

Introduction

This Policy outlines our commitment to protecting the privacy of our users to promote a safe online experience. This Policy applies to School Data Solutions (herein referred to as SDS) support products and concerns the collection and usage of End-User's (USER) Personally Identifiable Information (PII). By using services contracted by an Education Agency (EA) and provided by SDS, you are consenting to the data collection and use practices described below. For details on PII used as a function of the software solutions provided by SDS, please refer to the District's Data Sharing Agreement.

What is the scope of this Policy?

This Privacy Policy covers the use of the website (<https://www.schooldata.net>), support resources (<https://sdshelpdesk.zendesk.com>) and other enterprise products and services used by SDS to interact and provide support to the USER and/or EA.

Our website may contain links to other websites and service providers. The privacy practices of such are governed by their privacy statements and we encourage end users to review the third-party's policies to best understand their privacy practices.

What Personally Identifiable Information do we collect?

SDS collects PII from users which may include: email address, name, home or work address, telephone number or other information relating to the individual. In addition, recorded information about how our services are accessed, some of which may also include: IP address, browser type and version, Operating system and version, and time the service was being accessed.

Please note: the USER can directly disclose PII on the public message boards and forums that the SDS uses to maintain and support its products. Doing so is at the sole discretion of the USER. SDS does not monitor and redact PII disclosed in this manner, but may provide reasonable resources to assist in removing this information if requested by the USER and/or EA.

When We Collect Personally Identifiable Information

User accounts and permissions are generated from the product's integration with an EA's Information Systems. In addition, when requesting additional services or support, the user may be compelled to enter supplemental information.

How We Use Your Personally Identifiable Information

SDS collects and uses PII from the USER in order to provide the support and services that have been contracted to an EA. SDS may also use this information to communicate and inform the USER of additional products or services that are related to the inquiry in which the PII was originally shared. In addition, SDS may use PII to conduct surveys, communicate with USERS and research for the development of new or enhanced products.

SDS does not share its customer lists with any third parties for marketing or sales purposes. SDS does share USER data with trusted partners to manage communications, provide customer support, and monitor product usage. All trusted partners are explicitly prohibited from using your personally identifiable information except in the execution of services as requested by SDS.

SDS monitors usage within its own products in order to determine how they are being used. This information is recorded in the form of data logs in the database or server. For SDS product privacy protections refer to the District's Data Sharing Agreement.

Should SDS receive a court order or subpoena seeking the release of PII, SDS will provide notification to the USER, along with a copy of the information prior to sharing the data unless prohibited by law.

Cookies and Local Storage

SDS and trusted partner websites use Cookies and Local Storage to personalize content, customize and retain configurations, and provide interactive features. No confidential information is stored in Cookies or Local Storage.

How We Protect Your Personally Identifiable Information

SDS recognizes the importance of PII security to the USER and EA. SDS utilizes industry standard best practices of securing USER information. All information stored on our servers is stored in a secure, controlled, and access-restricted data center. When PII is transferred from the USER to SDS, or between SDS and our Trusted Partners' systems, the information is encrypted transferred using Secure Socket Layer (SSL) protocol connections.

Updates to this Policy

SDS will occasionally review and update the Privacy Policy to keep up with the needs of the Company, our USERS, and Regulatory changes. SDS recommends periodic review of this Policy in order to remain informed on how USER PII is being used and protected.

Contact Us

All questions, comments or feedback on the SDS Privacy Policy are welcomed and can be communicated to the contact information below:

By mail:

School Data Solutions
703 W 7th Avenue
Spokane, WA 99204

By phone:

509-688-9536

By e-mail:

contact@schooldata.net

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