

What is FERPA?

FERPA is a Federal law that protects personally identifiable information in students' education records from unauthorized disclosure. It affords parents the right to access their child's education records, the right to seek to have the records amended, and the right to have some control over the disclosure of personally identifiable information from the education records. When a student turns 18 or enters a postsecondary institution at any age, the rights under FERPA transfer from the parents to the student ("eligible student"). The FERPA statute is found at [20 U.S.C. § 1232g](#), and the FERPA regulations are found at [34 CFR Part 99](#).

Responsibilities of Third-Party Service Providers under FERPA

The U.S. Department of Education established the Privacy Technical Assistance Center (PTAC) as a "one-stop" resource for education stakeholders to learn about data privacy, confidentiality, and security practices related to student-level longitudinal data systems and other uses of student data. PTAC provides timely information and updated guidance through a variety of resources, including training materials and opportunities to receive direct assistance with privacy, security, and confidentiality of student data systems. More PTAC information is available at <http://ptac.ed.gov>.

Splashtop Does Not Access, Process, or Store Education Records and Follows Security Best Practices

Splashtop does not process, store, or have access to student' education records such as transcripts, class lists, student course schedules, health records, student financial information and student disciplinary records; or students' data such as student information systems, instructional improvement systems, online education programs, or assessment systems.

- Splashtop transmits but does not store screen capture streams, which are encrypted with HTTPS/TLS
- Device authentication is enabled by default with an option to turn on two-factor authentication
- User passwords are secured in transit and at rest
- Our cloud security modules continuously monitor for and block suspicious activities in real-time. Splashtop adopts industry best practices for protecting both the cloud infrastructure and user data through a combination of encryption, firewall, and IDS.
- Splashtop DOES NOT share customer data with third parties

Splashtop stores limited information such as session logs, activity logs, and device Information – no student information.

Although Splashtop is not subject to FERPA certification, Splashtop follows industry best practice to ensure the data it has is protected.