Instrux Music – Internet Safety Policy

Effective Date: Feb 19, 2026

Instrux Music, operated by Rivo, Inc., is committed to maintaining a safe and secure online learning environment for instructors, students, schools, and families.

Instrux Music provides real-time virtual lesson hosting technology. We do not record, monitor, or store live lesson audio or video.

This Internet Safety Policy outlines platform expectations and user responsibilities.

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1. Purpose

This policy exists to:

- Promote safe online educational interactions
- Protect the privacy of students and instructors
- Clarify Instrux Music's role as a technology provider
- Support compliance with applicable laws, including COPPA and FERPA

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2. Scope

This policy applies to:

- Students
- Parents and guardians
- Instructors
- Schools and organizations
- Any individual accessing the Instrux Music platform

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3. Platform Structure & Monitoring

Instrux Music provides:

- Real-time virtual lesson hosting
- Scheduling tools
- Lesson notes and material storage

Instrux Music does **not**:

- Record lessons
- Store live audio or video
- Monitor sessions in real time
- Archive chat transcripts

Because sessions are not recorded or stored, safety within lessons is primarily the responsibility of instructors, parents, and schools.

If users independently record sessions using external tools, they are solely responsible for complying with all recording consent laws.

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4. Privacy & Data Protection

Instrux Music follows strict data minimization practices.

We collect only what is necessary to operate accounts and platform functionality, including:

- Name
- Email address
- Organization affiliation
- Lesson notes
- Uploaded materials or links

We do not sell data.

We do not use student data for advertising.

We do not profile or track behavior for marketing purposes.

All stored data is encrypted in transit and protected by access controls.

Full details are available in our Privacy Policy and Children’s Education Privacy Policy.

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5. Parental Consent (Under 13)

For children under 13:

- A parent or guardian must create the account or provide verifiable consent
- Invitations must be sent to a parent email address

Instrux Music may operate as a “school official” under FERPA when contracted by a school or district.

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6. Safe Communication Standards

All users must:

- Refrain from harassment, discrimination, or inappropriate conduct
- Avoid sharing sensitive personal information (home address, government ID, payment information, etc.)
- Maintain professional communication standards

Instructors must:

- Maintain professional presentation
- Set appropriate boundaries with minors
- Avoid requesting unnecessary personal information

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7. Instructor Responsibilities

Instructors are responsible for:

- Maintaining student safety during live sessions
- Complying with child protection laws
- Following school policies (if applicable)
- Ensuring compliance with recording laws if using external tools

Instrux Music does not supervise or control instructional conduct.

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8. School & Organization Responsibilities

Schools and organizations licensing Instrux Music are responsible for:

- Obtaining required parental consents
- Ensuring staff are trained in online safety
- Monitoring student participation as appropriate
- Enforcing their own institutional policies

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9. Reporting Safety Concerns

Users may report inappropriate or unsafe behavior by contacting:

support@instruxmusic.com

Reports will be reviewed promptly. Instrux Music may:

- Suspend accounts
- Terminate access
- Cooperate with lawful investigations

Because sessions are not recorded or stored, investigations rely on user reports and available account data.

We prohibit retaliation against individuals who report concerns in good faith.

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10. Data Retention

Instrux Music retains only:

- Account-level information
- Uploaded materials
- Lesson notes

We do not retain live lesson audio or video.

Users may request deletion of their account data at any time.

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11. Policy Updates

This policy may be updated to reflect changes in law, technology, or platform functionality.

Continued use of the platform constitutes acceptance of the updated policy.