



Agreement for Professional Services

This Agreement is entered into between the Board of Education of Waukegan Community Unit School District #60 ("WPS" or "District") located at 1201 North Sheridan Road, Waukegan, Illinois 60085, and Paper Education Company Inc., a corporation having its principal place of business at 279 Sherbrooke St West, Suite 410, Montreal, QC H2X 1Y2 ("Contractor").

WHEREAS, Contractor has represented that Contractor has certain qualifications, credentials, and experience in supplying, via the internet, qualified, competent, and effective tutors for K-12 students in one-on-one or small-group settings; and

WHEREAS, District and Contractor anticipate that District will use Contractor's tutoring services relative to a number of District's students;

NOW, THEREFORE, in consideration of the mutual covenants, terms and conditions herein contained, the parties agree as follows:

- 1. Term, Termination, Force Majeure, Survival.** Conditioned on the completion of the forms attached to this Agreement and an authorized signature for each party, this Agreement shall be effective September 29, 2021. If Contractor or any of its owners, officers, employees, or agents are convicted of any crime or offense, fail or refuse to comply with the written policies or reasonable directives of WPS, are guilty of serious misconduct in connection with performance hereunder, or breach any provision of this Agreement, WPS at any time may terminate the engagement of Contractor immediately and without prior notice. In addition, either party may terminate this Agreement For Cause, "For Cause" being defined as any action by either party which constitutes fraud; fraudulent misrepresentation; gross negligence; or a violation of the other party's intellectual property rights. Additionally, and at its sole discretion, WPS may terminate the Agreement or suspend the operation of the Agreement for a period of time identified by the District if, due to circumstances or events beyond the control of the District, performance under this Agreement is infeasible or infeasible for a period of time, provided that the parties in writing confirm their agreement as to the period of time in which the Agreement is suspended under this provision. In the event this Agreement is terminated, provisions regarding indemnity and confidential information shall survive such termination.
- 2. Scope of Work, duties, payment.** Contractor's duties and compensation shall be as set forth in Contractor's Proposal, as agreed upon by the parties and attached hereto. Payment under this Agreement will be in accordance with the Local Government Prompt Payment Act (50 ILCS 505). WPS shall not be responsible for any expenses incurred by Contractor in connection with the performance of the duties hereunder, except as identified in its Proposal.
- 3. Independent contractor:** This Agreement shall not render Contractor an employee, partner, agent, or joint venturer of WPS for any purpose. Contractor is and will remain an independent contractor in its relationship to WPS. WPS shall not be responsible for withholding taxes with respect to compensation disbursed to Contractor (and, via Contractor, Contractor's personnel).



Contractor and its personnel shall have no claim against WPS hereunder or otherwise for vacation pay, sick leave, retirement benefits, social security, worker's compensation, health or disability benefits, unemployment insurance, unemployment insurance benefits, or employee benefits of any kind. At the end of the calendar year, WPS will issue a 1099 to Contractor as an annual report of services rendered to WPS. Subject to terms and conditions of this Agreement, WPS hereby engages Contractor as an independent contractor to perform services set forth herein, and the Contractor accepts such engagement.

4. **Taxes.** In all instances relative to any services performed under this Agreement, Contractor shall maintain direct responsibility for the payment of wages and other compensation to any persons who provide services to District under this Agreement, and for any mandatory withholdings and contributions, such as federal, state, and local income taxes, social security taxes, workers' compensation deductions, and unemployment insurance. Contractor shall be responsible for any sales tax, gross receipts tax, excise tax or any other tax of the United States or any State associated with the services provided by Contractor.
5. **Written reports:** In addition to those programmatic and business reports as are identified in Contractor's Proposal, WPS may request that Contractor provide additional written reports, including but not limited to project plans, progress reports, and final reports, and upon such request, Contractor shall provide such reports in the form and manner requested.
6. **Confidentiality of information.** Contractor recognizes, confirms, and acknowledges that by virtue of providing services to District under this Agreement, Contractor might or may have access to certain information of the District that is confidential or that is subject to legal requirements of confidentiality under the laws of the United States or Illinois, or the policies of the District, including information associated with District's employees, District's students, the parents or guardians of District's students, and other contractors to the District. In the event Contractor has access to such information, Contractor is a "school official" for purposes of school student record sharing, and access to such information is necessary for the services under this Agreement. Contractor agrees and affirms that Contractor shall not, at any time during or subsequent to the term of this Agreement (except pursuant to the duties of Contractor) disclose to others, use, copy, or permit to be copied any information that is not legally available to the public at large and that is subject to:
 - a. The Family Educational Rights and Privacy Act (FERPA);
 - b. The Health Insurance Portability and Accountability Act of 1996 ("HIPAA");
 - c. The Illinois School Student Records Act;
 - d. The Illinois Student Online Privacy Protection Act;
 - e. The Illinois Children's Privacy Protection and Parental Empowerment Act;
 - f. The Illinois Mental Health and Developmental Disabilities Confidentiality Act;
 - g. The Illinois Consent by Minors to Medical Procedures Act; or
 - h. Any other statute, regulation or judicial decision of the United States or Illinois that may apply to information to which Contractor may have access to under this Agreement.



7. **Assigned personnel, qualifications, background checks.** Contractor shall identify in writing all personnel who will be or might be assigned by Contractor to perform the responsibilities and duties set forth in this Agreement, and shall further provide a statement of such personnel's licenses, certifications, and qualifications. Contractor shall establish and maintain a background check process for its associated personnel which shall be conducted by a third party provider in accordance with all applicable laws, regulations, and statutes, including but not limited to restrictions on the amount of time for which the search is sought, to ensure that, as of the time that the background check was conducted, and only to the extent permitted under applicable law, no personnel providing services hereunder (i) is identified on a sexual offender registry; (ii) has been convicted of any violent felony, sex offense, or crime of abuse against children; or (iii) are prohibited from so doing under federal law, Illinois law, or District policy. Contractor shall perform such background checks prior to engagement of such personnel, and upon subsequent request of District, and in any event no less frequently than every year thereafter. Upon request of District, Contractor shall provide background checks for any and all of Contractor's associated personnel. If District objects to the assignment of particular personnel on the basis of their background check or for any other reason, Contractor shall immediately discontinue using such personnel under this Agreement. Contractor's failure to comply with this Section shall be grounds for immediate termination of the Agreement.
8. **Additional background checks:** The provisions of Section 7 notwithstanding, WPS may from time to time require that Contractor's associated personnel undergo a background check. The findings of this background check may serve as grounds to terminate this Agreement without prior notice, at the sole discretion of WPS. Additionally, upon request of the District, Contractor shall submit a recent background check that was completed on behalf of other public officials.
9. **Conflicts of interest:** Contractor affirms that there is no conflict of interest or perceived conflict of interest under which Contractor would not be free to perform services for other parties while performing services for WPS. Contractor agrees that any conflict or perceived conflict between Contractor's interests and those of District shall be disclosed to District for review in accordance with applicable United States law, the law of Illinois, and District's policies and procedures.
10. **Compliance with laws, debarment, mandated reports.** Contractor represents, warrants, and agrees that all services provided pursuant to this Agreement shall be performed in compliance with all applicable federal, state, and local laws, regulations, and rules. In the event that applicable federal, state or local laws, regulations, and rules, or the rules or standards of any applicable accrediting body, are modified, Contractor shall notify District in writing as to the action taken by Contractor to remain in compliance with such laws, regulations, rules, or standards. Contractor represents, warrants, and agrees that it is not suspended or barred from contracting with public entities under the provisions of 720 ILCS 5/33E; and that it and its personnel shall comply with the District's Technology Use policy and the requirements of the Abused and Neglected Child Reporting Act, 325 ILCS 5/1 et seq.
11. **Non-discrimination.** Contractor shall not discriminate on the basis of age, race, color, national origin, religion, sex, disability, being a qualified disabled veteran, being a qualified veteran of the



Vietnam era, or any other category protected by the laws of the United States or Illinois. Contractor represents, warrants, and agrees that it has established and that it will maintain through the term of this Agreement policies and procedures for reporting and investigating suspected discrimination; and that it will comply with the requirements of the Illinois Human Rights Act and the regulations promulgated thereunder which are pertinent to this Agreement and Contractor's services hereunder.

12. **Contractor's liability insurance.** Prior to the effective date of this Agreement and during the term of this Agreement, Contractor shall maintain (at its sole expense) valid policies of insurance evidencing general and professional liability coverage at those limits set forth on Contractor's Certificate of Insurance (attached hereto), covering any negligent, reckless, wanton, or other acts or omissions on the part of Contractor or its personnel that might give rise to liability under this Agreement; and District shall be named as an additional insured on the policy, as a loss payee, primary to District's own insurance. Upon subsequent written request by District, Contractor shall provide an updated certificate of insurance evidencing such coverage; and failure of Contractor to provide an updated certificate shall be grounds for immediate termination of this Agreement. This provision for insurance does not waive any statutory immunity which the District has under the law, nor does it create any rights of action in any third party.
13. **Limits on District's liability.** WPS shall not be liable to Contractor in any way for any loss or damages due to mistakes, omissions, delays, errors, defects, or otherwise occurring in the course of fulfilling the terms of a relevant Proposal. District's liability to Contractor under any action arising from or related to this Agreement shall be limited to such sums as are payable by District for services rendered but not paid. In any such action, District shall not be liable for any indirect, special, incidental, exemplary, or consequential damages, whether arising in contract, warranty, tort, or otherwise, or damages relating to loss of use, profits, business, reputation, financing, information, or data.
14. **Indemnification.** Contractor shall indemnify, defend, and hold harmless District, and its Board of Education, administrators, employees, and servants, from and against any and all claims, demands, losses, costs, fees, fines, penalties, punitive damages, other damages, causes of action, suits, remediation and cleanup costs, and liabilities (including, without limitation, all expert costs, fees of outside and in-house counsel, and any other litigation costs and expenses) whether arising in equity, at common law, by statute, or under the law of contracts, tort or property, of every kind or character (including, without limitation, those arising from personal injury, emotional distress, real and personal property damage, contamination of the environment or injury to natural resources, and economic loss) that arise out of or in connection with this Agreement, including, without limitation, any failure to comply with any applicable laws, breach of contract or warranty, or strict liability, without regard to fault. In the event any action or proceeding is brought against District by reason of any such claims, then, upon notice from District, Contractor covenants to defend such action or proceeding by counsel reasonably satisfactory to District. Contractor shall pay, satisfy and discharge any judgments, orders or decrees which may be recovered against District in connection with the foregoing. The District reserves the right, at Contractor's expense, to assume the exclusive defense and control of any matter otherwise subject to indemnification,



and in such a case, Contractor shall cooperate in such defense. This provision for indemnification does not waive any statutory immunity which the District has under the law, nor does it create any rights of action in any third party.

15. **Release.** To the extent not expressly prohibited by law, Contractor releases District from and waives any and all claims for damages to person or property sustained by Contractor, its personnel and agents, and any other persons associated with Contractor as a result of this Agreement, other than from claims that result from the sole gross negligence or willful misconduct of District (subject, however, to applicable waivers of subrogation and limitations on liability set forth in this Agreement).
16. **Records transfer.** In the event that any of Contractor's services under this Agreement expire or are terminated, Contractor shall convey to District such notes and records as are maintained by Contractor or its tutors relative to the status and progress of individual students, and such other records as constitute school records under applicable federal or state law.
17. **Assignment, subcontractors, survivability.** Contractor may not assign or subcontract its rights or obligations under this Agreement without the prior written consent of WPS. Any such assignment to which WPS consents or any assignment by WPS shall inure to the benefit of and be binding upon the Assignee.
18. **Governing law, exclusive jurisdiction.** This Agreement shall be deemed to have been executed and delivered in the State of Illinois and shall be governed by and construed in accordance with the laws of the State of Illinois, without regard to its principles of conflict of laws. Any dispute or claim from this Agreement shall be resolved exclusively in the Nineteenth Judicial Circuit Court of Illinois (Lake County), and the parties hereby irrevocably submit to the exclusive personal jurisdiction of said court and waive all defenses thereto.
19. **Waiver.** Waiver by one party hereto of breach of any provision of this Agreement by the other shall not operate or be construed as a continuing waiver.



20. **Notices.** Any and all notices, demands, or other communication required or desired to be given hereunder by any party shall be in writing and shall be validly given or made to another party if personally served, or if deposited in the United States mail, certified or registered, postage prepaid, return receipt requested, or if sent by electronic mail (provided that an email address is identified below). Such notice, demand, or other communication is to be given as follows. A party may change the names and contact information for this Notice provision by written Notice thereof.

WPS:

Jason Nault
Associate Superintendent of Equity & Innovation
Waukegan Community Unit School District No. 60
1201 North Sheridan Road
Waukegan, Illinois 60085

Contractor:

Daniel Trang
Director of Finance
Paper Education Company Inc.
279 Sherbrooke St West, Suite 410
Montreal, QC H2X 1Y2

With copy to:

Office of General Counsel
Waukegan Community Unit School District No. 60
1201 North Sheridan Road
Waukegan, Illinois 60085

21. **Headings:** The paragraph headings used in this Agreement are for purposes of convenience only and shall not be deemed a part of this Agreement for purposes of construction or interpretation.
22. **Severability:** If any term of this Agreement is found to be unenforceable or contrary to law, it shall be modified to the least extent necessary to make it enforceable, and the remaining portions of this Agreement shall remain in full force and effect.
23. **Amendment:** This Agreement may not be amended or modified except by in writing, signed by both parties.
24. **Merger, entire agreement:** This Agreement and all attachments hereto, embody the entire agreement and understanding between the parties and supersede all prior oral and written, and contemporaneous oral, agreements and understandings relating to the subject matter hereof. No representation, promise, inducement or statement or intention has been made by either Party which is not embodied herein.
25. **Unenforceability of provisions:** If any provision of this Agreement, or any portion thereof, is held to be invalid and unenforceable, then the remainder of this Agreement shall nevertheless remain in full force and effect.



26. Precedence of terms. If any discrepancy or contradiction arises between these Terms and Conditions (including those set forth in Attachments A and B) and any Proposal, these Terms and Conditions (including those set forth in Attachments A and B) shall govern and control.

IN WITNESS WHEREOF, the undersigned have executed this Agreement as of the date and year written below. The parties hereto agree that electronically scanned signatures shall be as effective as originals.

For WPS:

Theresa Plascencia
Superintendent
Waukegan Community Unit School District No. 60
1201 North Sheridan Road
Waukegan, Illinois 60085

Date: _____

For Contractor:

D. Trang

Daniel Trang
Director of Finance
Paper Education Company Inc.
279 Sherbrooke St West, Suite 410
Montreal, QC H2X 1Y2

Date: 9/24/2021



Attachment A

Scope of Services & Compensation

Accountability, assignments: Contractor shall be directly responsible to the District's Associate Superintendent of Equity & Innovation, and indirectly to the District's Deputy Superintendent of Academic Programs and Supports. As directed by the District, Contractor shall provide reports regarding individual, group, and program participation and progress, including program outcomes and such other elements as are identified by the District. Each report shall be submitted in the time, form, and manner as are established by the District. Additionally, Contractor shall complete and submit all relevant District forms, and supporting information/documents as specified by the District.

Responsibilities: Contractor shall provide the services that are identified in its Proposal, attached hereto. With respect to personnel who will provide services under this Agreement, Contractor shall exercise due diligence and best efforts to hire and retain personnel who reside first in Waukegan, Illinois and second, in Lake County, Illinois

Compensation, billing: Subject to such reporting requirements as are set forth in Contractor's Proposal, and such other reporting requirements as are established by the District's Deputy Superintendent of Equity & Innovation (in consultation with the District's Associated Superintendent of Business & Financial Services), Contractor shall be paid such sums for such services as are rendered and identified in its Proposal, attached hereto; and the total compensation to Contractor under this Agreement shall not exceed \$259,759.50 for school year 2022. Contractor shall invoice District on an annual basis, in accord with such reporting requirements, and payment shall be processed upon submission of an invoice that is approved by one of the parties identified above at "Accountability." Compensation under this Agreement is contingent upon the District's receipt of relevant grant funding.

Paper Education Company Inc.™ PROPOSAL WITH ADDITIONAL TERMS

THIS Paper Education Company Inc. Proposal reflects additional terms of agreement between **Paper Education Company Inc.** a Federal corporation having its principal place of business at 279 Sherbrooke Street West #410, Montreal, Quebec, Canada, H2X 1Y2 ("**Paper Education Company Inc.**"); and

Waukegan Community Unit School District 60 is an educational institution having its head office at 1201 North Sheridan Road, Waukegan, IL, 60085, United States ("**Customer**").

(each a "**Party**" and collectively the "**Parties**")

RECITALS

WHEREAS, Paper Education Company Inc. has developed an online chat-based platform to provide students access to educators in order to obtain tutoring in connection with their courses, the features of which are more fully set out on Paper Education Company Inc.'s website located at www.paper.co (the "Platform");

WHEREAS, Customer wishes to allow its students to access the Platform for their educational use in connection with the courses that they are taking in order to obtain tutoring from educators ("Educators"), as well as allowing teachers and administrators to access the Platform;

WHEREAS, Paper Education Company Inc. and Customer wish to set out the contractual terms pursuant to which access to students, teachers and administrators will be given to the Platform.

THE PARTIES HAVE THEREFORE AGREED TO SUPPLEMENT THEIR AGREEMENT THROUGH THIS PROPOSAL, AS FOLLOWS:

1. Purpose and Scope of the Agreement

The Agreement, with this Proposal, contains the terms and conditions relating to the provision on a "software-as-a-service" basis or through a downloadable application of the Platform to students, teachers and administrators (each a "User") associated to the Customer. Customer acknowledges that in order to be granted access to the Platform, each User must agree to comply with the terms of service and that the failure to agree to such terms of service or non-compliance with such terms of services may result in the exclusion of the User from the Platform, as these terms of service may be modified from time to time. In the event a User is excluded due to a refusal to be bound by the terms of service or non-compliance to the terms of service, Customer shall not be entitled to reimbursement of any fees or other charges paid with respect to such User's access. It is Customer's responsibility to ensure that any parental approval or other formality required by local laws and regulations required for purposes of contractually binding Users is complied with.

2. Operation of the Platform

The Platform provides access to Educators using chat functionalities to allow students attending the Customer's institution to obtain tutoring in connection with the courses defined by the Parties. The Platform and Educators are available on a 24 hours / 7 days per week basis, subject to the limitations set out in the Service Levels defined in this Agreement. Customer acknowledges that Educators qualified to interact with students on all courses topics may not be available at all times. Teachers and administrators have access to the Platform and are provided with means to assess interactions between students and Educators.

Students may access the Platform only for their educational use in connection with the courses for which they are registered at the Customer's institution. There are no limits to the number of interactions a student may have through the Platform, provided that these stay within reasonable bounds and do not become abusive.

In order to provide access to the Platform to Users, Customer must provide all necessary data set out in Schedule "B" in the specified electronic format so as to allow Paper Education Company Inc. to configure all accounts.

The pricing set out in Schedule "A" is for the maximum number of students indicated in such Schedule. To the extent that Customer wishes to allow access to the Platform to a number of students that exceeds the number set out in Schedule "A", Customer will be offered the option to do so at the price per additional student set out in Schedule "A", subject to the minimum quantities detailed in such schedule. The fee per student access shall not be prorated regardless of the point at which during a contract year new accesses are granted to the Platform. Additional accesses granted during the term shall be confirmed through electronic communications or in writing by Paper Education Company Inc..

3. Unacceptable/Prohibited Use of the Platform

Customer acknowledges that the following types of behaviour by Customer or its Users of the Platform are unacceptable:

- (a) Posting or transmitting material that infringes, misappropriates or violates another person's intellectual property rights;
- (b) Posting or transmitting material that violates any right of publicity, right of privacy or other similar rights;
- (c) Using the Platform for purposes of stalking, harassing, threatening, bullying or other similar behaviour;
- (d) Posting or transmitting material that is defamatory, sexual in nature (other than as justified in light of the course content), obscene, offensive or discriminatory; (e) Posting or transmitting any defamatory, pornographic, inaccurate, abusive, obscene, profane or offensive content.
- (f) Compromising the integrity or operation of the Platform or attempting to do so; (g)

Tampering with, reverse-engineering, or hacking the Platform, circumventing any security or authentication measures, or attempting to gain unauthorized access to the Platform, related systems, networks, or data;

(h) Using “robots,” “spiders,” “offline readers,” or other automated systems to send more request messages to the Platform than a human could reasonably send in the same period of time by using a normal browser;

(i) Making an unreasonable or abusive use of the access provided to the Platform; (j)

Generating and sending unsolicited commercial communications, advertising chain letters or spam;

(k) Uploading viruses, bots, worms, scripting exploits or other similar materials;

(l) Posting or transmitting content that is intended to be inflammatory;

(m) Using the Platform to recruit or solicit for employment or consulting

Educators; (n) Otherwise engaging in behaviour that is illegal.

Paper Education Company Inc. will use reasonable efforts to monitor profiles, actions, comments, and general usage of the Platform and suspend privileges to any User or Educator not adhering to the policies of the Platform. Customer agrees to promptly report any alleged improprieties of any Users or Educators of which it becomes aware via electronic correspondence so as to enable Paper Education Company Inc. to investigate such alleged improprieties.

4. Professional Development

Paper Education Company Inc. agrees to provide or support professional development in order to promote the use of the Platform as further detailed in Schedule “A”. Unless expressly provided in Schedule “A”, all such services shall be provided remotely by Customer.

5. Term of the Agreement

The initial term of the Agreement shall be as specified in Schedule “A”.

6. Restrictions on Use of the Platform

Customer agrees that it shall not itself or allow any User to: (a) sell, lease, license, sublicense, loan, encumber or otherwise transfer its right to use the Platform to a third party, in whole or in part, except as permitted under this Agreement; (b) make modifications, corrections, alterations, enhancements or other additions to the Platform; (c) provide, disclose, divulge or make the Platform available to a third party by online services, remote dial-in or network or telecommunication links of any kind, other than as permitted in this Agreement; (d) circumvent the Platform’s authentication or security access control systems or assist others to do so; and (e) disclose access credentials to unauthorized parties or fail to implement reasonable security measures to prevent such an occurrence.

7. Intellectual Property in the Platform

Customer recognizes and agrees that all trade-marks, inventions (whether patentable or not), patent applications, patents, industrial designs, works protected by copyright, trade secrets, know-how or other intellectual property in or related to the Platform, including any suggestions that Customer or any User may make regarding the functionalities or other technical aspects (the "Platform Intellectual Property") are, as between the parties, the exclusive property of Paper Education Company Inc.. Upon the request of Paper Education Company Inc., Customer shall provide any reasonable documentation required to confirm Paper Education Company Inc.'s ownership in the Platform Intellectual Property. For clarity, Paper Education Company Inc. shall not own any content added to the Platform by Users or Customer, which content is licensed pursuant to the terms of this Agreement.

This Agreement does not grant Customer the right to access or obtain the source code of the Platform nor any programming documentation.

All rights, titles and interests that are not expressly addressed in this Agreement are expressly reserved by Paper Education Company Inc..

8. Hosting of Platform

Unless otherwise expressly set out in Schedule "A", the Platform and associated data will be hosted in facilities located in the United States.

9. Service Level

The Platform shall be available 95% of the time, calculated on a monthly basis. The Software shall not be considered unavailable to Customer if Customer's inability to access or use the Platform arises due to problems with Customers' or Users' hardware or non-Platform software, or due to problems with third-party telecommunication services or networks.

Periods during which the Platform is unavailable due to a force majeure event or previously-scheduled maintenance shall not be counted as downtime for the purpose of this provision. Paper Education Company Inc. shall take commercially-reasonable measures to ensure that scheduled maintenance takes place between 7AM ET and 9AM ET and that Customer receives advanced notice of any such maintenance.

Notwithstanding the foregoing, Customer acknowledges that Paper Education Company Inc. may need to perform emergency maintenance, for example to install security updates, without notice and that such interruption of access to the Platform shall be considered unavailability for the purpose of calculating the service level.

10. Technical Support

Paper Education Company Inc. agrees to provide remote technical support to Customer via

telephone, chat, email or other efficient communication method between 10AM ET and 6PM ET, Monday to Friday, except holidays as observed by Paper Education Company Inc.. The purpose of the remote assistance service is to attempt to identify and resolve functional problems in the Platform. Technical support shall be requested by Customer representatives, not by students.

Each communication received will be given a severity level by Paper Education Company Inc. according to the following guidelines:

- a) Major Problem: when the Platform is not operational or has suffered a major loss of capability resulting in the inability to use the Platform, or if a failure is so frequent that it precludes productive use of the Platform or when the Platform is operational but its capability is severely degraded, such as the inability to run a major application within the Platform, a critical product feature or function does not work, or a failure requires on-going intervention in order to maintain productive use;
- b) Minor Problem: when the Platform is operational and the problem does not result in a significant impact on the performance of the Platform

Paper Education Company Inc. shall exercise all commercially reasonable efforts to meet the following response times:

- c) Major Problems will be acknowledged within 1 business hours and resolved within 1 business days or updated with a daily estimated resolution day/time; and d) Minor Problems will be acknowledged within 1 business days and resolved in a subsequent update communicated to Customer.

Technical support services shall not include services: (a) in respect of User hardware and non-Platform software problems; (b) in respect of education, installation, training or customization; (c) in respect to the use of the Platform in violation of this Agreement; (d) in respect of defects in or caused by third party software or hardware; (e) problems arising from network connectivity.

Paper Education Company Inc. shall not be responsible to correct any defect or other failure of performance of the Platform caused by the following: (a) use of the Platform that materially deviates from the documentation included in the Platform; (b) modification, customization, alteration or addition or attempted modification, customization, alteration or addition to the Platform; or (c) the abuse or misuse of the Platform.

Paper Education Company Inc. may update the Platform from time to time and shall make commercially reasonable efforts to advise the Customer in advance of all updates that materially affect the functionality of the Platform.

Paper Education Company Inc. shall be under no obligation to refrain from updating the Platform or delay in performing such updates.

11. Monetary Consideration

In consideration for the access granted herein to the Platform, Customer shall pay Paper Education Company Inc. the fees set forth in Schedule "A". Unless otherwise provided in Schedule

“A” or as otherwise set out herein, the fees are payable in advance within thirty (30) days, or in accordance with the Illinois Local Government Prompt Payment Act, for the beginning of the initial term and any renewal terms. Except as otherwise noted in Schedule “A” to this Agreement, in the event that Customer adds additional student access during the term, fees associated with such additional accesses shall be payable within thirty (30) days, or in accordance with the Illinois Local Government Prompt Payment Act, of the end of the term during which they are requested. Except as otherwise noted in Schedule “A” to this Agreement, additional accesses may be purchased only in a minimum quantity of ten (10) student accesses at a time. There are no limits on the number of administrator and teacher accesses to the Platform and no charge for such accesses.

Except to the extent that Schedule “A” expressly provides for a right to terminate for convenience, all amounts payable under this Agreement shall be non-refundable. Notwithstanding the foregoing, in the event of a permitted termination for convenience, Paper Education Company Inc. shall refund to Customer the unused portion of any prepaid fees on a proportional basis to the date of termination.

All payments shall be exclusive of any tariffs, duties or taxes imposed or levied by any government or governmental agency. Customer shall be liable for payment of all such taxes, however designated, levied or based on Customer’s or its Users’ possession or use of the Platform including, federal, provincial, state or local sales taxes. Customer agrees that all amounts payable by Customer pursuant to this Agreement shall be paid without any deduction or withholding on account of any taxes, monetary transfer fees, or other charges or withholdings of any nature, except to the extent that the deduction or withholding of any tax is required by applicable law, in which event Customer shall (i) pay to Paper Education Company Inc. such additional amount as is necessary so that Paper Education Company Inc. receives, after such deduction or withholding (including any withholding with respect to this additional amount), an amount equal to the amount that Paper Education Company Inc. would have received if such deduction or withholding had not been made and (ii) deliver to Paper Education Company Inc. within thirty (30) days after the date of such payment an official receipt of the relevant taxing authority showing that Paper Education Company Inc. paid to such taxing authority the full amount of the tax required to be deducted or withheld. Paper Education Company Inc. shall take reasonable administrative actions, if possible, to lawfully mitigate or to help recover on behalf of Customer any withholding taxes, if and only if none of the foregoing actions would operate to prejudice Provider with respect to its tax liability or otherwise.

Unless otherwise expressly set forth in a Proposal, all prices are expressed in United States dollars.

12. Confidentiality

Except as may be expressly provided by this Agreement or applicable laws, the Parties acknowledge that Content contributed by Users to the Platform is not confidential as the functionality of the Platform are based on student interactions being visible in whole or in part to administrators and teachers. Except as otherwise provided by this Agreement, Paper Education Company Inc. shall not use the Content contributed by Users other than for purposes of operating the Platform for the Customer and its Users' benefit. Paper Education Company Inc. may however compile and use aggregated data (which for clarity shall not include any personally identifiable information) pertaining to the Platform derived from multiple educational institutions for purposes of (i) further developing the Platform or related products or services; (ii) compiling and disseminating data regarding the use and content of the Platform as well as the courses for which tutoring is offered on the Platform. Personally Identifiable Information provided to Paper Education Company Inc. by Customer or Users shall be treated as confidential information and is subject to Paper Education Company Inc.'s privacy policy set out in Schedule "B" to this Agreement, which may be updated from time to time by Paper Education Company Inc. by posting updates on its website. The contractual terms of this Agreement constitutes confidential information of Paper Education Company Inc..

During the performance of this Agreement, one Party (the "Disclosing Party") may authorize the other Party (the "Receiving Party") to access or host confidential information (hereinafter the "Confidential Information"). Subject to the other terms of this Agreement, Confidential Information shall include, without limitation, personally identifiable information, log-in credentials, contracts, technical or financial information, databases, trade secrets and know-how. Confidential Information shall not include information that (i) is or will become public other than as a result of a breach of this Agreement or (ii) was known to the Receiving Party prior to the disclosure thereof by the Disclosing Party, as evidenced by written documents.

The Receiving Party shall preserve the confidentiality of any Confidential Information, and shall refrain from using or disclosing the same for any purpose not previously approved in writing by the Disclosing Party or otherwise provided in this Agreement. However, the Receiving Party may disclose Confidential Information in cases where (i) the information is made public through no fault of or contribution by the Receiving Party; (ii) the information was made available to the Receiving Party by a third party that was legally in possession thereof and was free to disclose same; (iii) the information was independently acquired by third parties without access to or knowledge of the Confidential Information; or (iv) this disclosure was required by law or a court order, provided that the Receiving Party gives the Disclosing Party enough advance warning of this requirement so as to give the latter enough time to adopt whatever measures may be needed to avoid or limit the disclosure.

Upon request or upon termination of this Agreement, the Receiving Party shall immediately return or, at the option of the Disclosing Party, destroy the Confidential Information. Moreover, at the request of the Disclosing Party, the Receiving Party agrees to certify, by means of an affidavit, that all of the Confidential Information has been returned or destroyed, as the case may be. However, Paper Education Company Inc. may retain an archival copy of all confidential information disclosed to it, to the extent required by law, regulation, or court order, or to comply

with accounting principles.

13. Termination

Each Party may terminate this Agreement in the event the other Party breaches the terms of this Agreement and fails to remedy such breach within thirty (30) days of written notice given by such Party.

Notwithstanding any provision of applicable law, including section 2125 of the Quebec Civil Code (the benefit of which is hereby waived by the Customer), this Agreement may not be terminated for convenience except as may be expressly provided in Schedule "A" of this Agreement.

All rights to access and use the Platform expire when this Agreement is terminated, regardless of the reason for termination, and no right of use or other such right to access the Platform shall subsist for Customer and all Users.

14. Responsibility for Content and Disclaimer of Representations, Warranties, Conditions

Customer and its Users are solely responsible for any content, messages, photos, videos, reviews or profiles (collectively, "Content") that are published or displayed (hereinafter, "post") on the Platform, or transmitted to other users of the Platform. Customer and Users shall not post any Content that violates or is unacceptable pursuant to the terms of this Agreement. Customer understands and agrees that Paper Education Company Inc. may choose to review and delete any Content, in each case in whole or in part, that in the sole judgment of Paper Education Company Inc. violates this Agreement or which might be offensive, illegal, or that might violate the rights, harm, or threaten the safety of users of the Platform. Customer and its Users grant complete access to institutions affiliated to Customer to review, record and process any Content that has been provided on the Platform. Institutions affiliated to Customer who have been granted access to their student's conversations agree that any information transmitted by Users and Educators shall not be shared with individuals outside of their institution. By posting Content to any public or member area of the Platform, Customer and its Users automatically grant to Paper Education Company Inc., its affiliates, licensees and successors, an irrevocable, perpetual, non-exclusive, fully paid, worldwide license to use, copy, perform, display, make available, distribute, reproduce, adapt, modify and distribute such information and content and to prepare derivative works of, or incorporate into other works, such information and content, and to grant and authorize sublicenses of the foregoing. Such license may be used by Customer subject to the restrictions and limitations provided by this Agreement. Customer further represent and warrant that public posting and use of User Content by Paper Education Company Inc. will not infringe or violate the rights of any third party.

Use of the Platform, including but not limited to the Content posted on the Platform, must be in accordance with any and all applicable laws and regulations. Opinions, advice, statements, offers, or other information or content made available on the Platform or through the Platform, but not directly by Paper Education Company Inc., are those of their respective authors. Such authors are

solely responsible for such content. Paper Education Company Inc. does not: (i) guarantee the accuracy, completeness, or usefulness of any information on the Platform or available through the Platform, or (ii) adopt, endorse or accept responsibility for the accuracy or reliability of any opinion, advice, or statements made by any party that appears on the Platform or through the Platform. Under no circumstances will Paper Education Company Inc. or its affiliates be responsible for any loss or damage resulting from: a) your reliance on information or other content posted on the Platform or transmitted to or by any User; or b) reviews or comments made about any User on the Platform by other Users.

Paper Education Company Inc. PROVIDES THE PLATFORM AND ANY AND ALL ASSOCIATED SERVICES ON AN "AS IS" BASIS AND GRANTS NO REPRESENTATIONS, WARRANTIES OR CONDITIONS OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE WITH RESPECT TO THE SERVICES OR THE PLATFORM (INCLUDING ALL INFORMATION CONTAINED THEREIN), INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT. Paper Education Company Inc. DOES NOT WARRANT THAT YOUR USE OF THE PLATFORM WILL BE SECURE, UNINTERRUPTED, ALWAYS AVAILABLE, ERROR-FREE OR WILL MEET CUSTOMER OR USER REQUIREMENTS, OR THAT ANY DEFECTS IN THE SERVICES WILL BE CORRECTED. Paper Education Company Inc. DISCLAIMS LIABILITY FOR, AND NO WARRANTY IS MADE WITH RESPECT TO, THE CONNECTIVITY AND AVAILABILITY OF THE SERVICES. IN ADDITION AND WITHOUT LIMITING THE FOREGOING, Paper Education Company Inc. MAKES NO REPRESENTATION OR WARRANTIES OF ANY KIND WHETHER EXPRESS OR IMPLIED REGARDING THE SUITABILITY OF ANY MEMBER OF THE PLATFORM TO PROVIDE SERVICES AS AN EDUCATOR OR TO SECURE THE SERVICES OF AN EDUCATOR, INCLUDING, WITHOUT LIMITATION, PARTICIPANTS IN ANY THIRD PARTY VERIFICATION SERVICE OFFERED ON THE PLATFORM. Paper Education Company Inc. DOES NOT: (i) GUARANTEE THE ACCURACY, COMPLETENESS OR USEFULNESS OF ANY INFORMATION PROVIDED ON THE PLATFORM, OR (ii) ADOPT, ENDORSE OR ACCEPT RESPONSIBILITY FOR THE ACCURACY OR RELIABILITY OF ANY OPINION, ADVICE, OR STATEMENT MADE BY ANY PARTY OTHER THAN Paper Education Company Inc.. UNDER NO CIRCUMSTANCES WILL Paper Education Company Inc. BE RESPONSIBLE FOR ANY LOSS OR DAMAGE RESULTING FROM ANYONE'S RELIANCE ON INFORMATION OR OTHER CONTENT POSTED ON THE SERVICES, OR TRANSMITTED TO OR BY ANY USERS.

15. Limitation of Liability

In no event will Paper Education Company Inc. or its Affiliates, be liable for any direct, indirect, special, incidental, or consequential damages, losses or expenses arising out of or relating to the use or inability to use the Platform, including without limitation damages related to any information received from the Platform, removal of Content from the Platform, including profile information, any email distributed to any user or any linked web site or use thereof or inability to use by any party, or in connection with any termination of your subscription or ability to access the Platform, failure of performance, error, omission, interruption, defect, delay in operation or transmission, computer virus or line or system failure, even if Paper Education Company Inc. or its Affiliates, or representatives thereof, are advised of the possibility of such damages, losses or

expenses. UNDER NO CIRCUMSTANCES WILL Paper Education Company Inc.'S OR ITS AFFILIATES AGGREGATE LIABILITY, IN ANY FORM OF ACTION WHATSOEVER IN CONNECTION WITH THIS AGREEMENT OR THE USE OF THE SERVICES OR THE PLATFORM, EXCEED THREE TIMES THE PRICE PAID BY THE CUSTOMER FOR THE ACCOUNT.

In addition to the preceding paragraphs of this section and other provisions of this Agreement, any advice that may be posted on the Platform is for informational purposes only and is not intended to replace or substitute for any professional financial, medical, legal, or other advice. Paper Education Company Inc. makes no representations or warranties and expressly disclaims any and all liability concerning any treatment, action by, or effect on any person following the information offered or provided within or through the Platform.

16. Links to External Sites

Links from the Platform to external sites (including external sites that are framed by Paper Education Company Inc.) do not constitute an endorsement by Paper Education Company Inc. of such sites or the content, products, and other materials presented on such sites or of the products and services that are the subject, but are for users' reference and convenience. Customer and its Users' access them at their own risk. It is the responsibility of the user to evaluate the content and usefulness of the information obtained from other sites. Paper Education Company Inc. does not control such sites, and is not responsible for their content. Just because Paper Education Company Inc. has hyperlinks to such sites does not mean that Paper Education Company Inc. endorses any of the material on such sites, or has any association with their operators. Customer further acknowledges that use of any site controlled, owned or operated by third parties is governed by the terms and conditions of use for those sites, and not by Paper Education Company Inc.'s terms of use and privacy policy. Paper Education Company Inc. expressly disclaims any liability derived from the use and/or viewing of links that may appear on the Platform. Customer hereby agrees to hold Paper Education Company Inc. harmless from any liability that may result from the use of links that may appear on the Platform.

17. Compliance with Privacy Legislation

Paper Education Company Inc. requires Customer to obtain all necessary consents for the online collection, processing and transfer of information of students through the Platform, including without limitation any consent required by applicable laws for children under the age of 13. Customer should refrain from taking steps to register students for the Platform unless all required consents have been obtained. Customer must ensure that parents have access to the Paper Education Company Inc. privacy policy and terms of use. Paper Education Company Inc. will not knowingly collect any information from children under 13, except to the extent permitted by applicable laws. Should Paper Education Company Inc. determine that all required consents have not been obtained for particular students, it shall be entitled to immediately terminate access to the Platform for such students.

18. Third Party Verification Service

Paper Education Company Inc. relies on a third-party verification service to verify information such as, but not limited to, name, address, social insurance number, and criminal background of Educators. Customer does hereby represent, understand and expressly agree that Paper Education Company Inc. is a conduit for the third-party verification service and does not have control over or assume any responsibility for the quality, accuracy, or reliability of the information provided by the third-party verification service.

19. Indemnification

Subject to the limitations set forth, each party agrees to indemnify and save harmless each other party from and against any and all losses, liabilities, expenses (including, without limitation, reasonable fees and disbursements of counsel), claims, liens, damages or other obligations whatsoever (collectively, "Claims") that may actually and reasonably be payable by virtue of or which may actually and reasonably result from the inaccuracy of any of their respective representations or the breach of any of their respective warranties, covenants or agreements made in this Agreement or in any certificate, schedule or other instrument delivered pursuant to this Agreement; provided, however, that no claim for indemnity may be made hereunder if the facts giving rise to such Claim were in writing and known to the party seeking indemnification hereunder, such facts constituted a breach of the conditions to closing of the party seeking indemnification and the party seeking indemnification elected in any event to consummate the transactions contemplated by this Agreement. In addition, to the extent that applicable insurance coverage is available and paid to the party seeking indemnification hereunder with respect to the Claim for which indemnification is being sought, such amounts of insurance actually paid shall be deducted from the amount of the Claim for which indemnification may be sought hereunder and the indemnified party may recover only the amount of the loss actually suffered by the party to be indemnified. To the extent that such insurance payment is received subsequent to payment by the indemnifying party hereunder, the indemnified party shall reimburse the indemnifying party, up to the amount previously paid by the indemnifying party, for the amount of such insurance payment.

20. Miscellaneous

Nothing in this Agreement shall be construed as making either party the partner, joint venturer, agent, legal representative, employer, contractor or employee of the other. Neither party shall have, or hold itself out to any third party as having, any authority to make any statements, representations or commitments of any kind, or to take any action, that shall be binding on the other, except as provided for herein or authorized in writing by the party to be bound. This Agreement will be binding on and will inure to the benefit of the legal representatives, successors and assigns of the parties hereto.

Customer shall not sell, transfer or assign any right, title or interest it has in or pursuant to this Agreement, without the prior written consent of Paper Education Company Inc.. Any assignment not in accordance with this provision shall be void. Paper Education Company Inc. may, upon notice to Customer, sell, transfer or assign any right, title or interest it has in this Agreement, if

such sale, transfer or assignment (a) is part of the sale, transfer or assignment of all or substantially all of its assets or business; or (b) is made to one of its affiliates.


This Agreement shall constitute the entire agreement between the Parties with respect to the subject matter hereof and merges all prior and contemporaneous agreements and communications. Except as expressly provided herein, it shall not be modified except by a written agreement signed by the Parties' authorized representatives.

The Parties have expressly requested that this Agreement be drawn up in English and that all modifications thereof can be made in this language. *Les Parties ont expressément demandé que ce contrat soit rédigé en anglais et que toute modification à celui-ci puisse se faire également dans cette langue.*

[The next page is the signature page]

IN WITNESS WHEREOF, THE PARTIES HEREBY AGREE TO BE LEGALLY BOUND BY THE TERMS OF THIS AGREEMENT.

Paper Education Company Inc.



Signature

Name: _____

Title: _____

Date: _____

**Waukegan Community Unit School
District 60**

Signature

Name: _____

Title: _____

Date: _____

SCHEDULE A

CUSTOMER-SPECIFIC PARAMETERS

1. Initial Term of the Agreement

October 1st, 2021 to September 30th, 2022 (12 Months)

2. Student Access Included in the Scope of the Agreement and Fees Payable **Unlimited Access for all Waukegan Community Unit School District 60 Students in grades six (6) through twelve (12), inclusively. The fees payable will be \$38.50 USD per student, for a total of \$259,759.50 USD. At the sole discretion of Customer, and with 60 days' advance written notice, Customer may purchase licenses for the 2022-2023 school year, at the price set forth here.**

3. Fees Payable for Additional Student Accesses

Students may be added at a rate of \$38.50 USD per student.

4. Data to be Provided by Customer to Activate Accesses to the Platform

The customer must provide a user's first name and last name, email address, grade, and any relevant class rostering information.

5. Details of Professional Development and Student Orientations

Paper Education Company Inc. will Provide professional development. Paper Education Company Inc. will provide customer support and training throughout the agreement term to Waukegan Community Unit School District 60 and its stakeholders.

6. Special Terms

SCHEDULE B PRIVACY POLICY

This Privacy Policy covers how we process personal information within our Educational Support System services, which includes our tutoring services, our platform, support and maintenance services, reporting and hosting (together, our “**Services**”).

If you have any questions, concerns or inquiries regarding the collection, use or disclosure of your personal information or concerning this Privacy Policy, do not hesitate to reach out to us. You can e-mail us at privacy@paper.co, or reach us by mail at the following address:

Paper Education Company Inc.
279 Sherbrooke Street West, Suite 410
Montreal, QC, H2X 1Y2
Canada

1. What is personal information?

This Privacy Policy applies to personal information. We consider that “personal information” means any information which allows us to identify you directly or indirectly, including “cookies” and other electronic data. Some information may not be personal on its own but may become personal information if associated with other information or if the sum of the information allows us to identify individuals.

A “cookie” is an information that a website puts on a computer’s hard disk so that a website or web application can remember something about individuals at a later time. In this Privacy Policy, when we refer to “cookies” we also include other technologies with similar purposes, such as pixels, tags and beacons. For more information on cookies, you can refer to websites such as <http://www.cookiecentral.com/> and <https://www.allaboutcookies.org/>.

2. When is this Privacy Policy not applicable?

This Privacy Policy only applies to how we process the personal information of our users within our Services and does not apply to our marketing activities and website which are not within the Services. We do not leverage user data for marketing purposes.

Our Services may contain links towards external services which are not part of the Services. For instance, a tutor may provide a student with a link to a website to learn more about a certain topic. These external services are not covered by this Privacy Policy.

3. What personal information do we process, and for which reasons? We

collect the following types of personal information:

(a) Educational and Identification Information

When we on-board new educational institutions, we receive the following information from educational institutions which is used to create accounts or to manage students and teachers' accounts if an integration with Google G-Suite is used instead of accounts:

- Name of students and teachers
- Usernames
- Classes that students are enrolled in
- E-mail addresses
- Other information which educational institutions may deem necessary, such as student IDs

This information is used to create an account and manage the Services, such as to offer e-mail notifications, if the user opt-in. We typically receive such information from educational institutions in a CSV file.

If the Services are integrated with Clever, then class rosters are automatically updated within our Services whenever students or teachers change classes or switch schools. Clever is a service that we use to integrate with most student information systems, and which securely syncs Educational and Identity information systems with our database. Clever is only available to educational institutions who are registered to use this service and is synchronized daily. We also use ClassLink as an additional integration tool. If an educational institution does not use Clever nor ClassLink, then the information is updated manually when we receive updates.

(b) Credentials

Once accounts are created, students and teachers who are using our Services can connect using their username and passwords, or through a single sign-on services offered by third parties such as Google G-Suite with which our Services integrate without the need to create distinct accounts. Educational institutions using Clever may also connect through a single sign-on functionality integrated through Clever. The information related to each account includes full name, username, e-mail, password and grade levels for students. We also collect each student's preferred language so that they are connected with appropriate tutors.

(c) User Generated Information

User Generated Information includes any information generated by students or teachers when using our Services, such as:

- Transcript of conversations, along with documents shared and emojis used;
- Feedback on tutoring sessions;
- Essays submitted for review, along with related information provided by students, such as the essay title, language, teacher's instructions and similar educational requirements;
- Essays reviewed through our tutoring services; and
- Questions asked by students.

The Services have different views depending on the identity of the user. For instance, teachers, school administrators and district administrators each view the information related to students under their authority. This information includes transcripts of conversations, questions asked, student usage, active and expired licenses. School and administrators generally have access to the same information than teachers except that the identity of the students concerned may vary. When referring to teachers under this Privacy Policy, we imply such administrators as well.

When using the Services, students can ask questions which are then matched automatically by our algorithms with related topics associated with their grades. In some cases, the available classes may be personalized, such as for sports programs, and our algorithm is then adjusted accordingly. Students can also access live classrooms, in which they can share files but also use a digital whiteboard. Each session is recorded in the history tab and associated with an ID. All sessions' transcripts are accessible by both the student and the teacher.

User Generated Information is also used to create reporting for teachers. For instance, teachers receive a monthly report on how students in their classes are using our Services, such as the top questions asked and the top students users.

We process User Generated Information in order to offer our Services to educational institutions, such as to allow students to obtain tutoring services and teachers to oversee what their students are doing within our Services.

(d) Usage and Performance Data

In order to understand how our Services perform and which functionalities are used, we collect Usage and Performance Data. These may include bugs, errors and logs which are generated by users, and other data collected in using an anonymous ID associated with users. Such personal information can be used for support and maintenance, and for troubleshooting.

(e) Support Data

When users are navigating the Services, they may have some questions on how to use the Services or face some bugs or errors. To assist users, we have a support desk available to respond to support requests. We collect any information shared with us through support services.

(f) Electronic Data

Online services automatically collect Electronic Data about users in order to allow us to deliver the Services. Electronic Data includes:

- IP address
- Device and browser information
- Screen resolution
- Operating system name and version
- Device manufacturer and model

This information is used to fix bugs, to remember important information, to present the Services in the preferred language and enhance security. Electronic Data is also used to provide notifications to users about activities within the Services. For instance, our service provider automatically places a single pixel gif, also known as web beacons, which enable us to recognize when a user has opened an e-mail or clicked a certain link in an e-mail. This technology requires collecting e-mail addresses, IP addresses as well as the date and time associated with each open and click for a notification. The data generated is then considered Usage and Performance Data. Our Services also include browser notifications which require Electronic Data.

4. Do you use any cookies as part of the Services?

We only use cookies as necessary to provide the functionalities within our Services, which means that our Services do not contain any marketing cookies and that we do not conduct interest-based advertising. Our Services only contain essential, functional and analytic cookies as described below.

Type of cookie	Description
Essential	Essential cookies are necessary to operate the core functions of our Services. These include login cookies, session ID cookies, language cookies as well as security cookies.
Functional	Functional cookies are used to provide you with some functionalities, such as live chatting, and to remember preferences, consents and configurations.
Analytics	Analytics cookies are used to generate aggregated statistical data about traffic and behavior of users when using our Services.

You can manage your cookie preferences through your browser using the instructions provided below by clicking on the browser that you are using. However, by blocking essential and functional cookies, parts of the Services may not be available.

[Google Chrome](#)

[Firefox](#)

[Safari](#)

[Internet Explorer](#)

[Opera](#)

5. How do we obtain consent from students?

Most of the students who are using our Services cannot consent to the processing of their personal information under applicable laws, and a parental consent is required. The educational institutions which retain our Services are responsible for obtaining such consent in accordance with applicable laws from parents.

6. Where is personal information stored?

We offer hosting in the United States depending on where the educational institution which retains our Services is located. However, we use third-party service providers which may be in other countries than where education institutions are located.

7. How is personal information protected?

We seek to implement controls that are proportional to the risks to protect the privacy of students and other users. For instance, we use multi-factor authentication, SSL encryption, physical access controls to files and buildings and secure file transfer protocols with encryption. Our cloud service provider, Google Cloud Platform, maintains several independent verifications of its security, privacy and compliance control, such as ISO 27017, ISO 27018 and ISO 27001. You can review Google Cloud Platform's safeguards on Google's Trust & Security Center available [here](#).

We also expect our service providers to provide adequate level of security for personal

data. 8. How is personal information shared with third parties within the Services?

We do not sell any personal information of our users, and we do not use personal information for any other purposes than to provide the Services, which means that we do not share it with marketing partners. We do not have any marketing cookies installed within our Services. Paper is subject to the same conditions on use and redisclosure of education records that govern school officials under the *Family Educational Rights and Privacy Act* known as FERPA. This means that we only share personal information if required for the Services and with third parties that have legitimate educational interests unless otherwise authorized or required by law.

If we receive a request to access personal information by the authorities, we will transfer this

request to educational institutions. If we are prevented by law from doing so or forced to respond, we will first validate that the request is legitimate and disclose only the minimum required with the help of a legal counsel.

Any personal information of students collected through the Services is available to teachers and may be reviewed by teachers.

Here are the categories of recipients with whom your personal data is shared so that we can provide you with the functionalities within our Services. Each service provider is bound by an agreement with us which limits their rights to use your personal data for other purposes:

Category of recipients	Examples and explanations
	<p>Service Providers We use Zendesk to provide support to our users. Zendesk does not use personal information for any other purpose than to provide us with their services and does not sell personal information. We have an agreement in place with Zendesk which complies with legislations such as the <i>California Consumer Privacy Act</i>.</p> <p>You can consult Zendesk's Privacy Policy here.</p> <p>We may use other tools for support purposes, such as for tracking tickets. These tools may temporarily contain personal information of our users.</p>
IT Service Providers	<p>We use service providers to provide and host our Services online. For instance, our Services are hosted on Google Cloud Platform. IT Service Providers may also be used for security purposes, such as for log monitoring.</p> <p>You can find Google Cloud Platform's Privacy Policy here.</p>
Performance Service Providers	<p>We use tools to monitor our online application such as to diagnose, fix and optimize the performance of our Services.</p>
Analytics Service Providers	<p>We use third parties to obtain analytics based on how users are leveraging our Services.</p> <p>We use such analytics to provide reporting capabilities to educational institutions. Our analytic service providers are also used to build interactive and visual analysis for educational institutions or to generate reporting capabilities in accordance with our agreements with educational institutions.</p>

	<p>Integration Partners We use third parties to provide you with e-mail notifications. For instance, we use Mailchimp and Mandrill, an add-on to MailChimp, to provide teachers and students with notifications. You can find MailChimp's Privacy Policy here. We have not enabled any marketing functions within MailChimp's additional add-ons.</p>
--	---

Our Services can be integrated with other learning management platforms through Single Sign-On and APIs, such as Clever. Integration Partners are not our suppliers or service providers. Educational institutions enter into separate agreements with integration partners to which we are not party, and plug-ins, APIs or other accesses to Integration Partners are only activated at educational institutions' request. This allows educational institutions to integrate our Services with other educational technologies and services relevant to students such as to simplify education. If required to do so to comply with the instructions of educational institutions, we may share personal information with such integration partners. Educational institutions have full control over which personal information they share.

We may also be required to share personal information with law enforcements if we are legally compelled to do so. We will take all commercially reasonable measures to notify educational institutions prior for doing so, unless we are prevented to do so by law.

If we go through a restructuration, a merger and acquisition or a sale of parts of all of our assets, personal information may also be transferred in such context, subject to any limitations under applicable laws.

9. How long is personal information retained within the Services?

We retain personal information for as long as we have an active contract with an educational institution, or as required by applicable laws, whichever is longer. Users may delete personal information on their own, and educational institutions may also do so through built-in functionalities or by reaching directly to us.

10. Are there any rights that can be exercised on such personal information, and how?

Depending on your location, different rights may be applicable. However, students may not be able to exercise their rights on their own and may need a parent to do. For instance, the *Family Educational Rights and Privacy Act* known as FERPA in the United States gives rights to eligible students (i.e., over 18 years old) or parents to request that a school correct records which they believe to be inaccurate or misleading. In many cases, the educational institutions where the student is registered is the best entity to contact to exercise privacy rights, as they have the complete records of students. We may be prevented by law to respond to requests to exercise some privacy rights, such as access to records of students, without the authorization of the

relevant educational institution.

We respond to rights found under the *California Consumer Privacy Act*, under which we are a service provider. These rights must be exercised by reaching out to educational institutions which will notify us, such as when personal information should be deleted. We have mechanisms in place to respond to deletion requests.

Applicable laws generally contain a minimum of two rights: (1) the right to access personal information and (2) the right to modify personal information in certain circumstances.

To exercise your rights or your children's rights, you may reach out to us at privacy@paper.co. You can also reach out to us by mail at the following address:

Paper Education Company Inc.
279 Sherbrooke Street West, Suite 410
Montreal, QC, H2X 1Y2
Canada

11. Can this Privacy Policy be modified?

Yes, we may modify this Privacy Policy, such as to reflect additional functionalities. We will also provide an update to users when we do so. However, we will not materially change this Privacy Policy or our practices to make them less protective of students' privacy without the prior written consents of relevant educational institutions.