

# RENAISSANCE

## Information Security Overview

Welcome educators! As a leading provider of technology products to K–12 schools worldwide, security is a critical aspect of Renaissance’s business. Renaissance is subject to global data privacy & security regulations including FERPA, COPPA, HIPAA, GDPR, PIPEDA, the Australian Privacy Act, and United States state-specific educational privacy laws. We abide by our regulatory obligations and we strive to exceed the security expectations of the educators we serve. Every day, millions of users depend upon our commitment to protect their data. We take this commitment seriously.

This Information Security Overview describes the ways in which we protect and secure your data. If you are interested in learning more about how we handle the privacy of your data (data use, collection, disclosure, deletion) please visit our [Privacy Hub](#) for more information.

## Technical Controls

### Data Storage & Hosting

**Renaissance Growth Platform, Freckle, myON, Schoolzilla & Lalilo:** Renaissance cloud products are secure, durable technology platforms designed around the core pillars of confidentiality, integrity, and availability. Renaissance products are developed, tested, and deployed in Amazon Web Services (AWS) across several geographically and logically separated locations. The AWS cloud, which complies with an array of industry recognized standards including ISO 27001 and SOC 2. AWS provides Renaissance with Infrastructure as a service (IaaS) through servers, networking, storage, and databases. For more information about AWS, please visit <https://aws.amazon.com/about-aws/global-infrastructure/>.

**Renaissance Data Center & Legacy Products:** The Renaissance Data Center is our self-hosting data center located in our headquarters in Wisconsin Rapids, WI. The Renaissance hosted data management platform is a closed system. This means that the secure web-based servers, storage, and databases that support the Renaissance hosted platform are dedicated hardware that is used only for that purpose. Each customer’s data is stored in a separate directory and database that operates independently of all other customers’ directories and databases. Each school or district that uses our products has its own unique Renaissance hosted site URL, and each user is assigned unique login credentials, which must be authenticated before the user can access the corresponding Renaissance hosted site.

### Data Location

**Renaissance Growth Platform, Freckle, Schoolzilla & Renaissance Data Center:** Your data is stored on servers in the United States.

**myON:** Your data is stored on servers based on your geographic location.

- US Customers: Your data is stored on servers in the United States.
- European Customers: Your data is stored on servers in the United Kingdom.
- Australia, New Zealand, and Asia-Pacific Customers: Your data is stored on servers in Singapore.

**Lalilo:** Your data is stored on servers in France. To better serve our US customers, Renaissance anticipates adding a US-based Amazon Web Services region dedicated to our US Lalilo customers within 2021.

## Encryption

Customer data hosted within our Renaissance products is encrypted in transit and at rest.

All client-to-server access of Renaissance applications and data requires HTTP over Transport Layer Security (TLS), also known as HTTPS (Port 443). TLS provides privacy, integrity, and protection for data that is transmitted between different nodes on the Internet, and it prevents data from eavesdropping and tampering during transit. We use 256-bit AES encryption with 2048-bit keys to secure Internet traffic between Renaissance and our customers.

Our optional Renaissance data integration service automatically refreshes the district's Renaissance applications daily with new data from the student information system. This service transfers data over a secure FTP connection (Port 22) for automated extracts and uses a Secure Sockets Layer (SSL)/HTTPS (Port 443) connection when data is uploaded or entered through the software.

## Passwords and Role-Based Access

Each school or district has a unique URL to access its Renaissance products. Each user is assigned unique login credentials, which must be authenticated before the user can access the school or district site. Users are assigned to distinct roles, such as student, teacher, or administrator, which limits what information users can access or edit.

## Network Security Features

Vigorous network security procedures protect customers' data from electronic intrusion. These include antivirus software; firewalls; regular patching, updating, and hardening processes; and application security testing to ensure connectivity protection. Renaissance performs full-system scans on a regular schedule and updates antivirus signatures as they are released. Renaissance tracks an array of metrics, including log files, access logs, system usage, and network bandwidth consumption. We monitor all hosted systems 24 hours a day, 7 days a week, using various methods. Any suspicious activity is promptly investigated and addressed. A protective monitoring regime tracks how our information and communications technology systems are used. We also protect these systems from malicious and mobile code. Network security boundaries, also known as segmentation, are defined and enforced to limit access to customer data.

## Application Security Testing

Dynamic Application Security Testing (DAST) is run against all our applications on a regular basis. The DAST process, which is an integral piece of our software development cycle, tests our software for exploitable weaknesses and vulnerabilities at each stage of the development process. Vulnerability scans also run on a regular basis. These scans are used to identify and remediate vulnerabilities that may be present in our hosting and corporate platforms.

## Business Continuity & Disaster Recovery

We follow stringent data backup and recovery protocols to protect our customer data. Renaissance uses a combination of both full and incremental backups to assist with recovery scenarios. Backups are encrypted and sent off site to redundant storage. Services are deployed into scalable groups and are load balanced across compute and storage running in multiple availability zones to provide high availability and mitigate the risk of service outage. Renaissance also manages much of its cloud infrastructure as code, which facilitates quick recovery or rollback in case of outage, and better transparency into changes in infrastructure over time.

In the event of complete outage, our recovery objectives are to have full functionality within 24 hours, with no more than 1 hour of user data lost.

# Physical Controls

**Renaissance Growth Platform, Freckle, myON, Schoolzilla & Lalilo:** Renaissance cloud products are powered by AWS, a secure, durable technology platform that aligns to an array of industry-recognized standards. Its services and data centers have multiple layers of operational and physical security. For more information about AWS, please visit <https://aws.amazon.com/about-aws/global-infrastructure/>

**Renaissance Data Center & Legacy Products:** The primary location of Renaissance's key systems—including the primary data center—is within the Wisconsin Rapids, Wisconsin, corporate headquarters. Entry into Renaissance's corporate headquarters is controlled via employee magnetic key entry.

Only Cloud Operations and Network Services personnel who are responsible for management of all cloud infrastructure are allowed unescorted access to the Renaissance data center. Admittance to the data center itself is controlled through a proximity card access system and a motion-based detection system. All visitors to the data center, as well as their internal employee escorts, must sign an access log. We also monitor log files, review access logs, track system usage, and monitoring network bandwidth consumption.

A second environmentally controlled systems room located within Renaissance's Wisconsin Rapids headquarters houses corporate technology and redundant systems for the corporate data center. This area also is restricted to Renaissance Network Services employees, and entrance also is monitored by a proximity key.

The environmental conditions within the data center are maintained at a consistent temperature and humidity range, and a third-party security firm monitors conditions within the data center. Should any changes in power or temperature occur, key Renaissance personnel are notified. Electrical power is filtered and controlled by dual uninterruptible power systems. If a power outage occurs, an automatic generator provides uninterrupted power to our servers and heating, ventilation, and air conditioning units. A backup generator sustains longer-term operations. A waterless fire protection system and an early-warning water detection system help to prevent damage to the servers that store our customers' data.

# Administrative Controls

## Risk Management Approach

Our security processes and controls substantially follow the National Institute of Standards and Technology's Federal Information Processing Standards (FIPS) 200 standard and related NIST Special Publication 800-53. Renaissance also assesses its Information Security and Privacy programs against the Center for Internet Security (CIS) Top 20 Controls and the NIST Cybersecurity Framework (CSF).

**Cybersecurity Risk Committee:** The Renaissance Cybersecurity Risk Committee is charged with identifying, tracking, and managing risks. The committee communicates with executive leadership and the board of directors to keep them informed of key cyber and business level risks facing Renaissance. The committee assesses all observed and perceived risk to develop policy, practices, and priorities to manage risk to an acceptable level.

## Governance

**Information Security & Privacy Committee:** Our risk management plan allows our company to remain up to date on information including security best practices, government policy and legislation, threats and vulnerabilities, and new technologies. Our risk management plan is informed by the Information Security & Privacy Committee which is charged with evaluating our Renaissance information security and privacy policies, procedures, and operations along with Renaissance's products, product development, and product deployment systems to identify potential

areas of vulnerability and risk. These evaluations are used to develop policy, practices, and processes aimed at mitigating or removing vulnerability and risk. Evaluations also inform strategic direction for information security and privacy programs. The Information Security & Privacy Committee reports to the Executive Leadership Team.

**Application Security Guild:** The Renaissance Application Security Guild is a group of security practitioners, enthusiasts, and learners from across the organization who focus their efforts on creating a culture of secure application development, developing tactical-level guidance, evangelizing best practices, and providing training. The Renaissance Application Security Guild meets every month to share knowledge, learning materials, technologies, and development patterns to be used as inputs to other security practices and processes.

## Incident Response Team

Renaissance maintains an Incident Response Plan and has a standing Incident Response Team. The Incident Response Team performs Table Top Exercises twice annually. Renaissance's employees and agents are obligated to protect all customer data and ensure its security. This includes immediately reporting any suspected or known security breaches, theft, unauthorized release, or unauthorized interception of customer data.

Our proactive risk management plan allows our company to stay up to date on information including security best practices, government policy and legislation, threats and vulnerabilities, and new technologies. However, should evidence of intrusion or unauthorized access arise, our Incident Response team will execute the following countermeasures:

1. Sever the connection of the intruder to the compromised system(s), including but not limited to restricting IP addresses, disabling services, and powering off the Renaissance virtual server.
2. Activate the Incident Response Plan.
3. Assess the damage from the intrusion.
4. Assess the intrusion and correcting security vulnerabilities.
5. Report assessment, damage, and remedies to the data owner.

Upon confirmation of a data breach, Renaissance's Data Protection Officer would notify the district's designated contact within the applicable regulatory or contractually agreed upon timelines. This e-mail will include the date and time of the breach, the names of the student(s) whose data was released, disclosed, or acquired (to the extent known); the nature and extent of the breach, and Renaissance's proposed plan to investigate and remediate the breach.

Renaissance will investigate and restore the integrity of its data systems. Within 30 days after discovering a breach, Renaissance will provide the district's designated contact with a more detailed notice of the breach, including but not limited to the date and time of the breach; name(s) of the student(s) whose student data was released, disclosed or acquired; nature of and extent of the breach; and measures taken to prevent a future occurrence.

We encourage district representatives with any questions or concerns regarding privacy, security, or related issues to contact our Data Protection Officer via e-mail at [privacy@renaissance.com](mailto:privacy@renaissance.com).

## Security Education, Training & Awareness

All Renaissance employees are required to complete 1.5 hours of both Global Privacy and Information Security training on annual basis.

Renaissance conducts a regular anti-phishing awareness program. The Information Security team sends batches of simulated phishing emails to all employees on a monthly basis. The Information Security team provides additional phishing awareness training and reports on testing metrics as a Key Performance Indicator.

Renaissance regularly communicates cybersecurity information relevant to the current threat environment to all employees.

## Compliance

**Employees:** All Renaissance employees and contractors must sign a legally enforceable nondisclosure agreement prior to the start of their employment or contract. They are additionally required to read, sign and agree to abide by Renaissance's technology policies. Employees and contractors must clear a background check before starting their employment or contract.

**Vendors:** Renaissance maintains a vendor compliance program. Renaissance has invested in privacy compliance management software whereby vendor data is inventoried, assessed and mapped. Vendors' security and privacy practices are reviewed and evaluated. Renaissance vendors are contractually bound to comply with the security and privacy requirements of both Renaissance and our customers.

If you have specific information security questions, please contact: [infosecurity@renaissance.com](mailto:infosecurity@renaissance.com)