

FERPA Policy



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Hit Labs, Inc. (a.k.a. "Pronto") takes its responsibility to protect users' privacy very seriously. One of the most important ways in which we fulfill that responsibility is through our compliance with all state and federal privacy laws and regulations and, in particular, The Family Educational Rights and Privacy Act (FERPA).

FERPA 20 U.S.C. §1232g, and its implementing regulations, applies to all educational institutions that receive federal funding from the Department of Education. It protects personally identifiable information ("PII") in Students' Education Records ("Records") from unauthorized disclosure. FERPA also affords students and parents the right to access their Records, the right to seek to have the Records amended, and the right to have control over the disclosure of Records.

The Department of Education uses regulations found in 34 CFR Part 99 to implement FERPA. These regulations explain how companies working with educational agencies or institutions, such as Pronto, must treat PII and Records. Under 34 CFR §99.31(a)(1)(i)(B) an educational agency or institution may disclose PII from Records to third parties such as Pronto that are acting as a "School Official" by performing a service for an educational agency or institution. The educational agency or institution retains ownership of any Records that may be maintained by the third party performing services.

Pronto maintains FERPA compliance by maintaining technical and physical safeguards, by using network and container level firewalls and, by only supporting TLS encrypted connections to our application and services while transmitting and holding Records. Additionally, all Records are encrypted.

Pronto only stores information in its own Virtual Private Cloud ("VPC") within Amazon Web Services (AWS) Managed Cloud Services. Pronto does not run its own data center, nor does it maintain physical copies of any information. Access to Pronto's AWS VPC and Records is limited to application delivery and support staff who have a legitimate need to access the database to enable the delivery of our services to educational institutions. Any staff and/or third parties who are granted access to enable us to provide services are also always under appropriate contractual obligations of confidentiality, data protection, and security. Pronto does not disclose Records to any parties outside of the originating educational institution.

Pronto employees are appropriately informed and trained with respect to FERPA compliance and our policy is to never share any student information with anyone other than the originating institution or user.

Pronto only uses Records for the purpose for which they were provided, or as otherwise authorized in applicable law and any agreement with the educational institution.

If a parent, legal guardian, or student contacts Pronto with a request to review or correct erroneous information found in the Records, or if any agency, court, law enforcement or other entity contacts Pronto requesting access to Records, Pronto will, unless prohibited by writ or compulsory legal process, promptly notify an authorized representative of the applicable

originating educational institution and will use reasonable and good faith efforts to assist the originating educational institution in fulfilling such requests.

If Pronto determines that a breach or unauthorized release of Records that would be subject to reporting under applicable federal or state law has occurred, Pronto will take prompt and appropriate steps to mitigate further breach or release of Records. Pronto will also provide notice to the affected originating educational institution to provide information and the assistance necessary to comply with any notification to parents, legal guardians, or students, as required under applicable law.

Following expiration or termination of the agreement under which the originating educational institution purchased access to the Pronto services, and upon receipt of written request from the originating educational institution, Pronto will destroy or, if agreed, return to the originating educational institution, the Records in its possession within a commercially reasonable period of time. Data generated by Pronto or that is anonymized (such as by the removal of PII) may be retained by Pronto and used for product and service improvement purposes or other purposes consistent with applicable law and any agreement with an originating educational institution.

For questions or further information on our data privacy and security practices with respect to FERPA or Student Education Records, please contact us at support@pronto.io.