

Terms of Service

Last updated: June 17, 2026

1. What SupportMyIEP Is

SupportMyIEP provides educational advocacy resources for parents of children with disabilities, including AI-assisted guidance, printable toolkits, and one-on-one consultations with a non-attorney special education advocate. SupportMyIEP is operated by a team of non-attorney special education advocates. Nothing on this site constitutes legal advice. No attorney-client relationship is created by your use of this site or its products.

2. Educational Advocacy — Not Legal Advice

All content, AI responses, toolkits, consultations, and other materials provided through SupportMyIEP are for educational advocacy purposes only. They are not a substitute for legal advice from a qualified special education attorney. If your child's situation involves a due process hearing, court proceeding, or a legal dispute requiring representation, please consult a qualified special education attorney.

3. What Our AI Assistant Does and Does Not Do

The SupportMyIEP AI assistant provides guidance based on information you provide in your conversation or questionnaire responses. It does not read, review, or analyze uploaded documents. It does not have access to your child's school records. The AI assistant is designed to help you understand your rights, prepare for IEP meetings, and identify questions worth asking — not to provide a professional evaluation of your child's specific case.

4. FERPA Notice

You may voluntarily share information about your child's educational situation when using our services. SupportMyIEP is not a school, school official, or educational agency subject to the Family Educational Rights and Privacy Act (FERPA). By sharing information through our platform, you acknowledge that you are doing so voluntarily for the purpose of receiving educational advocacy guidance. We do not store official school records. We store only what you type or submit through our forms and questionnaires.

5. Purchases and Refund Policy

All purchases on SupportMyIEP — including toolkit PDFs, AI access, IEP Preparation Reviews, and consultation bookings — are digital products or services delivered immediately upon purchase or confirmation. Because of the

immediate nature of delivery, refunds are not available in most cases. If you have a concern about a purchase, contact us at admin@supportmyiep.com and we will work to make it right.

6. Consultation Services

One-on-one consultations are provided by Cynthia P. DeAngelis, M.Ed., a non-attorney special education advocate based in Massachusetts. Consultations provide educational advocacy guidance grounded in federal IDEA, Section 504, and Massachusetts 603 CMR 28.00, and are applicable to families in any state. Consultations are not legal representation. Cynthia does not serve as your attorney and cannot represent you in court proceedings.

7. Privacy and Data

We collect the information you provide when you complete a questionnaire or book a consultation. We use this information solely to provide the services you have requested. We do not sell your personal information. Email addresses collected at purchase are used to deliver confirmation emails and to link your session to your purchase. You may contact us at any time to request deletion of your data.

8. Limitation of Liability

SupportMyIEP and its team provide resources in good faith based on their knowledge of federal and Massachusetts special education law. We make no warranty that any guidance provided will result in a particular outcome in your child's case. To the fullest extent permitted by law, SupportMyIEP's liability for any claim arising from use of this site is limited to the amount you paid for the product or service at issue.

9. Contact

For questions about these terms, a purchase, or your data:

Email: admin@supportmyiep.com

Phone: (781)

751-2505

Fax: 877-365-8865

Mailing address: 6650 Rivers Ave. STE 100, Charleston, SC 29406