

Frequently Asked Questions About Student Information in our Software Products

Question: Why does our child's school use Renaissance Learning software products and what does it mean for student information?

Answer: Your child's school has chosen to partner with Renaissance Learning to help improve your child's learning. We are a leading provider of educational solutions to tens of thousands of schools. Our products are used to practice academic skills, guide the learning process, and provide timely student progress information that educators use to improve and personalize your child's instruction. Accelerating learning for all students is our company philosophy and mission, and our products are designed to maintain the privacy of your child's personally identifiable information (PII).

Question: What personal information about my child is stored on your system?

Answer: Our software products only require student name, user name, and school name to function. Some schools input additional demographic data. Renaissance Learning does not collect any personal information from your child. It is collected by your child's school and input into the system by the school. Sometimes we upload this information for the school, if requested.

Question: Does Renaissance Learning store my child's PII in the cloud?

Answer: The "cloud" is a general term that most often relates to services provided over the Internet. Like most software companies today, Renaissance provides access to our products over the Internet. We have a long legacy of operating secure datacenters, and comprehensive security and privacy measures protecting your child's information.

Question: What security measures are in place to keep student information secure?

Answer: Renaissance Learning employs extensive technological and operational measures to ensure security and privacy. A few of these include: advanced security systems technology, regular security audits, physical access controls, privacy training for employees, monitoring of all systems, and segregation of PII into a separate database for each educational institution that purchases our products.

Question: Does Renaissance Learning use my child's personal information for any purpose other than to provide services to his/her school?

Answer: Renaissance Learning does not use your child's PII for any purpose other than to provide services to your child's school. Combined information that has been stripped of PII, and therefore not traceable to any student, is used for research and development so we can continuously improve our products and accelerate learning for all students.

Question: Does Renaissance Learning give away, share with, or sell student information to any third-party organization?

Answer: We do not give away, share, or sell PII. Data sharing (if any) is completely at the control of the educational institutions that purchase our products.

Question: Can parents see or request that their child's records be removed from or changed on a Renaissance Learning system?

Answer: Renaissance Learning provides services under contract to your child's school. We do not own or directly manage any student information. Managing student information is completely in the hands of your child's school. All access to student information is strictly controlled; even Renaissance Learning employees are not authorized to view student information unless requested by the school for customer service purposes.

Question: Who can parents contact about their child's information?

Answer: You must contact your child's school or district directly about your child's information. Renaissance Learning cannot disclose, delete, or make changes to educational records without authorization from the school.