. All information you submit is truthful and accurate;
2. You are an Educator and/or Administrator and you:
 - (a) are utilizing the School Official exception to the Family Educational Rights and Privacy Act ("FERPA"), or
 - (b) have received parental consent for each of your students. If in the United States, you have received parental consent for students under the age of 13 per Children's Online Privacy Protection Act ("COPPA"); if outside of the United States, you've received parental consent for students under the age of 18, or have received parental consent from parents in alignment with your country's child data privacy and protection laws and regulations.
3. You are a Mental Health Professional and have received parental consent to utilize the Services with your clients under the age of 13.
4. You are a Parent/Guardian, and have created an account for your child, and therefore consent to your child's use of the Services.
5. You are under 13 years of age, and have received School/Educator or Parental consent and supervision when using the Services.
6. By accessing and using Closegap services, you consent to our Privacy Policy found at: <https://www.closegap.org/privacypolicy>

7. Your use of the Services does not violate any applicable law or regulation. Your use of the Services may be terminated without warning if we believe you are in violation of any of these conditions. Use of the Services is void where prohibited.

STUDENT REQUIREMENTS

At this time, students are not permitted to create accounts on their own. If you are a student and would like to use Closegap, please ask your parent/guardian or teacher (or other school staff member) to create an account for you. Once they've completed the registration process, you can log into your account using your own login credentials.

SERVICES PROVIDED BY CLOSEGAP

We take reasonable steps to protect the privacy of any personal information you may provide to us as described in our Privacy Policy found at: <https://www.closegap.org/privacypolicy>.

MAKING CONTRIBUTIONS TO CLOSEGAP

Closegap is a registered 501(c)(3) not-for-profit corporation.

All donations are tax deductible to the fullest extent allowed by law. All donations made to Closegap as a 501(c)(3) not-for-profit corporation are non-refundable.

By making a donation to Closegap, you guarantee that:

1. You are at least 18 years old or if under 18 years old, you are acting with parental consent and under parental supervision;
2. All information you provide to Closegap is accurate, and you will update the information to keep it accurate;
3. Any donation you make is legal in your jurisdiction.

RIGHTS YOU GRANT TO CLOSEGAP

Closegap reserves the right to exclude any Students, Parents, Educators, or any other user types from use of the Services, in Closegap's sole discretion.

BINDING AGREEMENT

By visiting, accessing and/or using the Site or Services, you agree to be bound by this UA, whether you are a visitor, Student, Parent, Legal Guardian, Mental Health Professional, Educator or other School Staff. Closegap's Privacy Policy is a Part of this Agreement. By accepting the terms of this UA, you agree to abide by the terms of our Privacy Policy found at: <https://www.closegap.org/privacypolicy>.

CONTENT & USE OF THE SERVICES

You may use the Services, Content and Software solely as and for the purposes stated and described in this UA. All Site Content and functionality, and all Software underlying the Services, may be changed or updated by us from time to time, without notice. Although Closegap cannot monitor the conduct of users of the Services, it is a violation of this UA to use the Services or any information obtained from the Services in order to harass, abuse, or harm another person, or in order to contact, advertise to, solicit or sell to any person featured on the Services.

DISCLAIMERS

We make reasonable efforts to provide a Site and Services that are safe and accurate, but can make no warranties. Closegap retains the right to restrict use of the Services, in any manner it deems appropriate.

YOU EXPRESSLY UNDERSTAND AND AGREE THAT: YOUR USE OF THE SERVICES, THE CONTENT AND SOFTWARE IS AT YOUR SOLE RISK. ALL CONTENT AND SOFTWARE ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS. CLOSEGAP EXPRESSLY DISCLAIMS ALL WARRANTIES AND CONDITIONS OF ANY KIND WHETHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. CLOSEGAP MAKES NO WARRANTY THAT (i) THE CONTENT AND SOFTWARE ARE ACCURATE, TIMELY, UNINTERRUPTED, VIRUS-FREE OR ERROR-FREE; (ii) THE RESULTS THAT MAY BE OBTAINED FROM THE USE OF THE CONTENT OR SOFTWARE WILL BE RELIABLE; AND (iii) ANY ERRORS IN THE SOFTWARE WILL BE CORRECTED.

LIMITATIONS OF LIABILITY

IN NO EVENT SHALL CLOSEGAP, ITS EMPLOYEES, AGENTS, AFFILIATES, DIRECTORS, OFFICERS, REPRESENTATIVES, SUBCONTRACTORS, ADVISORS AND VOLUNTEERS OR ANYONE ELSE WHO HAS BEEN INVOLVED IN THE CREATION, PRODUCTION, OR DELIVERY OF THE SERVICES BE LIABLE FOR ANY DAMAGES WHATSOEVER, INCLUDING WITHOUT LIMITATION DIRECT, INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR EXEMPLARY DAMAGES, DAMAGES OR LOSS OF PRODUCTS, USE OF DATA OR OTHER INTANGIBLE LOSSES RESULTING FROM THE USE OF ANY OF THE SERVICES, OR INABILITY TO USE THE SERVICES, CONTENT OR SOFTWARE. YOU UNDERSTAND AND AGREE THAT YOUR USE OF THE SERVICES IS PREDICATED UPON YOUR WAIVER OF ANY RIGHT TO SUE CLOSEGAP AND ITS AFFILIATES AND TO PARTICIPATE IN ANY CLASS ACTION SUIT FOR ANY LOSSES OR DAMAGES RESULTING FROM YOUR USE OF THE SERVICES.

YOU UNDERSTAND AND AGREE THAT CLOSEGAP AND ITS AFFILIATES WILL NOT BE LIABLE FOR ANY DAMAGES CAUSED BY ANY FAILURE OF

PERFORMANCE, ERROR, OMISSION, INTERRUPTION, DEFECT, DELAY IN OPERATION OF TRANSMISSION, COMPUTER VIRUS, OR EQUIPMENT OR NETWORK FAILURE WHATSOEVER, AND THAT CLOSEGAP AND ITS AFFILIATES WILL NOT BE LIABLE WHATSOEVER FOR ANY DAMAGES OR INJURY THAT RESULT FROM THE USE OF, OR THE INABILITY TO USE, THE MATERIALS IN THE SERVICES, EVEN IF THERE IS NEGLIGENCE BY CLOSEGAP OR AN AUTHORIZED CLOSEGAP REPRESENTATIVE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, OR BOTH.

TERMINATION

You may terminate this UA by destroying all materials obtained from the Services, deleting your account, and stopping all use of the Services. Closegap may terminate this UA immediately at will for any reason, in its sole judgment, without warning or prior notice. Upon termination, you must destroy all materials obtained from the Services and stop all use of the Services.

CONTACT CLOSEGAP

If you have any questions about the Services or this UA, you may contact us at info@closegap.org (<mailto:info@closegap.org>).

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