

Common ClassDojo policy questions by parents

What is ClassDojo used for?

ClassDojo is a school communication platform that connects teachers, students, and families, and brings them closer together. This is done in two ways. One, by sharing what's being learned in the classroom back home through portfolios, photos, videos, and messages. And, two, by helping students build social-emotional skills through in-classroom feedback and engaging activities. These relationships require trust, which is why we've made sure ClassDojo is a safe and private environment for teachers, parents, and students.

Who can view the information teachers enter about a student?

Only the student themselves, their families, and their connected teachers or school leaders can see a student's profile and portfolio.

Where is student data stored?

ClassDojo's servers are in highly secure, military-grade data centers that are access-controlled. ClassDojo uses bank-grade security at the software and network level to ensure all information is transmitted securely. We work with independent security researchers to test ClassDojo's security practices, and those of any third-party partners, including extensive independent audits by world-class cyber-security firms to put our systems and protocols under extreme, unbiased scrutiny.

How long is student information stored?

We protect students with our industry-leading policy: we don't keep student personal information schools don't need and we delete students' feedback points after 12 months.

Will information ever be sold or rented to other organizations?

No. On ClassDojo, your personal information is yours. ClassDojo never sells or rents personal information to any third parties, for any reason.

In the U.S., does ClassDojo comply with COPPA?

Yes. ClassDojo has been granted the iKeepSafe COPPA Safe Harbor seal signifying our website and apps have been reviewed and approved for having policies and practices surrounding the collection, use, maintenance and disclosure of personal information from children consistent with the iKeepSafe COPPA Safe Harbor program guidelines.

In the U.S., does ClassDojo comply with FERPA?

Yes. Although FERPA is a law that applies to schools receiving funding from the Department of Education and does not apply directly to education technology vendors, ClassDojo's practices fully support a school's FERPA requirements and ClassDojo has earned a FERPA seal from iKeepSafe, an experienced student privacy protection organization.

In Europe, does ClassDojo comply with GDPR?

Yes. ClassDojo will be compliant with GDPR when it comes into effect on May 25, 2018. We are also certified under the EU-US and Swiss-US Privacy Shield.

What if I'm not in the U.S. or the EU?

ClassDojo is used in over 180 countries, so we are always improving how we operate given where our teachers are. For instance, we comply with Canada's Personal Information Protection and Electronic Documents Act (PIPEDA). If you have questions about your specific country, please contact us at privacy@classdojo.com.