

## **STUDENT AND FAMILY PRIVACY RIGHTS**

### **Merced County Office of Education – Portal Service Privacy Policy**

The Merced County Office of Education (MCOE) respects the rights of students and their parents/guardians with regard to the privacy and confidentiality of their personal information. The MCOE maintains an online Media Portal to enable Merced County school districts, schools, teachers and students access to 21<sup>st</sup> Century Learning experiences. This privacy policy will assist users of MCOE’s Media Portal to understand MCOE’s legal and regulatory compliance when MCOE requests, retains, discloses, or otherwise uses the personal information of students and their families when using the Media Portal.

#### **What student data do we collect?**

MCOE may have access to personally identifiable information about students (student data) that is provided by contracted school districts in order for users to access the particular websites and applications approved for use by the school or school district. Student data could include the individual student’s first name, Google user name, and identifying school site.

#### **How do we use student data?**

All student data that we have access to, if any, is owned, controlled and continues to be the property of the contracted school districts. We use such data to provide the Media Portal services to MCOE school districts. We will never use student data for marketing purposes or for engaging in targeted advertising.

#### **Do we share student data with third parties?**

Student data maintained for MCOE Media Portal access is not shared with third parties.

#### **How is student data created or deleted?**

Student data is provided and controlled by the school districts contracting with MCOE for Media Portal access. If you have any questions about reviewing, modifying, or deleting personal information of a student, please contact [media@mcoe.org](mailto:media@mcoe.org). MCOE will delete any student data upon request by a school district, student and/or parent after verifying the requestor’s identity.

#### **How is personal student data information retained or deleted?**

We retain student data for so long as reasonably necessary to permit students to use our services under our contractual commitment, July 1 to June 30 of the contract year. After this period has expired, we will delete the student data from our servers by July 31<sup>st</sup>.

#### **What happens if a data breach occurs?**

In the event of a security breach involving student data we will take immediate action to mitigate the breach, evaluate and respond to the intrusion, and cooperate and assist school districts in efforts with respect to responding to the breach.

**STUDENT AND FAMILY PRIVACY RIGHTS****What if the student is under age 13? (children's privacy)**

MCOE collects information about students for the purpose of providing the MCOE Portal service. We obtain proper consents for students under age 13. Please contact us at [media@mcoe.org](mailto:media@mcoe.org) if you believe we have inadvertently collected personal information from a child under 13 without proper consents so that we may delete such information as soon as possible.

**How does MCOE handle links to third-party websites?**

The MCOE portal may contain links to other websites and applications. We do not exercise any control over these websites or applications, and we are not responsible for their privacy practices or content. We make no representations with respect to the data collection practices of third party websites or applications accessed through MCOE's Media Portal. Third party websites or applications accessed through MCOE's Media Portal may collect student data and track online activities. We encourage contracted school districts to read the privacy policies of each website or application visited when following links from the MCOE Media Portal. This privacy policy applies solely to information collected by MCOE.

**Where is data located and how is it backed-up and secured?**

Data is located on MCOE servers housed in secured data centers in Merced, CA. Data is replicated between two data centers and backed up to tape on a weekly basis. MCOE exercises reasonable security practices and procedures, such as using Secure Socket Layer (SSL) encryption technology to safeguard login information. Other security safeguards include but are not limited to data encryption, firewalls, and physical access controls to buildings and files. MCOE ensures compliance with the federal Family Educational Rights and Privacy Act (20 U.S.C. Sec. 1232g).

**Changes to this policy**

This policy is in effect as of January 8, 2018. MCOE may modify or update this privacy policy from time to time so you should review this page periodically. We will not make any changes to our privacy practices involving student data without the consent of the contracted school district.