

# SAFARI Montage® Products and Services

## Privacy Policy

Thank you for using SAFARI Montage products and services. Library Video Company d/b/a SAFARI Montage (“SAFARI Montage,” “we,” or “our”) is the leading K-12 Learning Object Repository, Video Streaming Library, IPTV, & Live Media Streaming provider. The system provides an interoperable foundation for a digital learning ecosystem where teachers and students can access procured, created, and curated educational digital resources, create playlists, and integrate items into their LMS.

### 1. Scope of the Policy

This Privacy Policy explains the data collection, use, and disclosure practices for all features of the SAFARI Montage products and services (the “Solution”). The Solution is subject to all applicable terms, conditions, licenses, and other agreements in place between SAFARI Montage and a school, district, educational agency, or purchasing group (any such customer, a “School District”) and its authorized end users, such as school administrators, teachers, students, and parents (“Users”). School Districts should read and understand this Privacy Policy.

When a User links or navigates to a third-party application or website, the third party’s terms of use and privacy policy will apply instead of this Privacy Policy. SAFARI Montage has no control over third-party applications or websites. School Districts are urged to read third-party terms, policies, and other practices before use.

This Privacy Policy describes, among other things:

- what information may be collected from a School District and its Users through the use, support, and maintenance of the Solution;
- how information will and will not be used;
- how information may be shared with third parties; and
- how SAFARI Montage will safeguard the information.

By purchasing, accessing, or using the Solution, the School District and its Users consent to this Privacy Policy. If the School District or User does not agree with this Privacy Policy, please do not purchase, access, or use the Solution.

### 2. Information Collected

The Solution may collect personally identifiable information that can identify or reasonably be linked to individual User, including the information of students (collectively, “PII”). PII may be provided by the School District or its Users to facilitate use, support, and maintenance of the Solution, or generated by the Solution as a result of such use. PII we collect may include:

- First and last name
- Email address
- School name
- Classes in which a student is enrolled
- LDAP DNs (Lightweight Directory Access Protocol Distinguished Name), student information system ID Number, or other external user ID
- “View & Chat” and other communications between student Users and educators
- “Get It?” assessment information
- User-generated content
- Information contained in any image, photograph, video, audio recording, or User-submitted profile
- Usage data by individual User, such as:

- Log of activity, including activity, date and time, User, IP address, and link to object
- Learning objects and playlists viewed
- Search terms entered

“Anonymized Data” is information that contains no PII but may identify the name of the educational institution and User type (such as student, teacher, administrator) associated with the data, such as:

- User’s operating system and software versions
- Web browser used
- Server hardware used
- Server configuration
- Content package versions
- Bandwidth usage
- Third-party system integrations enabled on the Solution
- Usage data, such as:
  - General statistics, including schools and Users
  - Log of activity, including activity, count, date, and time
  - Learning objects viewed
  - Count of “View & Chat” and “Get It?” sessions
  - Uploaded file statistics for User-generated content, including number, file type, and storage used
  - Playlist statistics
  - Search terms entered
  - Search execution times
  - Recording statistics

### 3. How Information is Used

SAFARI Montage considers PII to be confidential. We never sell PII or give PII to third parties for advertising or marketing purposes. We will only use PII:

- To deliver to School Districts and their Users the services, features, and functionality of the Solution;
- To inform School Districts and certain Users (other than students) about the services, features, and functionality of the Solution;
- To provide support services for the Solution;
- To permit access to certain features of the Solution from a User’s mobile device when uploading photos or videos to the Solution; and
- To enable integrations with third-party educational service and content providers (“Interoperability Partners”), provided that the School District requests such integration and the sharing of PII between the Solution and the Interoperability Partner.

Anonymized Data may be used to conduct internal reporting in connection with the Solution and its features and functionality. It may also be used to share with third parties for the primary purpose of improving the user experience.

### 4. How Information is Shared with Third Parties

*Interoperability Partners.* The Solution has the capability to be integrated with many Interoperability Partners such as enterprise directory solutions, application portals, student information systems, learning management systems, storage providers, and IMS Global standards-compliant providers of educational tools and content. When a School District configures or requests that the Solution be integrated with an Interoperability Partner, the Solution may receive, store, or share authentication tokens and User account information containing PII necessary to support the integration and to facilitate single sign-on across multiple systems.

When a User is logged into the Solution and using an Interoperability Partner-provided feature or content, the Interoperability Partner may collect PII from a User subject to the Interoperability Partner’s privacy policy and

practices. SAFARI Montage is not responsible for the data collection or use practices of Interoperability Partners. An Interoperability Partner's privacy policy will govern information provided and should be read before accessing an Interoperability Partner's system through the Solution. In the event that an integration with an Interoperability Partner requires additional disclosures in connection with information collected by the Solution that are not addressed in this Privacy Policy, such disclosures will be provided.

*Support and Maintenance.* If a School District receives technical support services (generally, either in connection with a limited warranty or an active maintenance and support agreement), an internal SAFARI Montage technical support representative will diagnose and resolve a request for technical support by an authenticated and secure means available only to authorized support personnel to remotely access and view Information in the Solution. Except when necessary to provide technical support services, SAFARI Montage technical support representatives are prohibited from downloading or otherwise saving or recording any PII contained or displayed within the Solution that may be incidentally viewed during the course of such access. From time to time it may be necessary to share PII with external third-party service providers or Interoperability Partners to resolve technical support issues; in such cases, SAFARI Montage will obtain explicit permission from the School District before sharing any such information with a third party.

*Other Users.* When using the Solution to share content between Users, system and curriculum administrators can view a User's content and access "View & Chat" sessions and messages. Additionally, school administrators, principals, and teachers can access "View & Chat" sessions and messages hosted by the teacher.

SAFARI MONTAGE MAKES NO REPRESENTATIONS REGARDING WHAT DATA A THIRD-PARTY SERVICE PROVIDER (FOR EXAMPLE, FOR INTERNET, CLOUD STORAGE, CONTENT FILTERING, OR AUTHENTICATION OR FOR CLIENT-BASED SOFTWARE SUCH AS WEB BROWSERS, ACCESSIBILITY, OR PRODUCTIVITY TOOLS) USED BY A SCHOOL DISTRICT IN ASSOCIATION WITH THE SOLUTION MAY COLLECT FROM THE SOLUTION OR HOW SUCH DATA IS USED OR SHARED.

## 5. Google Product Integrations

If the School District is using a Google product integration with the Solution (for example, Google Chrome® Extension, Google Drive™, Google Docs™, and G-Suite for Education™), then this section of the Privacy Policy applies. If a School District or User does not want to be bound by this section of the Privacy Policy, then please do not download, access, or use any Google product integration with the Solution.

When using a Google product, Users will be asked to authorize access to certain information about their Google user account and interaction with Google services associated with the account. In order to support sign-in with such Google integrations, the User's Google account information is compared with user account information for the Solution as maintained by the School District's system administrator. The User's Google log-in credentials are used to log into the Solution. SAFARI Montage does not store Users' Google account information or share it with third parties.

Additionally, when a User saves a link to a Google Drive item, a link to a website, or a file from Google Drive, the Solution may collect the link URL, file, and metadata from Google in order to save the link or file to the Solution with all available complementary metadata.

Google LLC is a third-party service provider. Use of Google services is subject to Google's privacy policies and terms of service. SAFARI Montage is not responsible for the collection, use, or sharing of a School District's or User's information, including PII, by any service provided by Google LLC or its affiliates. SAFARI MONTAGE MAKES NO REPRESENTATIONS REGARDING WHAT DATA GOOGLE MAY COLLECT FROM THE SOLUTION OR HOW SUCH DATA IS USED OR SHARED. Google's privacy policy and terms can be found at <http://www.google.com/policies/privacy> and <https://policies.google.com/terms>.

## 6. Cookies and Automatic Information Gathering Technologies

Every time a User uses the Solution to navigate to a specific location within the Solution or to view content, the Solution also collects usage information in connection with the User's activity. The Solution is designed to collect how, when, and which parts of the Solution or its features Users use, which Interoperability Partner services Users connect to via the Solution, and when, how, and what Users post to Interoperability Partner services. Also, the Solution may

collect a unique identifier for a User's device, media access control (MAC) address, or other unique identifier in order to maintain User-specific information required to support Solution functionality.

To enable the Solution to collect and store this information, a variety of technologies may be employed, including cookies. A "cookie" is a small amount of data a website operator, or a third party whose content is embedded in that website, may store in your web browser and that the website operator or third party can access when you visit the website. The Solution is designed to use cookies to keep Users logged in, save Users' preferences for the Solution, collect information about how the User uses the Solution, and enable the functionality of certain features of the Solution.

A User's operating system and web browser may allow the erasure of information stored in cookies, flash cookies, and local browser storage. But if Users allow an erasure, they may be forced to log in to the Solution again, some Solution functionality may not work as intended, and preferences or settings may not be retained. Users may also be able to set their browsers to refuse all website storage or to indicate when it is permitted, but some features of the Solution may not function properly without it.

## 7. Information Security

SAFARI Montage endeavors to safeguard PII in our care. We maintain a comprehensive information security program based on industry recognized administrative, technical, and physical safeguards designed to secure sensitive data. Our security team develops, documents, and routinely reviews and updates our security policies and procedures to address critical practice areas such as access control, configuration management, vendor selection, incident response, and security training. Our practices include internal data management policies and procedures, limitation of access to a School District's PII to employees who need it to perform their job functions, password-protected credentials, and monitoring and encryption of sensitive data in transit and at rest.

Information collected through the Solution is stored in geographically redundant data centers in the United States. If a User uses the Solution outside of the United States, then the School District and its Users are consenting to have their information transferred to and processed in the United States in accordance with this Privacy Policy.

SAFARI Montage leverages Microsoft Azure and Amazon Web Services (AWS) to host the SAFARI Montage cloud-hosted Solution and store information collected through the Solution. Azure and AWS employ reasonable and appropriate measures designed to help secure PII against accidental or unlawful loss, access, and disclosure. Neither Azure nor AWS will access or use PII except as necessary to maintain and provide services or as necessary to comply with the law or a binding order of a governmental body. For more information regarding Azure security, please visit <https://azure.microsoft.com/en-us/overview/trusted-cloud/>. For more information regarding AWS security, please visit <https://aws.amazon.com/security/>.

Security processes and protections are constantly being evaluated and revised by SAFARI Montage to maintain industry appropriate security efforts to protect PII of School Districts and their Users. It is impossible, however, to protect 100% against all security threats, and SAFARI Montage cannot eliminate all risk associated with storing and processing sensitive information. We will indemnify a School District if SAFARI Montage knowingly sells, licenses, or rents a School District's PII, but cannot ensure the security of PII from bad actors or that is misused or mismanaged by a School District or its Users. If PII in our care is accessed by or disclosed to an unauthorized party, SAFARI Montage will promptly notify affected School Districts and cooperate with investigation and mitigation efforts.

## 8. Compliance with Laws

SAFARI Montage strives to ensure that the Solution complies with all applicable federal, state, and local privacy laws, including the Family Educational Rights and Privacy Act (FERPA) and the Children’s Online Privacy Protection Act (COPPA). We do not knowingly collect the information of children under the age of 13 unless the School District has collected the appropriate, COPPA-compliant consent from a parent or guardian of such User. School Districts should not permit access to the SAFARI Montage Solution by any User unless all mandatory consents have been received and documented for each User.

SAFARI Montage may disclose PII and Anonymized Data if it believes disclosure is necessary to comply with laws or to respond to lawful requests for such information. We will inform affected School Districts if this happens.

## 9. Modifying and Deleting Information

School Districts and Users may review, modify, and delete certain PII they provide to the Solution. Requests by a parent or guardian to review, modify, or delete a student’s PII should be directed to their School District and not to SAFARI Montage. We will work with School Districts to comply with such requests where applicable. Note, however, that certain transactional data collected by Solution, such as historical usage data, logged activities, and "View & Chat" sessions, cannot be modified or deleted.

At termination of a School District’s agreement or subscription, SAFARI Montage’s retention of PII depends on the type of Solution used by the School District. For on-premise implementations, PII stored on servers in the School District’s control will be retained or destroyed as determined by the School District. Any PII stored by SAFARI Montage for support or maintenance purposes will be returned or destroyed as directed by the School District, as agreed upon in a contract, or in accordance with applicable law. For cloud or hybrid-cloud implementations, SAFARI Montage will retain collected PII for as long as a School District’s subscription remains active. Upon termination of a cloud subscription, certain PII can be returned as directed by the School District, as agreed upon in a contract or in accordance with applicable law, or will otherwise be deleted by SAFARI Montage after 60 days. Certain Anonymized Data, transactional data, and archived data collected through all implementations of the Solution will not or cannot be deleted.

## 10. Changes to This Policy

SAFARI Montage may change this Privacy Policy from time to time, for example, to comply with laws, conform to industry practices, or reflect changes to our Solution. The updated policy will be posted on our website with a revised “Last Updated” date. Please visit this page from time to time for the latest version. If we make a material change to this Privacy Policy that affects the manner in which the Solution collects or processes PII or the information of children under age 13, we will notify School Districts directly of such changes in advance of the Privacy Policy becoming effective.

## 11. Contact Us

If you have questions about SAFARI Montage’s privacy practices or need more information relevant to specific features or tools of our Solution, please contact us at [privacy@safarimontage.com](mailto:privacy@safarimontage.com) or at any of the following:

### SAFARI Montage

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