

ClassDojo security and privacy overview for principals, technology directors and other administrators

1. Introduction

ClassDojo helps teachers, parents and students address a critical part of education - all the soft skills kids need for success, like persistence, creativity and teamwork. Millions of teachers use ClassDojo to recognize those skills in the classroom and involve parents at home. In order to enable this, we've made sure ClassDojo is a safe and private environment for teachers, parents and students.

2. Software Security

ClassDojo uses bank-grade security at the software and network level to ensure all data is transmitted securely. This includes use of TLS / SSL protocols and secure firewalls within the data center.

A. Transport Layer Security (TLS)

ClassDojo ensures data is encrypted in transit by transmitting all data via its APIs using the Transport Layer Security (TLS) cryptographic protocol over a HTTPS connection using Secure Sockets Layer (SSL), a cryptographic protocol that is designed to protect against eavesdropping, tampering, and message forgery. This means that session keys are used to encrypt and decrypt data sent and to validate its integrity. Data is encrypted in 256 bits using the Advanced Encryption Standard (AES) – the same standard adopted by the consumer banking industry and the US Government for the secure transmission of classified data. This standard is used in all regions and districts which allow it.

B. No API Access

ClassDojo's API cannot be accessed by any third party. The API is accessed exclusively by ClassDojo's own application, and is therefore more secure than any publicly accessible API.

C. Safe Storage of Login Credentials

ClassDojo follows industry-leading best practices developed by online banking services such as Intuit. These practices include multi-layered encryption of login credentials in transit and at rest, auditing and logging all server access, and never displaying credentials to users once they have been entered.

3. Physical Facility Security

ClassDojo's data centers are operated by partners with years of experience in designing, constructing, and operating large-scale data centers. Partner data centers are housed in nondescript facilities, with extensive setback and military grade perimeter control berms as

well as other natural boundary protection. Physical access is strictly controlled both at the perimeter and at building ingress points by professional security staff utilizing video surveillance, state of the art intrusion detection systems, and other electronic means. Authorized staff must pass two-factor authentication no fewer than three times to access data center floors. All visitors and contractors are required to present identification and are signed in and continually escorted by authorized staff. All physical access to data centers is logged and audited routinely.

More information is available here: <http://aws.amazon.com/security/>

4. Certifications and Accreditations

ClassDojo's servers are stored and managed in a facility compliant with certifications and third-party attestations. Each certification means that an auditor has verified that specific security controls are in place and operating as intended. These include:

SOC 1/SSAE 16/ISAE 3402 (formerly SAS 70 Type II); SOC2 & SOC 3

Includes detailed controls operates along with an independent auditor opinion about the effective operation of those controls.

PCI DSS Level 1

Company has been independently validated as a Level 1 service provider to comply with the Payment Card Industry (PCI) Data Security Standard (DSS).

ISO 27001

Company has achieved ISO 27001 certification of the Information Security Management System (ISMS) covering infrastructure, data centers, and services.

FISMA

Company enables government agency customers to achieve and sustain compliance with the Federal Information Security Management Act (FISMA). Company has been awarded an approval to operate at the FISMA Moderate level, after successfully passing the independent security testing and evaluation required.

DIACAP Level 2

Company has also been successfully evaluated at the Department of Defense Information Assurance Certification and Accreditation Process (DIACAP) Level 2 for Department of Defense systems.

More information is available here: <http://aws.amazon.com/compliance/>

5. Data Access

All data collected is used by and only accessible to the teacher, student and parent it pertains to. ClassDojo does not share data for commercial purposes, nor rent or sell it to any

organization. As per our privacy policy: "we neither rent nor sell your Personal Information or student's Personal Information to anyone". All personal information is kept secure and entirely private, using the protocols described above.

6. Commonly Privacy policy questions

Who can view the information teachers enter about a student?

Only teachers of that student's class, parents or guardians connected to that particular student, and the student themselves can see the feedback data.

How long do student profiles last?

All student behavior data older than one year will be automatically erased from our databases, unless explicitly saved by a parent and/or student.

Will student information ever be sold, shared or rented to other organizations?

All personal information is controlled by teachers, parents and students. ClassDojo never sells or rents users' personally identifiable information to third parties for any reason.

Will ClassDojo ever sell advertising targeted at students?

ClassDojo has included legal language in its Privacy policy which states clearly that they will never sell advertising directed at students.

How does ClassDojo comply with COPPA?

ClassDojo has thoroughly vetted all its data practices and privacy principles with TrustE, the world's leading online security certification provider. TrustE has awarded ClassDojo their seal of approval for COPPA-compliance, posted at <http://www.classdojo.com/privacy>.

How does ClassDojo comply with FERPA?

ClassDojo stores some limited information that may qualify as 'Educational Records' under the Family Educational Rights and Privacy Act ("FERPA"). In accordance with FERPA, ClassDojo uses such Educational Records only to provide its service to students, their parents and their teachers, and does not sell or rent this information to any third parties. Furthermore, ClassDojo enables students and their parents to access and review their own such Educational Records at any time.

Is ClassDojo safe in Europe and Canada?

ClassDojo is used in over 160 countries, so we are always improving how we operate given where teachers are! We comply with Canada's Personal Information Protection and Electronic Documents Act (PIPEDA) and are also certified as an approved company under the US-EU and US-Swiss Safe Harbor framework. If you have questions about your specific country, please contact us at privacy@classdojo.com.