

## Common ClassDojo policy questions by parents

### What is ClassDojo used for?

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.

### 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.

### Where is my child's data stored?

ClassDojo uses bank-grade security at the software and network level to ensure all data is transmitted securely. Data is stored in highly secure, access-controlled data centers by partners with experience in designing and operating military-grade large-scale data centers.

### 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 my or my child's information ever be sold, shared or rented to other organizations?

Whether you are a teacher, parent, or student, your personal information is yours. ClassDojo never sells or rents users' personally identifiable information to third parties for any reason.

### Will ClassDojo ever sell advertising targeted at my child?

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

### 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.

### What about additional security measures for those outside the US?

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 frameworks. If you have questions about your specific country, please contact us at [privacy@classdojo.com](mailto:privacy@classdojo.com).