

**WISCONSIN STUDENT DATA PRIVACY AGREEMENT**

**School District/Local Education Agency:**

**Steven Point Area Public School district**

**AND**

**Provider:**

**Cengage Learning, Inc.**

**Date: 4/22/2022**

This Wisconsin Student Data Privacy Agreement (“DPA”) is entered into by and between the [Insert Name] (hereinafter referred to as “LEA”) and [Name of Company] (hereinafter referred to as “Provider”) on [Insert Date]. The Parties agree to the terms as stated herein.

## **RECITALS**

**WHEREAS**, the Provider has agreed to provide the Local Education Agency (“LEA”) with certain digital educational services (“Services”) pursuant to a contract dated [Insert Date] (“Service Agreement”); and

**WHEREAS**, in order to provide the Services described in the Service Agreement, the Provider may receive or create, and the LEA may provide documents or data that are covered by several federal statutes, among them, the Family Educational Rights and Privacy Act (“FERPA”) at 20 U.S.C. 1232g and 34 CFR Part 99, Children’s Online Privacy Protection Act (“COPPA”), 15 U.S.C. 6501-6506; Protection of Pupil Rights Amendment (“PPRA”) 20 U.S.C. 1232h; and

**WHEREAS**, the documents and data transferred from LEAs and created by the Provider’s Services are also subject to Wisconsin state student privacy laws, including pupil records law under Wis. Stat. § 118.125 and notice requirements for the unauthorized acquisition of personal information under Wis. Stat. § 134.98; and

**WHEREAS**, for the purposes of this DPA, the Provider is a school district official with legitimate educational interests in accessing educational records pursuant to the Service Agreement; and

**WHEREAS**, the Parties wish to enter into this DPA to ensure that the Service Agreement conforms to the requirements of the privacy laws referred to above and to establish implementing procedures and duties; and

**WHEREAS**, the Provider may, by signing the “General Offer of Privacy Terms” (Exhibit “E”), agree to allow other LEAs in Wisconsin the opportunity to accept and enjoy the benefits of this DPA for the Services described herein, without the need to negotiate terms in a separate DPA.

**NOW THEREFORE**, for good and valuable consideration, the parties agree as follows:

## **ARTICLE I: PURPOSE AND SCOPE**

**1. Purpose of DPA.** The purpose of this DPA is to describe the duties and responsibilities to protect student data transmitted to the Provider from LEA pursuant to the Service Agreement, including compliance with all applicable statutes, including the FERPA, PPRA, COPPA, and applicable Wisconsin law, all as may be amended from time to time. In performing these services, the Provider shall be considered a School District Official with a legitimate educational interest, and performing services otherwise provided by the LEA. With respect to the use and maintenance of Student Data, the Provider shall be under the direct control and supervision of the LEA.

2. **Nature of Services Provided.** The Provider has agreed to provide the following digital educational products and services described below and as may be further outlined in Exhibit “A” hereto:

[Insert Brief Description of Products and Services]

3. **Student Data to Be Provided.** The Parties shall indicate the categories of student data to be provided in the Schedule of Data, attached hereto as Exhibit “B”.

[Insert Categories of Student Data to be provided to the Provider]

4. **DPA Definitions.** The definition of terms used in this DPA is found in Exhibit “C”. In the event of a conflict, definitions used in this DPA shall prevail over term used in the Service Agreement.

## ARTICLE II: DATA OWNERSHIP AND AUTHORIZED ACCESS

1. **Student Data Property of LEA.** All Student Data transmitted to the Provider pursuant to the Service Agreement is and will continue to be the property of and under the control of the LEA. The Provider further acknowledges and agrees that all copies of such Student Data transmitted to the Provider, including any modifications or additions or any portion thereof from any source, are subject to the provisions of this Agreement in the same manner as the original Student Data. The Parties agree that as between them, all rights, including all intellectual property rights in and to Student Data contemplated per the Service Agreement shall remain the exclusive property of the LEA. For the purposes of FERPA, the Provider shall be considered a School District Official, under the control and direction of the LEAs as it pertains to the use of Student Data notwithstanding the above. The Provider may transfer pupil-generated content to a separate account, according to the procedures set forth below.

2. **Parent Access.** LEA shall establish reasonable procedures by which a parent, legal guardian, or eligible student may review Student Data in the pupil’s records, correct erroneous information, and procedures for the transfer of pupil-generated content to a personal account, consistent with the functionality of services. The Provider shall respond in a timely manner (and no later than 30 days from the date of the request) to the LEA’s request for Student Data in a pupil’s records held by the Provider to view or correct as necessary. In the event that a parent of a pupil or other individual contacts the Provider to review any of the Student Data accessed pursuant to the Services, the Provider shall refer the parent or individual to the LEA, who will follow the necessary and proper procedures regarding the requested information.

3. **Separate Account.** If pupil generated content is stored or maintained by the Provider as part of the Services described in Exhibit “A”, the Provider shall, at the request of the LEA, transfer said pupil generated content to a separate student account upon termination of the Service Agreement; provided, however, such transfer shall only apply to pupil generated content that is severable from the Service.

4. **Third Party Request.** Should a Third Party, including law enforcement and government entities, contact the Provider with a request for data held by the Provider pursuant to the Services, the Provider shall redirect the Third Party to request the data directly from the LEA. The Provider shall notify the LEA as soon as possible in advance of a compelled disclosure to a Third Party.

5. **Subprocessors.** The Provider shall enter into written agreements with all Subprocessors performing functions pursuant to the Service Agreement, whereby the Subprocessors agree to protect Student Data in manner consistent with the terms of this DPA, as well as state and federal law.

### ARTICLE III: DUTIES OF LEA

1. **Privacy Compliance.** LEA shall provide data for the purposes of the Service Agreement in compliance with FERPA, COPPA, PPRA, and applicable Wisconsin law.

2. **Annual Notification of Rights.** The LEA shall include a specification of criteria under FERPA for determining who constitutes a school official and what constitutes a legitimate educational interest in its Annual notification of rights.

3. **Reasonable Precautions.** LEA shall take reasonable precautions to secure usernames, passwords, and any other means of gaining access to the services and hosted data.

4. **Unauthorized Access Notification.** LEA shall notify the Provider promptly of any known or suspected unauthorized access. LEA will assist the Provider in any efforts by the Provider to investigate and respond to any unauthorized access.

### ARTICLE IV: DUTIES OF THE PROVIDER

1. **Privacy Compliance.** The Provider shall comply with all applicable state and federal laws and regulations pertaining to data privacy and security, including FERPA, COPPA, PPRA, and applicable Wisconsin law.

2. **Authorized Use.** The data shared pursuant to the Service Agreement, including persistent unique identifiers, shall be used for no purpose other than the Services stated in the Service Agreement and/or otherwise authorized under the statutes referred to in subsection (1), above. The Provider also acknowledges and agrees that it shall not make any re-disclosure of any Student Data or any portion thereof, including without limitation, meta data, user content or other non-public information and/or personally identifiable information contained in the Student Data, without the express written consent of the LEA.

3. **Employee Obligation.** The Provider shall require all employees and agents who have access to Student Data to comply with all applicable provisions of this DPA with respect to the data shared under the Service Agreement.

4. **No Disclosure.** The Provider shall not copy, reproduce or transmit any data obtained under the Service Agreement and/or any portion thereof, except as necessary to fulfill the Service Agreement.

5. **Disposition of Data.** Upon written request and in accordance with the applicable terms in subsection a or b, below, the Provider shall dispose or delete all Student Data obtained under the Service Agreement when it is no longer needed for the purpose for which it was obtained. Disposition shall include (1) the shredding of any hard copies of any student data; (2) erasing; or (3) otherwise modifying the personal information in those records to make it unreadable or indecipherable by human or digital means. Nothing in the Service Agreement authorizes the Provider to maintain Student Data obtained under the Service Agreement beyond the time period reasonably needed to complete the disposition. The Provider shall provide written notification to LEA when the Student Data has been disposed. The duty to dispose of Student Data shall not extend to data that has been de-identified or placed in a separate Student account, pursuant to the other terms of the DPA. The LEA may employ a “Request for Return or Deletion of Student Data” form, a copy of which is attached hereto as Exhibit “D”. Upon receipt of a request from the LEA, the Provider will immediately provide the LEA with any specified portion of the Student Data within ten (10) calendar days of receipt of said request.

a. **Partial Disposal During Term of Service Agreement.** Throughout the Term of the Service Agreement, LEA may request partial disposal of Student Data obtained under the Service Agreement that is no longer needed. Partial disposal of data shall be subject to LEA’s request to transfer data to a separate account, pursuant to Article II, section 3, above.

b. **Complete Disposal Upon Termination of Service Agreement.** Upon Termination of the Service Agreement the Provider shall dispose or delete all Student Data obtained under the Service Agreement. Prior to disposition of the data, the Provider shall notify LEA in writing of its option to transfer data to a separate account, pursuant to Article II, section 3, above. In no event shall the Provider dispose of data pursuant to this provision unless and until the Provider has received affirmative written confirmation from LEA that data will not be transferred to a separate account.

6. **Advertising Prohibition.** The Provider is prohibited from using or selling Student Data to (a) market or advertise to students or families/guardians; (b) inform, influence, or enable marketing, advertising, or other commercial efforts by a Provider; (c) develop a profile of a student, family member/guardian or group, for any commercial purpose other than providing the Service to LEA; or (d) use the Student Data for the development of commercial products or services, other than as necessary to provide the Service to LEA. The Provider is also prohibited from mining data for any purpose other than those agreed to by the parties. Data mining or scanning of user content for the purpose of advertising or marketing to students or their parents is prohibited. This section does not prohibit the Provider from using Student Data for adaptive learning or customized student learning purposes.

## ARTICLE V: DATA PROVISIONS

1. **Data Security.** The Provider agrees to abide by and maintain adequate data security measures, consistent with industry standards and technology best practices, to protect Student Data from unauthorized disclosure or acquisition by an unauthorized person. The general security duties of the Provider are set forth below. The Provider may further detail its security programs and measures in Exhibit "F" hereto. These measures shall include, but are not limited to:

- a. **Passwords and Employee Access.** The Provider shall secure usernames, passwords, and any other means of gaining access to the Services or to Student Data, at a level suggested by the applicable standards, as set forth in Article 4.3 of NIST 800-63-3. The Provider shall only provide access to Student Data to employees or contractors that are performing the Services. Employees with access to Student Data shall have signed confidentiality agreements regarding said Student Data. All employees with access to Student Records shall be subject to criminal background checks in compliance with state and local ordinances.
- b. **Destruction of Data.** The Provider shall destroy or delete all Student Data obtained under the Service Agreement when it is no longer needed for the purpose for which it was obtained, or transfer said data to LEA or LEA's designee, according to the procedure identified in Article IV, section 5, above. Nothing in the Service Agreement authorizes the Provider to maintain Student Data beyond the time period reasonably needed to complete the disposition.
- c. **Security Protocols.** Both parties agree to maintain security protocols that meet industry standards in the transfer or transmission of any data, including ensuring that data may only be viewed or accessed by parties legally allowed to do so. The Provider shall maintain all data obtained or generated pursuant to the Service Agreement in a secure digital environment and not copy, reproduce, or transmit data obtained pursuant to the Service Agreement, except as necessary to fulfill the purpose of data requests by LEA.
- d. **Employee Training.** The Provider shall provide periodic security training to those of its employees who operate or have access to the system. Further, the Provider shall provide LEA with contact information of an employee who LEA may contact if there are any security concerns or questions.
- e. **Security Technology.** When the service is accessed using a supported web browser, the Provider shall employ industry standard measures to protect data from unauthorized access. The service security measures shall include server authentication and data encryption. The Provider shall host data pursuant to the Service Agreement in an environment using a firewall that is updated according to industry standards.

- f. Security Coordinator.** If different from the designated representative identified in Article VII, section 5, the Provider shall provide the name and contact information of the Provider's Security Coordinator for the Student Data received pursuant to the Service Agreement.
- g. Subprocessors Bound.** The Provider shall enter into written agreements whereby Subprocessors agree to secure and protect Student Data in a manner consistent with the terms of this Article V. The Provider shall periodically conduct or review compliance monitoring and assessments of Subprocessors to determine their compliance with this Article. The Provider shall provide a list of all Subprocessors or subcontractors used by the Provider when requested by the LEA.
- h. Periodic Risk Assessment.** The Provider further acknowledges and agrees to conduct digital and physical periodic (no less than semi-annual) risk assessments and remediate any identified security and privacy vulnerabilities in a timely manner.

**2. Data Breach.** In the event that Student Data is accessed or obtained by an unauthorized individual, the Provider shall provide notification to LEA within a reasonable amount of time of the incident, and not exceeding **forty-eight (48) hours**. The Provider shall follow the following process:

- a.** The security breach notification shall be written in plain language, shall be titled "Notice of Data Breach," and shall present the information described herein under the following headings: "What Happened," "What Information Was Involved," "What We Are Doing," "What You Can Do," and "For More Information." Additional information may be provided as a supplement to the notice.
- b.** The security breach notification described above in section 2(a) shall include, at a minimum, the following information:
  - i.** The name and contact information of the reporting LEA subject to this section.
  - ii.** A list of the types of personal information that were or are reasonably believed to have been the subject of a breach.
  - iii.** If the information is possible to determine at the time the notice is provided, then either (1) the date of the breach, (2) the estimated date of the breach, or (3) the date range within which the breach occurred. The notification shall also include the date of the notice.
  - iv.** Whether the notification was delayed because of a law enforcement investigation, if that information is possible to determine at the time the notice is provided.
  - v.** A general description of the breach incident, if that information is possible to determine at the time the notice is provided.

- c. At LEA's discretion, the security breach notification may also include any of the following:
  - i. Information about what the agency has done to protect individuals whose information has been breached.
  - ii. Advice on steps that the person whose information has been breached may take to protect himself or herself.
- d. The Provider agrees to adhere to all requirements in applicable state and federal law with respect to a data breach related to the Student Data, including, when appropriate or required, the required responsibilities and procedures for notification and mitigation of any such data breach.
- e. The Provider further acknowledges and agrees to have a written incident response plan that reflects best practices and is consistent with industry standards and federal and state law for responding to a data breach, breach of security, privacy incident or unauthorized acquisition or use of Student Data or any portion thereof, including personally identifiable information and agrees to provide LEA, upon request, with a copy of said written incident response plan.
- f. The Provider is prohibited from directly contacting parent, legal guardian or eligible pupil unless expressly requested by LEA. If LEA requests the Provider's assistance providing notice of unauthorized access, and such assistance is not unduly burdensome to the Provider, the Provider shall notify the affected parent, legal guardian or eligible pupil of the unauthorized access, which shall include the information listed in subsections (b) and (c), above. If requested by LEA, the Provider shall reimburse LEA for costs incurred to notify parents/families of a breach not originating from LEA's use of the Service.
- g. In the event of a breach originating from LEA's use of the Service, the Provider shall cooperate with LEA to the extent necessary to expeditiously secure Student Data.

## **ARTICLE VI: GENERAL OFFER OF PRIVACY TERMS**

The Provider may, by signing the attached Form of General Offer of Privacy Terms (General Offer, attached hereto as Exhibit "E"), be bound by the terms of this DPA to any other LEA who signs the acceptance on in said Exhibit. The Form is limited by the terms and conditions described therein.

## **ARTICLE VII: MISCELLANEOUS**

1. **Term.** The Provider shall be bound by this DPA for the duration of the Service Agreement or so long as the Provider maintains any Student Data.



2. **Termination.** In the event that either party seeks to terminate this DPA, they may do so by mutual written consent so long as the Service Agreement has lapsed or has been terminated. LEA shall have the right to terminate the DPA and Service Agreement in the event of a material breach of the terms of this DPA.
3. **Effect of Termination Survival.** If the Service Agreement is terminated, the Provider shall destroy all of LEA's data pursuant to Article V, section 1(b), and Article II, section 3, above.
4. **Priority of Agreements.** This DPA shall govern the treatment of student data in order to comply with privacy protections, including those found in FERPA and all applicable privacy statutes identified in this DPA. In the event there is conflict between the DPA and the Service Agreement, the DPA shall apply and take precedence. Except as described in this paragraph herein, all other provisions of the Service Agreement shall remain in effect.
5. **Notice.** All notices or other communication required or permitted to be given hereunder must be in writing and given by personal delivery, or e-mail transmission (if contact information is provided for the specific mode of delivery), or first-class mail, postage prepaid, sent to the designated representatives before:

**a. Designated Representatives**

The designated representative for the LEA for this Agreement is:

**Name:** Brian Casey  
**Title:** Director of Technology  
**Contact Information:**  
[bcasey@pointschools.net](mailto:bcasey@pointschools.net)

715-345-7393

The designated representative for the Provider for this Agreement is:

Name: Steven Wilson  
Title: Education Sales Consultant  
Contact Information:  
27555 Executive Drive, Ste 350  
Farmington Hills, MI. 48331  
Steven.Wilson@Cengage.com

- b. Notification of Acceptance of General Offer of Privacy Terms.** Upon execution of Exhibit "E", General Offer of Privacy Terms, Subscribing LEA shall provide notice of such acceptance in writing and given by personal delivery, or e-mail transmission (if contact information is provided for the specific mode of delivery), or first-class mail, postage prepaid, to the designated representative below.

The designated representative for notice of acceptance of the General Offer of Privacy Terms is:

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Contact Information:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_


8. **Entire Agreement.** This DPA constitutes the entire agreement of the parties relating to the subject matter hereof and supersedes all prior communications, representations, or agreements, oral or written, by the parties relating thereto. This DPA may be amended and the observance of any provision of this DPA may be waived (either generally or in any particular instance and either retroactively or prospectively) only with the signed written consent of both parties. Neither failure nor delay on the part of any party in exercising any right, power, or privilege hereunder shall operate as a waiver of such right, nor shall any single or partial exercise of any such right, power, or privilege preclude any further exercise thereof or the exercise of any other right, power, or privilege.
9. **Severability.** Any provision of this DPA that is prohibited or unenforceable in any jurisdiction shall, as to such jurisdiction, be ineffective to the extent of such prohibition or unenforceability without invalidating the remaining provisions of this DPA, and any such prohibition or unenforceability in any jurisdiction shall not invalidate or render unenforceable such provision in any other jurisdiction. Notwithstanding the foregoing, if such provision could be more narrowly drawn so as not to be prohibited or unenforceable in such jurisdiction while, at the same time, maintaining the intent of the parties, it shall, as to such jurisdiction, be so narrowly drawn without invalidating the remaining provisions of this DPA or affecting the validity or enforceability of such provision in any other jurisdiction.
10. **Governing Law; Venue and Jurisdiction.** THIS DPA WILL BE GOVERNED BY AND CONSTRUED IN ACCORDANCE WITH THE LAWS OF THE STATE OF WISCONSIN, WITHOUT REGARD TO CONFLICTS OF LAW PRINCIPLES. EACH PARTY CONSENTS AND SUBMITS TO THE SOLE AND EXCLUSIVE JURISDICTION TO THE STATE AND FEDERAL COURTS FOR THE COUNTY IN WHICH THIS AGREEMENT IS FORMED FOR ANY DISPUTE ARISING OUT OF OR RELATING TO THIS SERVICE AGREEMENT OR THE TRANSACTIONS CONTEMPLATED HEREBY.
11. **Authority.** The Provider represents that it is authorized to bind to the terms of this Agreement, including confidentiality and destruction of Student Data and any portion thereof contained therein, all related or associated institutions, individuals, employees or contractors who may have access to the Student Data and/or any portion thereof, or may own, lease or control equipment or facilities of any kind where the Student Data and portion thereof stored, maintained or used in any way. The Provider agrees that any purchaser of the Provider shall also be bound to the Agreement.

12. **Waiver.** No delay or omission of the LEA to exercise any right hereunder shall be construed as a waiver of any such right and the LEA reserves the right to exercise any such right from time to time, as often as may be deemed expedient.

13. **Successors Bound.** This DPA is and shall be binding upon the respective successors in interest to the Provider in the event of a merger, acquisition, consolidation or other business reorganization or sale of all or substantially all of the assets of such business.

**IN WITNESS WHEREOF**, the parties have executed this Wisconsin Student Data Privacy Agreement as of the last day noted below.

Provider:

BY:  Date: 4/25/2022

Printed Name: Jennifer Fritsch Title/Position: VP School Sales

Local Education Agency:

BY:  Date: 4-25-2022

Printed Name: Brian Casey Title/Position: Director of Technology

## **EXHIBIT “A”**

### **DESCRIPTION OF SERVICES**

[INSERT DETAILED DESCRIPTION OF PRODUCTS AND SERVICES HERE. IF MORE THAN ONE PRODUCT OR SERVICE IS INCLUDED, LIST EACH PRODUCT HERE]

Gale eBooks is a visually engaging non-fiction eBook platform that allows students to cross-search authoritative reference works and monographs on multidisciplinary subjects. Gale eBooks uniquely supports student workflows and behaviors with a state-of-the-art platform and feature set that dynamically supports blended learning with engaging digital content that’s familiar, intuitive, and designed with students in mind. By surfacing content at the individual article level, Gale eBooks helps students easily traverse their school’s collection to target the exact information they need, while also helping teachers easily identify the right content to best support their students’ learning experience.

The Gale In Context resources combine easily searchable, mobile-responsive functionality with authoritative and current digital content that spans core subjects and develops future-ready skills. With an intuitive interface and a user experience that matches other Gale products, researchers spend more time getting the content they need and less time learning navigation and tools. Each subject-specific resource uses eye-catching topic overview pages to bring together curriculum-aligned nonfiction materials in a variety of digital formats. Users can search articles, videos, charts, images, infographics, and more to keep them engaged at school, at home, or on the go.

**EXHIBIT “B”**

**SCHEDULE OF DATA**

Category of Data	Elements	Check if used by your system
Application Technology Metadata	IP Addresses of users, Use of cookies etc.	X
	Other application technology metadata - Please specify:	
Application Use Statistics	Meta data on user interaction with application	
Assessment	Standardized test scores	
	Observation data	
	Other assessment data - Please specify:	
Attendance	Student school (daily) attendance data	
	Student class attendance data	
Communications	Online communications that are captured (emails, blog entries)	
Conduct	Conduct or behavioral data	
Demographics	Date of Birth	
	Place of Birth	
	Gender	
	Ethnicity or race	
	Language information (native, preferred or primary language spoken by student)	
	Other demographic information - Please specify:	

Enrollment	Student school enrollment	
	Student grade level	
	Homeroom	
	Guidance counselor	
	Specific curriculum programs	
	Year of graduation	
	Other enrollment information - Please specify:	
Parent/Guardian Contact Information	Address	
	Email	
	Phone	
Parent/Guardian ID	Parent ID number (created to link parents to students)	
Parent/Guardian Name	First and/or Last	
Schedule	Student scheduled courses	
	Teacher names	
Special Indicator	English language learner information	
	Low income status	
	Medical alerts/health data	
	Student disability information	
	Specialized education services (IEP or 504)	
	Living situations (homeless/foster care)	
	Other indicator information - Please specify:	
Student Contact Information	Address	
	Email	
	Phone	
	Local (School district) ID number	

Student Identifiers	State ID number	
	Vendor/App assigned student ID number	
	Student app username	
	Student app passwords	
Student Name	First and/or Last	
Student In App Performance	Program/application performance (typing program-student types 60 wpm, reading program-student reads below grade level)	
Student Program Membership	Academic or extracurricular activities a student may belong to or participate in	
Student Survey Responses	Student responses to surveys or questionnaires	
Student work	Student generated content; writing, pictures etc.	
	Other student work data - Please specify:	
Transcript	Student course grades	
	Student course data	
	Student course grades/performance scores	
	Other transcript data - Please specify:	
Transportation	Student bus assignment	
	Student pick up and/or drop off location	
	Student bus card ID number	
Other	Please list each additional data element used, stored or collected by your application	

## EXHIBIT “C”

### DEFINITIONS

**De-Identifiable Information (DII):** De-Identification refers to the process by which the Provider removes or obscures any Personally Identifiable Information (“PII”) from student records in a way that removes or minimizes the risk of disclosure of the identity of the individual and information about them.

**Educational Records:** Educational Records are official records, files and data directly related to a student and maintained by the school or local education agency, including but not limited to, records encompassing all the material kept in the student’s cumulative folder, such as general identifying data, records of attendance and of academic work completed, records of achievement, and results of evaluative tests, health data, disciplinary status, test protocols and individualized education programs. For purposes of this DPA, Educational Records are referred to as Student Data.

**NIST:** Draft National Institute of Standards and Technology (“NIST”) Special Publication Digital Authentication Guideline.

**Operator:** The term “Operator” means the operator of an Internet Website, online service, online application, or mobile application with actual knowledge that the site, service, or application is used primarily for K–12 school purposes and was designed and marketed for K–12 school purposes. For the purpose of the Service Agreement, the term “Operator” is replaced by the term “Provider.” This term shall encompass the term “Third Party,” as it is found in applicable state statutes.

**Personally Identifiable Information (PII):** The terms “Personally Identifiable Information” or “PII” shall include, but are not limited to, student data, metadata, and user or pupil-generated content obtained by reason of the use of the Provider’s software, website, service, or app, including mobile apps, whether gathered by the Provider or provided by LEA or its users, students, or students’ parents/guardians. PII includes Indirect Identifiers, which is any information that, either alone or in aggregate, would allow a reasonable person to be able to identify a student to a reasonable certainty. For purposes of this DPA, Personally Identifiable Information shall include the categories of information listed in the definition of Student Data.

**Provider:** For purposes of the Service Agreement, the term “Provider” means provider of digital educational software or services, including cloud-based services, for the digital storage, management, and retrieval of pupil records. Within the DPA the term “Provider” includes the term “Third Party” and the term “Operator” as used in applicable state statutes.

**Pupil Generated Content:** The term “pupil-generated content” means materials or content created by a pupil during and for the purpose of education including, but not limited to, essays, research reports, portfolios, creative writing, music or other audio files, photographs, videos, and account information that enables ongoing ownership of pupil content.



**Pupil Records:** Means all of the following: (1) Any information that directly relates to a pupil that is maintained by LEA;(2) any information acquired directly from the pupil through the use of instructional software or applications assigned to the pupil by a teacher or other LEA employee; and any information that meets the definition of a “pupil record” under Wis. Stat. § 118.125(1)(d). For the purposes of this Agreement, Pupil Records shall be the same as Educational Records, Student Personal Information and Covered Information, all of which are deemed Student Data for the purposes of this Agreement.

**Service Agreement:** Refers to the Contract or Purchase Order to which this DPA supplements and modifies.

**School District Official:** For the purposes of this Agreement and pursuant to 34 CFR 99.31 (B) and Wis. Stat. § 118.125(2)(d), a School District Official is a contractor that: (1) Performs an institutional service or function for which the agency or institution would otherwise use employees; (2) Is under the direct control of the agency or institution with respect to the use and maintenance of education records; and (3) Is subject to 34 CFR 99.33(a) and Wis. Stat. § 118.125(2) governing the use and re-disclosure of personally identifiable information from student records.

**Student Data:** Student Data includes any data, whether gathered by the Provider or provided by LEA or its users, students, or students’ parents/guardians, that is descriptive of the student including, but not limited to, information in the student’s educational record or email, first and last name, home address, telephone number, email address, or other information allowing online contact, discipline records, videos, test results, special education data, juvenile dependency records, grades, evaluations, criminal records, medical records, health records, social security numbers, biometric information, disabilities, socioeconomic information, food purchases, political affiliations, religious information text messages, documents, student identifies, search activity, photos, voice recordings or geolocation information. Student Data shall constitute Pupil Records for the purposes of this Agreement, and for the purposes of Wisconsin and federal laws and regulations. Student Data as specified in Exhibit “B” is confirmed to be collected or processed by the Provider pursuant to the Services. Student Data shall not constitute that information that has been anonymized or de-identified, or anonymous usage data regarding a student’s use of the Provider’s services.

**SDPC (The Student Data Privacy Consortium):** Refers to the national collaborative of schools, districts, regional, territories and state agencies, policy makers, trade organizations and marketplace providers addressing real-world, adaptable, and implementable solutions to growing data privacy concerns.

**Student Personal Information:** “Student Personal Information” means information collected through a school service that personally identifies an individual student or other information collected and maintained about an individual student that is linked to information that identifies an individual student, as identified by Washington Compact Provision 28A.604.010. For purposes of this DPA, Student Personal Information is referred to as Student Data.

**Subscribing LEA:** An LEA that was not party to the original Services Agreement and who accepts the Provider’s General Offer of Privacy Terms.

**Subprocessor:** For the purposes of this Agreement, the term “Subprocessor” (sometimes referred to as the “Subcontractor”) means a party other than LEA or the Provider, who the Provider uses for data collection, analytics, storage, or other service to operate and/or improve its software, and who has access to PII.

**Targeted Advertising:** Targeted advertising means presenting an advertisement to a student where the selection of the advertisement is based on student information, student records or student generated content or inferred over time from the usage of the Provider’s website, online service or mobile application by such student or the retention of such student’s online activities or requests over time.

**Third Party:** The term “Third Party” means a provider of digital educational software or services, including cloud-based services, for the digital storage, management, and retrieval of pupil records. However, for the purpose of this Agreement, the term “Third Party” when used to indicate the provider of digital educational software or services is replaced by the term “Provider.”

**EXHIBIT "D"**


DIRECTIVE FOR DISPOSITION OF DATA

[Name or District or LEA] directs [Name of Provider] to dispose of data obtained by the Provider pursuant to the terms of the Service Agreement between LEA and the Provider. The terms of the Disposition are set forth below:

<p><b><u>Extent of Disposition</u></b></p> <p>Disposition shall be:</p>	<p>_____Partial. The categories of data to be disposed of are as follows:</p> <p>_____Complete. Disposition extends to all categories of data.</p>
<p><b><u>Nature of Disposition</u></b></p> <p>Disposition shall be by:</p>	<p>_____Destruction or deletion of data.</p> <p>_____Transfer of data. The date shall be transferred as set forth in an attachment to this Directive. Following confirmation from LEA that data was successfully transferred, the Provider shall destroy or delete all applicable data.</p>
<p><b><u>Timing of Disposition</u></b></p> <p>Data shall be disposed of by the following date:</p>	<p>_____As soon as commercially practicable</p> <p>_____By(Insert Date) _____</p> <p>[Insert or attach special instructions]</p>

\_\_\_\_\_  
Authorized Representative of LEA

\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Verification of Disposition of Data  
by Authorized Representative of the Provider

4/25/2022

\_\_\_\_\_  
Date



**EXHIBIT “E”**

GENERAL OFFER OF PRIVACY TERMS  
[INSERT ORIGINATION LEA NAME]

**1. Offer of Terms**

The Provider offers the same privacy protections found in this DPA between it and [Name of LEA] and which is dated to any other LEA (“Subscribing LEA”) who accepts this General Offer though its signature below. This General Offer shall extend only to privacy protections and the Provider’s signature shall not necessarily bind the Provider to other terms, such as price, term, or schedule of services, or to any other provision not addressed in this DPA. The Provider and the other LEA may also agree to change the data provided by LEA to the Provider in Exhibit “B” to suit the unique needs of the LEA. The Provider may withdraw the General Offer in the event of: (1) a material change in the applicable privacy statutes; (2) a material change in the services and products subject listed in the Originating Service Agreement; or three (3) years after the date of the Provider’s signature to this Form.

Provider:

BY: \_\_\_\_\_

Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title/Position: \_\_\_\_\_

**2. Subscribing LEA**

A Subscribing LEA, by signing a separate Service Agreement with the Provider, and by its signature below, accepts the General Offer of Privacy Terms. The Subscribing LEA and the Provider shall therefore be bound by the same terms of this DPA.

Subscribing LEA:

BY: \_\_\_\_\_

Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title/Position: \_\_\_\_\_

**TO ACCEPT THE GENERAL OFFER, THE SUBSCRIBING LEA MUST DELIVER THIS SIGNED EXHIBIT TO THE PERSON AND EMAIL ADDRESS LISTED BELOW**

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Email Address: \_\_\_\_\_

## **EXHIBIT “F”**

### **DATA SECURITY REQUIREMENTS**

[INSERT ADDITIONAL DATA SECURITY REQUIREMENT]

## **Cengage Learning Information Security Program Overview**

Cengage Learning, Inc. maintains a formal, written information security program containing administrative, technical and physical safeguards to protect the security, confidentiality and integrity of personal information. This program is reasonably designed to protect (i) the security and confidentiality of personal information, (ii) protect against any anticipated threats or hazards to the security or integrity of the information, and (iii) protect against unauthorized access to or use of the information.

This document provides an overview of Cengage’s information security program.

### **1. Information Security Management**

Cengage has established a Security Organization, led by the company’s Chief Security Officer and staffed with dedicated security personnel. This organization is independent from the various divisions or business units that manage and operate IT systems within the company.

The Security Organization consists of cross-divisional security teams leveraging a multi-disciplinary approach to compliance with cyber and information security standards, operational risk management, client security management, workforce protection and business resilience. Roles and responsibilities have been formally defined in writing for all members of the security team.

### **2. Identification of Risks**

Cengage periodically assesses the risks associated with its processing activities, including risks associated with its third-party processors, to confirm that foreseeable risks are managed properly. If a security gap is identified, new controls are agreed and defined in an agreement with such external parties.

### **3. Formal Definition of an Information Security Policy**

Cengage has developed and documented a formal information security policy that sets out Cengage's approach to managing information security. Specific areas covered by this policy include, but are not limited to the following:

- Information security responsibilities
- Electronic communications systems
  - E-mail security
  - Instant messaging
  - Voicemail security
- Disposing of confidential information
  - Secure on-site shredding
  - Disposal and reuse of electronic media

- Data classification
- Employee monitoring and access to employees' electronic files
- Securing confidential information ("clean desk")
- Data loss prevention tools
- Client requests for information security statements and policies
- Responding to information requests / media response guidelines
- Third-party access to Cengage or client confidential information
- Mobile device management
  - Laptop security guidelines
  - Smart device guidelines
  - Employee personal device guidelines
- Virus and malware protection
- Remote access
- Wireless networking access
- Electronic incident management and handling
- Internet use and "acceptable use policy" requirements
- Internet applications and services security assessment
- Identification and authorization
  - Password standards for employees
  - Password standards for system / LAN administrators and application developers of intranet systems
  - Access control standards
  - User id standards for system / LAN administrators and intranet application developers
- Computer hardware & software management
- Encryption
- IT physical security
- Incident response, reporting and tracking policy
- Facility security
  - Emergency evacuation and assembly locations
  - Handling biochemical incidents, suspicious mail and explosives
  - Physical security
  - Security guidelines for visitors
  - Visitor security information
- HR security requirements
  - Background checks
  - Cell phones, cameras and recording devices
  - Workplace safety and weapons
  - Termination of systems access for departing employees

The Cengage Code of Ethics and Security policy document is approved by management, Cengage employees are required to acknowledge receipt and acceptance of the Cengage Code of Ethics and Security policy upon



commencing work with Cengage. Policies are communicated to all employees and contractors through onboarding/new hire orientation, training classes, and distribution of policies on-line.

#### **4. Information Security Policy Review**

Cengage reviews its information security policy at least once per year or whenever there are major changes impacting the functionality of Cengage's information systems.

#### **5. Information Security Incident Response Plan**

Cengage has developed a documented methodology for responding to security incidents quickly, consistently, and effectively. Should an incident occur, a predefined team of Cengage employees will activate a formal incident response plan that addresses such areas as:

- Escalations based on the classification or incident severity
- Contact list for incident reporting/escalation
- Guidelines for initial responses and follow up with involved clients
- Compliance with applicable security breach notification laws
- Investigation log
- System recovery
- Issue resolution, reporting, and review

Cengage's policies define a security incident, incident management and all employees' responsibilities regarding the reporting of security incidents.

#### **6. Third-Party Sub-contractors/Subprocessors**

Cengage uses third-party data processors and subcontractors including for processing, hosting and storage purposes. Cengage remains responsible for the quality of the services and these sub-processors' compliance with data protection/ privacy law as it applies to data processors. Cengage is committed to working with its customers to achieve an appropriate level of transparency around its use of sub-processors.

The following entities are deemed approved as subprocessors:

- Amazon.com, Inc. (AWS - Hosting services);
- Cognizant Technology Inc. (Business processing services, e.g., call center, and hosting)
- IBM Corporation (e-commerce platform services)
- Oracle Corporation (Eloqua - Digital marketing services)
- Experian Data Quality (QAS – Address verification services)
- Informatica Corporation (Address verification services)
- CyberSource Corporation (E-commerce payment management services)

#### **7. Audit and Assurance**

- **Internal Audits and Internal Control Reports.** Cengage conducts periodic vulnerability assessments to verify the sufficiency of its security measures. Cengage also engages third party auditors to review its security controls and may provide Client with a copy of applicable internal control reports (SOC Type II), which reports shall be classified as confidential information of Cengage.
- **Client Audits.** To the extent required by law, Cengage shall permit Client (or an independent third-party auditor for Client that is subject to confidentiality obligations) to audit Cengage's security practices relevant to Personal Data processed hereunder. Unless restricted by law, these audits are subject to the following terms:
  - (i) Client audits shall take place upon thirty (30) days advance notice to Cengage. Cengage shall work with Client in good faith to provide Client with the information needed to support such audit. Client and Cengage shall mutually agree to the scope and determine the agenda of the audit in advance. The audit shall, to the extent possible, rely on certifications and audit reports or other verifications available to confirm Cengage's compliance with the applicable security requirements.
  - (ii) Client may conduct a site visit of Cengage's facilities at Client's expense. Access at Cengage facilities shall be subject to Cengage's reasonable access requirements and security policies. The site visit is subject to the following conditions: (i) such site visit shall occur at a mutually agreeable time not more than once during any given calendar year; (ii) such site visit shall not unreasonably interfere with or disrupt Cengage's operations; and (iii) any third party performing such site visit on behalf of Client shall execute a nondisclosure agreement with Cengage in a form reasonably acceptable to Cengage with respect to the confidential treatment and restricted use of Cengage's confidential information, (iv) the scope of the site visit must be mutually agreed upon by the parties and shall exclude direct access to Cengage's systems, applications, network components, data center or testing of transactions.
- **Audit Findings.** If Client discovers a breach of Cengage's obligations, Client and Cengage shall work expeditiously and in good faith to agree on a plan to remediate such problems ("Remediation Plan"). Once the parties agree on a Remediation Plan, Cengage shall execute and complete the same without unreasonable delay and notify Client when such actions are completed. Notwithstanding the following, Cengage's shall have the sole discretion to determine which measures are best suitable to ensure compliance with applicable security requirements and laws.
- **Cooperation with Regulatory Audits.** Cengage shall fully cooperate with Client, at Client's expense, in connection with any governmental audit or investigation regarding Client's data or the data processing activities. (In the event that such audit or investigation is a result of Cengage's violation of applicable law, then Cengage shall be responsible for the costs and expenses of the audit or investigation).