

**PARENT BILL OF RIGHTS FOR STUDENT  
DATA PRIVACY AND SECURITY  
THIRD PARTY CONTRACTOR SUPPLEMENT**

The [ExploreLearning, LLC](#) has been engaged by the City School District of Albany to provide services. In this capacity, the company may collect, process, manage, store or analyze student and/or teacher/principal personally identifiable information (PII).

The [ExploreLearning, LLC](#) will provide the district with *(describe specific purpose for which the PII will be used--* Product update and enhancement notifications and in a customer service capacity when replying to support inquiries*).*

The [ExploreLearning, LLC](#) will ensure that subcontractors or others that the company shares PII with will abide by data protection and security requirements of district policy, and state and federal law and regulations by *(describe methods/procedures to safeguard data use by subcontractors--* All employees and contractors are subject to background checks and annual company privacy policy and security training. We comply with COPPA and FERPA and have been certified by the Safe-Harbor authority, iKeepSafe. For more information, please refer here. a. Children's Online Privacy Protection Act (COPPA), per <http://www.coppa.org/coppa.htm>? b. Family Educational Rights and Privacy Act (FERPA), per <http://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html>? c. Children's Internet Protection Act (CIPA), per <http://www.fcc.gov/guides/childrens-internet-protection-act?>). The [ExploreLearning, LLC](#) by entering into an Agreement with the School District acknowledges it has reviewed the relevant District policies on safeguarding PII, including but not limited to, Policy 8635 and Regulation 8635.

PII will be stored (describe the location in a manner that protects data security-- All data is encrypted at both rest and in transit. Our backups are stored on-site and off-site. The on-site backups are in our secure data center located in the US behind firewalls with no public access and can only be accessed with proper system credentials from within our network. The off-site backups are made by a leading provider who secures this information on their servers. This is only available through company user accounts which are only provided to our employees who manage backups and restores.).

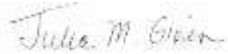
Parents may challenge the accuracy of PII held by [ExploreLearning, LLC](#) by contacting [ExploreLearning Technical Support, 866-882-4141, option 2, option 4.](#)  
[110 Avon St. Ste 300, Charlottesville, VA 22902](#)  
[Support@ExploreLearning.com](mailto:Support@ExploreLearning.com)

Should customer have concerns about the veracity of student information, they should submit an inquiry to [ExploreLearning support](#), who will work with the customer to determine whether corrections are warranted & as appropriate implement the changes. Final determination of the corrections shall be the responsibility of the contractor."

The [ExploreLearning, LLC](#) will take reasonable measures to ensure the confidentiality of PII by implementing the following *(describe the following, as applicable):*

- Password protections
- Administrative procedures
- Encryption while PII is in motion and at rest
- Firewalls
- Other: \_\_\_\_\_

The contractor's agreement with the district begins on 8/1/2020 and ends on 8/30/2021. Once the contractor has completed its service to the district, records containing student PII will be (*select one: destroyed or ~~returned~~*) by upon termination of contract via the following Data is Deleted and Destroyed.



---

Authorized Representative  
*Julia M. Given, VP Finance*  
*ExploreLearning, LLC*

8/7/2020  
Date