



Knowledgehook Data and Privacy Information

We take student and teacher privacy seriously at Knowledgehook and do not share or sell information to outside parties. We encourage you to explore what we do to protect privacy by visiting our Privacy Center at knowledgehook.com/privacy-center

Data Provenance

Where are your datacenters located? Primary and redundant

- Knowledgehook's datacenters are in Toronto (primary) and Montreal (redundant). Knowledgehook utilizes Microsoft's Azure solution to house its data.

Data Segregation

Is your cloud environment multi-tenanted? If so, how will you guarantee complete data segregation for us to have a secure multi-tenancy?

- Knowledgehook's cloud environment is multi-tenanted. Knowledgehook looks to its partners at Microsoft to ensure data segregation. This information can be found at <https://www.microsoft.com/en-us/trustcenter/privacy/who-can-access-your-data-and-on-what-terms>.

Specifically:

Most Microsoft business cloud services are multi-tenant services, meaning that your data, deployments, and virtual machines may be stored on the same physical hardware as that of other customers. Microsoft uses logical isolation to segregate storage and processing for different customers through specialized technology engineered to help ensure that your customer data is not combined with anyone else's.

Data Recovery

Please explain in detail your ability to do a complete restoration in the event of a disaster.

- Knowledgehook conducts encrypted backups every 6 hours to offsite servers to ensure seamless and complete restoration in the event of a disaster.

Access Privileges

Please explain in detail how you enforce adequate hiring, oversight and access controls to enforce administrative delegation.

- Hiring - all new hires are bound by a non-disclosure agreement (NDA) with the company, and a 3-month probationary period during which they do not have database access (which contains data most pertinent to our clients). The direct manager and Director of Operations will assign the new hire with adequate system access, including a set of position specific accounts.
- During employment - all the requests for access will be approved by the Chief Executive Officer (CEO), assigned by the System Administrator and then recorded in a centralized file. For Knowledgehook's current systems, the Chief Technology Officer (CTO) and CEO would have administrator access with any other granted accesses being logged and recorded.
- Departure - In the case of an employee leaving the company, all of his/her account accesses will be terminated/suspended on the same day ensuring that none that is not employed by Knowledgehook will ever have access without the appropriate level of care and oversight required to handle sensitive data.



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Business Continuity

Portability of our data to avoid lock-in or potential loss if the business fails or we find a better solution in the future.

- Knowledgehook will work to provide the District with data generated through the utilization of the Knowledgehook system in a format that is widely accessible (such as .CSV). Knowledgehook will work with the District to facilitate an agreeable solution to ensure accessibility to the data it has rights to.

Capacity Planning

Please provide a detailed discussion and plan that describes how the solution will be sized to meet the Board concurrent user requirements

- Knowledgehook currently has over 1 million users across North America and has had to consistently scale its solution to meet the needs of school districts, assessment authorities, Ministries of Education and State Departments of Education across the continent. Knowledgehook has the ability and capacity to deliver services to all schools and to all students at the Board concurrently without experiencing loss of service, service delays, or service interruption.

Data Verification or Audits

Knowledgehook asks all its partners to provide a formal request outlining the nature of their request for data verification or data audits. This will allow Knowledgehook to ensure accessibility to the most appropriate information in the most effective and efficient manner.

How is our Data Currently Stored?

Knowledgehook's data is currently stored in an SQL server database in a Microsoft Azure datacenter in Toronto, Ontario.

Who has Access to our Data?

Currently only Knowledgehook employees and Microsoft have any kind of master access to data generated on Knowledgehook. Knowledgehook employees are governed by the company's rules, policy, protocols and NDAs, while Microsoft's policy can be found here: <https://www.microsoft.com/en-us/trustcenter/privacy/who-can-access-your-data-and-on-what-terms>

What Data do we Store?

All Users

- Username
- Date of registration
- Last accessed date
- Support request conversations if they contact us

Student

- Username (for logging in)
- Display Name (which other students might see)
- First Name
- Last Initial



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- E-mail address if provided for password reset
- Mobile number if provided for password reset
- Performance on math questions
- Game data like levels and badges
- Which classes/school they belong to

Teachers

- Name and Salutation
- Username/E-mail
- Classes and Students
- GameShows and Missions assigned the class
- Which school they belong to

Parents

- E-mail
- Which child they are linked to

School-level Administrators

- Which school they belong to

Board-level Administrators

- Which board they belong to

How Long Do We Store Data?

Knowledgehook stores data perpetually, unless otherwise requested. This information allows us to provide useful metrics to students, teachers, and administrators, and contributes to system improvements to allow us to serve our clients better.

Which Stakeholders Can Access Which Pieces of Data?

All users can see their own Username, First Name, Last Initial, E-mail and Mobile (if provided)

Students can see their own details and performance on math questions. They may see classmates' Display Names in a GameShow.

Teachers can see the following information for their own students:

Student details

- Name
- Username
- Performance on math questions
- Student Gaps triggered
- Mathalon achievements

Parent details

- E-mail (if provided)
- Mobile (if the teacher uses it for inviting the parent)
- Which child they are linked to



Parents can see their child's information below

Student details

- Performance on activities that the Teacher explicitly shares with the parents

Teacher details

- Teacher's name

School-level Administrators can see Teachers' E-mails and First/Last Names + student gaps for the school itself (not to individual students)

Aggregate School Data

- Top trending Student Gaps at the school
- Total number of Teachers
- Total number of Students
- Total number of GameShows and Missions
- Total number of Student Gaps triggered
- Total number of Mathalon Winners

Teacher information

- First and Last Name
- E-mail
- Number of GameShows and Missions
- Last accessed date

Board-level Administrators can see data aggregated across the Board and School but no specific Teacher names or Student names

Aggregate Board Data

- Student Gaps (topics) in each grade across the board (no individual identifiable information)
- Number of Missions and GameShows (no individual identifiable information)
- Number of custom questions created (no individual identifiable information)
- Number of Mathalon medals earned (no individual identifiable information)

Aggregate School Data

- Student Gaps (topics) at each school (no individual identifiable information)
- Number of teachers at that school (no individual identifiable information)
- Number of students at that school (no individual identifiable information)
- Number of Missions and GameShows at that school (no individual identifiable information)