TRUST PACKET

How we keep family information safe.

Short answers for schools, therapy practices and community resources.

> **Our rule:** Mosaeli is built to these controls. It is not independently audited or certified yet.

Last checked November 25, 2026.

1. Security summary

What Mosaeli is

Mosaeli is a family-led app. Parents keep notes, goals, visits and papers in one place.

Parents choose what each teacher, therapist or caregiver sees. Mosaeli does not diagnose. It does not give medical advice.

Promises that never change

- No ads. We never sell or rent data.
- Family and student data is never used to train AI.
- Family and student data is never used for marketing.
- Real family data is never copied into our test system.

Where data lives

Our database, sign-in and files run on Supabase. The data is stored in the United States (Ohio). Checked November 25, 2026.

Encryption

Supabase says (https://supabase.com/security) data is encrypted when stored (AES-256) and when sent (TLS). Its data agreement (https://supabase.com/legal/customer-resources/data-processing-addendum) says backups are encrypted too. Our website uses HTTPS only.

Who can see what

- Each family can reach only its own records.
- Visitors who aren't signed in can't run database actions. A few checked ones, like a sign-up form, are the exception.
- School staff see only what a parent chose to share.
- Each page school staff open is recorded.
- School staff need a second sign-in step before any child data shows.

Checks and changes

- We run Supabase's security check after every database change. It found 0 issues on November 25, 2026.
- Every change is tested on a separate test system first.
- Old files are saved first, so a change can be undone fast.

Backups

Supabase keeps a daily backup for 7 days.

Independent audit

None yet. We say "built to these controls." We never say "certified."

Our hosting providers hold their own certifications. Those cover the providers, not Mosaeli.

2. Service providers

These companies help run Mosaeli. We check a new provider's terms before it touches family data.

Provider	What it does	Family data it handles
Supabase	Database, sign-in, files and server tasks	Yes. All family records and files. Stored in the U.S.
Hostinger	Website, domain and company email	Website visits and emails sent to us
Resend	Sends Mosaeli emails, like reminders and invites	Email address, name and the short message

Provider	What it does	Family data it handles
Stripe	Website payments	Billing details. We never see full card numbers.
Google Play	Android app download	App store account data, kept by Google
GitHub	Stores our code	None. Family data is never put in code.

3. Keeping and deleting data

When	What happens	How fast
The account is open	We keep records only while needed to run Mosaeli, or as the law requires.	While the account is open
A parent deletes the account in the app	Sign-in, records and files are removed. All sessions end.	Right away
Backup copies after a deletion	They expire on their normal cycle. They are never restored for any other use.	Within 7 days
A parent asks by email	We finish the deletion.	Within 30 days
A school agreement ends, or a school asks in writing	School-created data is deleted unless a parent agrees to keep it. The school gets written confirmation.	Within 30 days
A student leaves the district	Covered student data is deleted unless a parent agrees to keep it.	Within 30 days. Florida law allows 90.
Unsaved changes on a phone	An encrypted copy stays only on that phone, so work isn't lost.	Up to 30 days, or until the parent deletes it

Copies a parent downloaded or sent outside Mosaeli stay with that person. We can't call them back.

4. Florida student privacy law

Florida law (section 1006.1494) (https://www.leg.state.fl.us/statutes/index.cfm?App_mode=Display_Statute&Search_String=&URL=1000-1099/1006/Sections/1006.1494.html) protects student information in apps used for school. Mosaeli is family-led. When a school uses it, we follow this law.

The law says	How Mosaeli is built
No targeted ads	No ads of any kind
No student profiles, except for school use	No profiling. Records stay under the parent's control.
Don't sell, rent or trade student information	Never sold, rented or traded
Use reasonable security	The controls in section 1

Want the full checklist? Ask us.

5. Student data privacy agreement

Many Florida districts use the Florida National Data Privacy Agreement, version 2 (https://sdpc.a4l.org/agreements/FL_NDPA_V2_STANDARD.pdf).

Our plan

1. Accept the standard agreement as written whenever we can.
2. Keep our answers to its forms ready, so we can return it within days.
3. After the first district signs, offer the same terms to other Florida districts.

We review each agreement with your district before anyone signs.

6. Accessibility

Our goal: we build toward WCAG 2.1 Level AA. This is a goal, not a certification.

What we check before every release

- It works with a keyboard alone. Focus is easy to see.
- A script checks text color contrast.
- Buttons and links are at least 44 by 44 pixels.
- Pages fit a 390-pixel-wide phone with no sideways scrolling.
- Pages use real headings, labeled fields and skip links.
- Short sentences, written for an early reader.

Languages

Main website pages come in English and Spanish. More languages use computer translation. The app can be shown in 7 languages.

Found a barrier? Email admin@getmosaeli.com. See our Accessibility page.

7. If something goes wrong

We have a written plan. It has short steps, owners and deadlines.

1. **Record** what happened, right away.
2. **Contain** it in the first hours. For example, change keys or turn a feature off.
3. **Investigate:** what data, whose, and when.
4. **Decide** who must be told.
5. **Tell** people, using ready messages.
6. **Fix** it, test the fix, then recover.
7. **Review** what happened and update the plan.

Who we tell, and when, follows the law and each school's agreement.

8. Two-step sign-in

Two-step sign-in means a password plus a second proof, like an authenticator app.

Who	Rule
School staff	An authenticator app is required before any child data shows. The database checks this.

Who	Rule
Parents and caregivers	Offered and encouraged

9. Health information

Mosaeli is a family-led tool. Families choose what to store and share.

Mosaeli is not a doctor's office or a health plan. We do not claim to be HIPAA certified.

We protect health information with the controls on this page. Have a HIPAA question for your clinic? Ask us.

10. Contacts and sources

Security and privacy contact: Tamille Johnson, Founder. admin@getmosaeli.com.

We reply to security reports within 2 business days. Our written policies are available on request.

Our pages

- Trust and privacy
- Privacy Notice
- Accessibility

Outside sources

- Supabase Security (https://supabase.com/security)
- Supabase Data Processing Addendum (https://supabase.com/legal/customer-resources/data-processing-addendum)
- Florida Statutes 1006.1494 (https://www.leg.state.fl.us/statutes/index.cfm?App_mode=Display_Statute&Search_String=&URL=1000-1099/1006/Sections/1006.1494.html)
- Florida NDPA, version 2 (https://sdpc.a4l.org/agreements/FL_NDPA_V2_STANDARD.pdf)

This page is a summary. Your signed agreement has the full terms.