



WEBSITE PRIVACY POLICY

Parent-friendly website version • Clear, concise, and practical

Draft for Attorney Review

Effective Date	August 11, 2026	Last Updated	August 11, 2026
Website	knotaloneiep.com	Status	Attorney Review Draft

Our commitment. Families may share sensitive educational information with us. Knot Alone uses reasonable safeguards, limits access, and does not sell or rent client personal information.

1. What Information We Collect

We may collect information you voluntarily provide when you contact us, schedule a consultation, complete a form, purchase services, communicate with us, or send records for advocacy or coaching services.

- Contact and scheduling information.
- Information about the services you are requesting.
- Information about your child that is reasonably necessary to provide services.
- IEPs, 504 Plans, evaluations, progress reports, school correspondence, assessment information, and other educational records you choose to provide.
- Basic technical information collected when you use our website, such as browser, device, IP address, and website-use information.

2. How We Use Information

We use information to respond to inquiries, provide advocacy and coaching services, review records, prepare for meetings, communicate with clients, schedule appointments, process payments, maintain business records, secure and improve our systems, and meet legitimate legal, insurance, accounting, and recordkeeping obligations.

3. How We Protect Sensitive Records

Client records may contain sensitive educational, disability-related, family, and school information. Knot Alone limits access to authorized people who reasonably need the information to provide services or perform business functions.

- We use Knot Alone business accounts rather than personal cloud-storage accounts for client records.
- We may use managed Google Workspace services such as Google Drive, Google Meet, and Google Calendar.
- We use access controls and 2-Step Verification or other multi-factor authentication where supported.
- Clients should use our designated secure upload or document-sharing method for IEPs, evaluations, and other sensitive records whenever possible.
- Please do not send Social Security numbers, banking credentials, or other highly sensitive identity information through a general website contact form.

No electronic system can be guaranteed to be completely secure, but Knot Alone uses reasonable administrative and technical safeguards designed to reduce privacy and security risks.

4. When We Share Information

Knot Alone does not sell or rent client personal information. We may share information only when reasonably necessary to provide requested services, with service providers supporting our business, when you authorize us to

communicate with a school or other professional, when required by law, or when reasonably necessary to protect legal rights or safety.

5. Payments, Vendors, Cookies, and Links

Knot Alone may use third-party providers for website hosting, scheduling, secure forms, electronic signatures, payment processing, accounting, and related business services. Those providers have their own privacy and security practices.

Our website may use cookies or similar technologies for functionality, security, analytics, or user experience. The final published policy should be updated if additional analytics, advertising, chat, or tracking tools are enabled.

Our website may also link to schools, government agencies, educational resources, or other third-party sites. Knot Alone does not control those sites or their privacy practices.

6. Retention and Your Requests

Unless a longer period is required or reasonably necessary, Knot Alone generally retains client records for at least seven (7) years after services close. Records may be kept longer when needed for legal, insurance, accounting, payment, dispute-resolution, or other legitimate business purposes.

Clients may contact us to request access to or correction of personal information. A deletion request does not require us to destroy records that we reasonably need or are required to retain.

7. Children's Privacy and Communications

Our website is intended primarily for parents, guardians, and adults seeking services. We do not knowingly solicit personal information directly from children under 13 through the website. Parents and guardians may provide information about their children when seeking services.

Email, text messaging, and other ordinary electronic communications can carry privacy risks. When a secure upload option is available, we encourage clients to use it for highly sensitive records.

8. Security Incidents, Policy Updates, and Contact

If we become aware of unauthorized access to personal information, we will investigate and take reasonable steps to secure affected information and provide legally required notifications when applicable.

We may update this Privacy Policy as our services, technology, website features, or legal obligations change. The current version will be posted on our website with the "Last Updated" date.

Questions or privacy requests may be directed to:

- Knot Alone IEP Advocacy & Coaching LLC
- Website: knotaloneiep.com
- Email: kellie.solenberger@knotaloneiep.com

Website form acknowledgment. Suggested language above intake or document-upload forms: "I acknowledge that I have reviewed the Knot Alone Privacy Policy and authorize Knot Alone to receive and use the information I submit for purposes of responding to my inquiry and/or providing requested services."

KNOT ALONE IEP ADVOCACY & COACHING | WEBSITE PRIVACY POLICY

BEFORE PUBLISHING

Important. This draft should be reviewed against Knot Alone's actual website configuration and by qualified counsel before publication. Remove all bracketed placeholders and the "Draft for Attorney Review" footer before posting the final policy.

- Insert the privacy/general contact email address and, if desired, a business mailing address.
- Identify the payment processor and confirm whether Knot Alone ever receives or stores full payment-card information.
- Confirm the website host and whether analytics, cookies, advertising pixels, chat tools, scheduling widgets, or other tracking technologies are enabled.
- Confirm the approved client document-upload method and make sure highly sensitive records are not requested through a general contact form.
- Confirm the final Google Workspace configuration, including 2-Step Verification, restricted sharing, and access permissions.
- Confirm that the seven-year retention period matches the final Client Services Agreement, Confidentiality & Privacy Agreement, insurance requirements, and records-retention policy.
- Review the policy any time a new vendor, website feature, payment method, intake form, or data practice is added.