



iKeepSafe Product Profile ParentSquare

Introduction

The iKeepSafe Privacy Program is available to operators and service providers of websites and online services, data management systems and other technologies that are, in whole or in part, intended for use in and by schools, and which may collect, store, process or otherwise handle student data.

This *iKeepProfile* is intended to assist you in determining whether ParentSquare complies with COPPA, FERPA, SOPIPA, California AB 1584, and other California state laws and district policies. It indicates that ParentSquare has been assessed for alignment with the iKeepSafe California Privacy Program Guidelines.

The *iKeepProfile* is not legal guidance, nor does it guarantee or otherwise assure compliance with any federal or state laws. If you have questions on how to use the *iKeepProfile* to support your school's compliance efforts, please contact your school attorney.

Product Overview

ParentSquare: <http://www.parentsquare.com>

ParentSquare provides parent engagement tools that work from the district office to the individual classroom, supported by powerful metrics and reporting. ParentSquare's technology platform features extensive integrations with student information and other critical administrative systems, translation to more than 100 languages, and app, email, text, voice, and web portal access for equitable communication.

Agreement

A. As related to the Family Educational Rights and Privacy Act (“FERPA”) (20 U.S.C. Section 1232g) and California AB 1584 (Buchanan) Privacy of Pupil Records: 3rd-Party Digital Storage & Education Software (Education Code section 49073.1), ParentSquare agrees:

1. Pupil records obtained by ParentSquare from an LEA or School continue to be the property of and under control of that Educational Representative. ParentSquare does not directly touch any information nor have routine access to the data and recognizes that any information exchanged is the property of the School.
2. It shall not use any information in a pupil record for any purpose other than those required or specifically permitted by the ParentSquare Terms of Service and Privacy Policy.
3. Parents, legal guardians, or eligible pupils may review personally identifiable information in the pupil’s records and correct erroneous information by contacting their School.
4. It is committed to maintaining the security and confidentiality of pupil records. To that end, ParentSquare has taken the following actions: (a) limiting employee access to student data based on roles and responsibilities; (b) conducting background checks on employees who have access to student data; (c) conducting privacy training that includes FERPA for employees with access to pupil data; (d) protecting personal information with technical, contractual, administrative, and physical security safeguards in order to protect it from unauthorized access, release or use.
5. It will delete personally identifiable data upon request of the Educational Representative and/or upon expiration of the services agreement.
6. It agrees to work with the School to ensure compliance with FERPA and the Parties will ensure compliance by providing parents, legal guardians or eligible students with the ability to inspect and review pupil records and to correct any inaccuracies therein as described in statement 4 above.
7. It prohibits use of personally identifiable information in pupil records to engage in targeted advertising.
8. It will not make material changes to its privacy and security policies, including adding practices around new or additional data collection, or changes that may lessen the previously noted protections without prior notice to the Schools, separate from any notice in a “click wrap” agreement.

B. As related to Student Online Personal Information Protection Act (SB 1177 - “SOPIPA”), ParentSquare agrees:

Prohibitions:

1. ParentSquare does not target advertising via its website or on any other website using information about a K-12 student acquired from a use of the technology.
2. ParentSquare does not use information, including persistent unique identifiers, created or gathered by the site to amass a profile about a K–12 student except in furtherance of K–12 school purposes.
3. ParentSquare does not and will not sell, rent, or otherwise provide personally identifiable information to any third party for monetary gain.
4. ParentSquare does not disclose student information unless for legal, regulatory, judicial, safety or operational improvement reasons.

Obligations:

5. ParentSquare is committed to maintaining the security and confidentiality of pupil records as noted herein.
6. ParentSquare will delete student information when requested by school district.
7. ParentSquare will disclose student information when required by law, for legitimate research purposes and for school purposes to educational agencies.

C. Children's Online Privacy Protection Act ("COPPA") (15 U.S.C §§ 6501- 6506)

1. ParentSquare contracts directly with schools and, as such, may rely on consent from the school instead of the parents for collection of personal information from students when data collected is for the use and benefit of the school, and not for any other commercial purposes.
2. ParentSquare makes available clearly written policies explaining what data it collects from users, how such data is used, stored and to whom it may be disclosed.
3. ParentSquare makes available a copy of the privacy policy available to the school prior to completion of the sale, download or installation of the product.
4. ParentSquare provides the school a description of the types of personal information collected; an opportunity to review the child's personal information and/or have the information deleted; and the opportunity to prevent further use or online collection of a child's personal information.
5. ParentSquare collects limited data from or about children that is reasonably needed to provide users with a feature or activity, or to perform a valid business function that meets the strict definition of support for internal operations.
6. ParentSquare does not/will not condition a child's participation in an activity on the child disclosing more personal information than is reasonably necessary to participate in such activity.
7. ParentSquare maintains reasonable procedures to protect the confidentiality, security, and integrity of personal information collected from children. It takes reasonable steps to release children's personal information only to service providers and third parties who can maintain the confidentiality, security and integrity of such information, and who provide assurances that they will maintain the information in such a manner.
8. ParentSquare will retain personal information collected online from a child only as long as is reasonably necessary to fulfill the purpose for which the information was collected. It must delete such information using reasonable measures to protect against unauthorized access to, or use of, the information in connection with its deletion.
9. ParentSquare will conduct annual training related to data privacy and security, including COPPA requirements, for all employees responsible in whole or in part for design, production, development, operations and marketing of their products. Such training will include all employees who are directly or peripherally involved in collection, use, storage, disclosure or any other handling of data.
10. ParentSquare will not make material changes to its privacy and security policies, including adding practices around new or additional data collection, or changes that may lessen the previously noted protections without prior notice to the school, separate from any notice in a "click wrap" agreement. It will notify schools and obtain the prior verifiable consent for any material changes to its privacy policy that affect the collection or use of personal information from students.

Security Protocols

The following is a general overview of data security protocols of ParentSquare:

Data in Transit

All data is transmitted by HTTPS to and from ParentSquare applications. Data is encrypted during transmission. Any data uploaded to ParentSquare is encrypted during transmission.

Data at Rest

All databases are fully encrypted at rest with the industry standard AES-256 encryption algorithm.

Data Storage

All data is stored within the United States. Back-up databases are replicated in near real time to a set of server located in a data center in a secondary geographic region.

Server hub is in Northern Virginia, and backups are on at least three different flood plains, earthquake fault zones, and geographically separated for fire protection.

Data Center Security

ParentSquare's physical infrastructure is housed in Amazon Web Services' (AWS) cloud-based infrastructure, highly reliable, secure, and scalable platform. AWS' secure data centers have been accredited under: SOC 1/ISAE 3402, SOC 2, SOC 3 FISMA, DIACAP, and FedRAMP, PCI DSS Level 1 and ISO 9001, ISO 27001, ISO 27017, ISO 27018.

Personnel

Training: ParentSquare conducts privacy and security training for all employees.

Access: Access to student data is limited to those employees who need access to perform job responsibilities. All employees with access to PII/PHI have undergone background checks.

Data Deletion

ParentSquare will delete personally identifiable data upon request of the Educational Representative and/or upon expiration of the services agreement.

Third Parties

Third Party	Purpose
Amazon Web Services	Cloud Services, Infrastructure as a Service (IaaS)
Telesign Inc., ThinQ, and Twilio/SendGrid	Email, SMS, and Voice Providers
DataDog, Honeybadger, and Slack	Error Notifications
Paypal and Stripe	Payment Processor
Lob	USPS Mail
Froala	Post Editor
FileStack	<ul style="list-style-type: none">• Upload all post attachments.• Allow school to link Google folders.
Blitline	Image Processing
Google Analytics, Google Drive	
Facebook, Twitter	
Zendesk	
JDP	Background Check
JW Player, Mux	Serving Videos. Video Processing.
Lesson Planet	

Accuracy Statement

ParentSquare. hereby confirms the accuracy and truthfulness of all information contained in the ParentSquare Product profile, and has authorized iKeepSafe to make the profile available to any interested schools.

Signed and agreed:  B73CF5C8CF6E493...

Anupama vaid

(Printed Name)

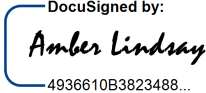
President and Founder

(Title)

ParentSquare.

5/9/2023

ParentSquare has been reviewed and found in alignment with iKeepSafe's FERPA and California Privacy Program Guidelines as indicated by this product profile. ParentSquare has been awarded the iKeepSafe FERPA and California Privacy Program badges.

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(Signature)

Amber Lindsay
President & CEO
iKeepSafe

5/9/2023

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