

Data Governance Plan

Statement of Purpose

Soldier Hollow Charter School affirms that the efficient collection, analysis, and storage of student information are essential to improve the education of our students. Soldier Hollow Charter School recognizes the need to exercise care in the handling of confidential student information as the use of student data has increased and as technology has advanced. Soldier Hollow Charter School also acknowledges that the privacy of students and the use of confidential student information is protected by federal and state laws, including the Family Educational Rights and Privacy Act (FERPA), the Utah Student Data Protection Act (“SDPA”), and the Utah Student Privacy Act (“SPA”). Soldier Hollow Charter School acknowledges that violation of the Utah SDPA and SPA may result in civil penalties.

Soldier Hollow Charter School’s *Student Data Privacy and Security Governance Plan* has been adopted in accordance with the SDPA, U.C.A. §§53A-1-1401 and the Utah SPA. The Plan is designed to ensure only authorized disclosure of confidential information. The governance plan provides an organizational approach to the acquisition, use, security, and disposal of education data in order to protect student privacy. Soldier Hollow Charter School’s Board of Directors has designated the Executive Director as the Student Data Privacy Manager.

Defined Terms

Administrative Security consists of policies, procedures, and personnel controls including security policies, training, audits, technical training, supervision, separation of duties, rotation of duties, recruiting and termination procedures, user access control, background checks, performance evaluations, disaster recovery, contingency, and emergency plans. These measures ensure that authorized users know and understand how to properly use the system in order to maintain security of data.

Aggregate Data is collected or reported at a group, cohort, or institutional level and does not contain Personally Identifiable Information (PII).

Data Breach is the unauthorized acquisition of PII.

Logical Security consists of software safeguards for an organization’s systems, including user identification and password access, authenticating, access rights, and authority levels. These measures ensure that only authorized users are able to perform actions or access information in a network or a workstation.

Personally Identifiable Information (PII) includes: a student’s name; the name of the student’s family; the student’s address; the student’s social security number; a student education unique identification number or biometric record; or other indirect identifiers such as a student’s date of birth, place of birth, or mother’s maiden name; and other information that alone or in combination is linked or linkable to a specific student that would allow a reasonable person in the school community who does not have personal knowledge of the relevant circumstances to identify the student.

Physical Security describes security measures designed to deny unauthorized access to facilities or equipment.

Student Data means data collected at the student level and included in a student’s educational records.

Unauthorized Data Disclosure is the intentional or unintentional release of PII to an unauthorized person or untrusted environment.

Collection

Soldier Hollow Charter School follows applicable state and federal laws related to student privacy in the collection of student data.

Data Supervisory Officers

Executive Director as LEA Data Manager The Executive Director has the following data management responsibilities:

- To authorize and manage the sharing outside the school of PII from a cumulative record
- To share personally identifiable student data under the following circumstances:
 - Of a student with the student and the student's parent;
 - When required by State or Federal law;
 - In an aggregate form with appropriate data redaction techniques applied;
 - For a school official;
 - For an authorized caseworker or other representative of the Department of Human Services or the Juvenile Court;
 - In response to a subpoena issued by a court;
 - As directory information
 - In response to submitted data requests from external researchers or evaluators;
- To ensure that personally identifiable student data is not shared for the purpose of external research or evaluation
- To create and maintain a list of all Soldier Hollow Charter School staff that have access to personally identifiable student data
- To ensure annual Soldier Hollow Charter School-level training on data privacy to all staff members, including volunteers
- Act as the primary local point of contact for the state student data officer
- Ensure compliance with security systems laws throughout the Soldier Hollow Charter School system, including:
 - Providing training and support to applicable Soldier Hollow Charter School employees, and,
 - Producing resource materials and plans for Soldier Hollow Charter School data security
- Investigate complaints of alleged violations of systems breaches
- Provide an annual report to the Board of Directors on Soldier Hollow Charter School's systems security needs

Access to Personally Identifiable Information

- Unless prohibited by law or court order, Soldier Hollow Charter School provides parents, legal guardians, or eligible students, as applicable, the ability to review their child's educational records and student performance data as per state and federal law;
- Soldier Hollow Charter School allows for authorized purposes, uses, and disclosures of data maintained by Soldier Hollow Charter School as a Local Education Agency (LEA);

- The Executive Director is responsible for granting, removing, and reviewing user access to student data.
- Soldier Hollow Charter School allows parents, students, and the public access to information about student data privacy and the security safeguards that protect the data from unauthorized access and use;
- Soldier Hollow Charter School provides contact information and a process for parents and students to request student and public school information from Soldier Hollow Charter School consistent with the law;
- Soldier Hollow Charter School's Audit Committee conducts an annual review of existing access and security safeguards;
- Access to PII maintained by Soldier Hollow Charter School shall be restricted to: (1) the authorized staff of Soldier Hollow Charter School who require access to perform their assigned duties; and (2) authorized employees of the Utah State Board of Education who require access to perform their assigned duties; and (3) vendors who require access to perform their assigned duties and who have signed agreements to protect and secure such data.
- Soldier Hollow Charter School's Student Data Privacy Manager may not share PII outside of the school as an education entity without a data authorization except:
 - With the student and the student's parent;
 - With a school official;
 - With an authorized caseworker or other representative of the Department of Human Services or Utah Juvenile Court, Division of Juvenile Justice Services, Division of Child and Family Services, Division of Services for People with Disabilities;
 - In response to a subpoena issued by a court, but not outside of the use described in the subpoena; and
 - With a person to whom the Student Data Privacy Manager's education entity has outsourced a service or function to research the effectiveness of a program's implementation or to perform a function that the education entity's employees would typically perform.
- The Student Data Privacy Manager may not share PII for the purpose of external research or evaluation.

Security

- Soldier Hollow Charter School has in place administrative security, physical security, and logical security controls to protect from a data breach or unauthorized data disclosure.
- Soldier Hollow Charter School shall immediately notify the State Charter Director and the State Superintendent of Public Instruction in the case of a confirmed data breach or a confirmed unauthorized data disclosure.
- Soldier Hollow Charter School shall also notify in a timely manner affected individuals, students, and families if there is a confirmed data breach or a confirmed unauthorized data disclosure.
- If there is a release of a student's PII due to a security breach, Soldier Hollow Charter School shall notify the student, if the student is an adult student. If the student is not an adult student, Soldier Hollow Charter School will notify the student's parent or legal guardian.
- In accordance with R277-487-6, Soldier Hollow Charter School acknowledges that data maintained by Soldier Hollow Charter School, including data provided by contractors, may not be sold or used for marketing purposes (except with regard to authorized uses or directory information not obtained through a contract with an educational agency or institution).

Employee Non-Disclosure Assurances

All Soldier Hollow Charter School board members, employees, contractors, and volunteers must sign and obey the *Soldier Hollow Charter School Employee and Volunteer Non-Disclosure Agreement* which describes the permissible uses of state technology and information.

Non-Compliance Non-compliance with the *Non-Disclosure Agreement* shall result in consequences up to and including removal of access to Soldier Hollow Charter School's network; if this access is required for employment, employees and contractors may be subject to dismissal.

Data Disclosure Protocols

This plan establishes the protocols and procedures for sharing data maintained by Soldier Hollow Charter School consistent with the disclosure provisions of the Federal Family Educational Rights and Privacy Act (FERPA) and Utah's SDPA.

- Soldier Hollow Charter School will provide parents with access to their child's educational records, or an eligible student access to his or her own educational records, within 45 days of receiving an official request.
- Soldier Hollow Charter School is not required to and will not provide information to parents or an eligible student concerning another student, the financial records of parents, and confidential letters of recommendation if the student has waived the right to access.
- Soldier Hollow Charter School is not required to provide data that it does not maintain, nor is Soldier Hollow Charter School required to create education records in response to an eligible student's request.
- Publicly released reports shall not include PII and shall use aggregate data in such a manner that re-identification of individual students is not possible.
- Soldier Hollow Charter School has clearly defined in its communication Plan and in registration materials for parents what data is determined to be directory information.
- Soldier Hollow Charter School notifies parents in writing at registration about directory information which includes PII and offers parents an opportunity to opt out of the directory. If a parent does not opt out, the release of the information as part of the directory is not a data breach or unauthorized data disclosure.
- Soldier Hollow Charter School provides a disclosure statement to parents or guardians of Soldier Hollow Charter School students that meets the following criteria:
 - A prominent, stand-alone document;
 - Annually updated and published on Soldier Hollow Charter School's website;
 - States the necessary and optional student data that Soldier Hollow Charter School collects;
 - States that Soldier Hollow Charter School will not collect student data prohibited by the Utah Student Data Protection Act;
 - States that Soldier Hollow Charter School will not share legally collectible data without authorization;
 - States that students and parents are responsible for the collection, use, or sharing of student data as described in Section 53A-1-1405 which states that a student owns his/her personally identifiable student data and that a student may download, export, transfer, save, or maintain the student's data, including documents;
 - Describes how Soldier Hollow Charter School may collect, use, and share student data;
 - Includes the following statements: "The collection, use, and sharing of student data has both benefits and risks. Parents and students should learn about these benefits and risks and make choices regarding student data accordingly."
 - Describes in general terms how Soldier Hollow Charter School stores and protects student data; and
 - States a student's rights related to his/her data.

- Soldier Hollow Charter School will train employees, aides, and volunteers regarding confidentiality of personally identifiable student information and student performance data, as defined in FERPA.

General Non-Disclosure Assurances

All student data used by Soldier Hollow Charter School is protected as defined by FERPA and Utah statute. All Soldier Hollow Charter School staff must sign a *Soldier Hollow Charter School Employee and Volunteer Non-Disclosure Agreement* to verify acknowledgement, receipt, and intent to adhere to this *Data Governance Plan*.

All Soldier Hollow Charter School employees will do the following:

- Complete student data privacy and security training and abide by school policies for network use and data security and privacy;
- Consult with Soldier Hollow Charter School internal data officers when creating or disseminating reports containing data;
- Use password-protected computers/devices when accessing any student-level or staff-level records;
- Refuse to share individual passwords for personal computers or data systems with anyone without authorized access;
- Log out of any data system/portal and close the browser after each use;
- Store sensitive data on appropriate, secured location;
- Keep printed reports with PII in a locked location while unattended;
- Use a secure document destruction service provided at Soldier Hollow Charter School when disposing of such records;
- Refuse to share personally identifying data during public presentations, webinars, etc., if users need to demonstrate child/staff level data;
- Redact any PII information when sharing sample reports with general audiences in accordance with guidance provided by the student data manager;
- Take steps to avoid disclosure of PII in reports, such as aggregating, data suppression, rounding, recording, blurring, perturbation, etc.;
- Delete files containing sensitive data after using them on computers, or move them to secured servers or personal folders accessible only by authorized parties;
- NOT use email to send screenshots, text, or attachments that contain PII or other sensitive information. If users receive an email containing such information, they must delete the screenshots/text when forwarding or replying to these messages. If there is any doubt about the sensitivity of the data the Student Data Privacy manager should be consulted;
- Use secure methods when sharing or transmitting sensitive data as approved by Soldier Hollow Charter School.
- Share within secured server folders is appropriate for Soldier Hollow Charter School's internal file transfer;
- NOT transmit child/staff-level data externally unless expressly authorized in writing by the data owner and then only transmit data via approved methods;
- Limit use of individual data to the purposes which have been authorized within the scope of job responsibilities.

Data Disclosure to Requesting External Person or Organizations

- Soldier Hollow Charter School may not disclose personally identifiable information of students to external persons or organizations to conduct research or evaluation that is not directly related to a State or Federal program reporting requirements, audit, or evaluation.
- A requesting governmental agency must provide evidence of the Federal or State requirements to share data in order to satisfy FERPA disclosure exceptions. The Director of Educational

Technology will ensure that the proper data disclosure avoidances are included if necessary.

- Soldier Hollow Charter School may share data that do not disclose personally identifiable information with an external researcher or evaluator for projects unrelated to Federal or State requirements if the following conditions have been met:

- A Soldier Hollow Charter School Director or board member sponsors an external researcher or evaluator request;
- Student data are not PII and are de-identified through disclosure avoidance techniques and other pertinent techniques as determined collaboratively by the Executive Director and the Director of Educational Technology.
- Researchers and evaluators supply Soldier Hollow Charter School a copy of any publication or presentation that uses Soldier Hollow Charter School data at least 10 days prior to any publication or presentation.

Data Security and Privacy Training

- Soldier Hollow Charter School will provide a range of training opportunities for all Soldier Hollow Charter School staff, including volunteers, with authorized access to student educational data or confidential educator records in order to minimize the risk of human error and misuse of information.
- Soldier Hollow Charter School will also require all employees and volunteers to sign both the *Network Access Policy and Agreement*, which describes the permissible uses of technology and information, and Soldier Hollow Charter School's *Confidentiality Agreement*, which prohibits employees' disclosure of confidential personally identifiable information.
- Soldier Hollow Charter School will also provide targeted security and privacy training for data stewards and IT staff, as well as for any other groups that collect, store, or disclose data.
- Participation in the training is required and documented.

Third Party Vendors

- Soldier Hollow Charter School's contracts with outside vendors involving student data, which govern databases, online services, assessments, special education or instructional supports, shall include the following provisions which are intended to safeguard student privacy and the security of the data:
 - Requirement that the third party provider meet the definition of a school official under 34 CFR 99.31 (a)(1)(i)(B); this definition allows for the inclusion of professors, instructors, administrators, health staff, counselors, attorneys, clerical staff, trustees, members of committees and disciplinary boards, and a contractor, consultant, volunteer, or other party to whom the school has outsourced institutional services or functions.
 - Requirement that the third-party provider assure compliance with Utah's SDPA through its MOU with Soldier Hollow Charter School;
 - Requirement that the contract between the LEA and the third party provider include a provision that the data is the property of Soldier Hollow Charter School;
 - Requirement that the vendor agree to comply with any and all applicable state and federal law;
 - Requirement that the provider have in place administrative security, physical security, and logical security controls to protect from a data breach or unauthorized data disclosure;
 - Requirement that the provider restrict access to PII to the authorized staff or to only those providers who require such access to perform their assigned duties;
 - Prohibition against the provider's secondary use of PII including sales, marketing or advertising;

- Requirement that Soldier Hollow Charter School monitor and maintain control of the data;
 - Requirement that, if Soldier Hollow Charter School contract with a third party provider to collect and have access to Soldier Hollow Charter School's data as described in R277-487-3B(5), Soldier Hollow Charter School must notify a student and the student's parent or guardian in writing that the student's data is collected and maintained by the third party provider;
 - Requirement for data destruction and an associated timeframe; and
 - Penalties for non-compliance with the above provisions.
- Soldier Hollow Charter School's Third Party Contractors are legally allowed to engage in the following activities:
 - The use of student data for adaptive learning or customized student learning purposes;
 - Marketing of an educational application or product to a parent or legal guardian of a student if the third party contractor did not use student data, shared by or collected on behalf of Soldier Hollow Charter School, to market the educational application or product;
 - Use a recommendation engine to recommend services or content that relates to learning or employment within the third party contractor's internal application, if the recommendation is not motivated by payment or other consideration from another party;
 - Respond to a student's request for information or feedback, if the content of the response is not motivated by payment or other consideration from another party;
 - Use student data to allow or improve the operability and functionality of the third party contractor's internal application.
 - At the completion of a contract with Soldier Hollow Charter School, if the contract has not been renewed, a third party contractor shall return all personally identifiable student data to Soldier Hollow Charter School, and, to the maximum extent possible, delete all personally identifiable student data related to the third party contractor's work.
 - A third party contractor may not (except as provided in Subsection 6(b) of the Utah Student Data Protection Act):
 - Sell student data;
 - Collect, use, or share student data, if the collection, use, or sharing of the student data is inconsistent with the third party contractor's contract with Soldier Hollow Charter School;
 - or
 - Use student data for targeted advertising.
 - A person may obtain student data through the purchase of, merger with, or otherwise acquiring a third party contractor if the third party contractor remains in compliance with state and federal law, this Plan, and Soldier Hollow Charter School's previous contract with the original third party.
 - The provisions of this section of Soldier Hollow Charter School's *Student Data Privacy and Security Plan* do not apply to the use of an external application, including the access of an external application with login credentials created by a third party contractor's internal application; nor do they apply to the providing of Internet service; nor do they impose a duty on a provider of an interactive computer service, as defined by the Utah SDPA.

Data Breach Protocols

Soldier Hollow Charter School shall follow industry best practices to protect information and data. In the event of a data breach or inadvertent disclosure of personally identifiable information, Soldier Hollow

Charter School staff shall follow industry best practices in responding to the breach. Furthermore, Soldier Hollow Charter School shall follow best practices for notifying affected parties, including students, in the case of an adult student, or parents or legal guardians, if the student is not an adult student.

- Concerns about security breaches must be reported immediately to the Executive Director or Director of Educational Technology who will collaborate with appropriate Soldier Hollow Charter School administrators to determine whether a security breach has occurred.
- If the Soldier Hollow Charter School administrative team determines that one or more employees or contracted partners have substantially failed to comply with this Plan and other relevant privacy policies, the team will determine appropriate consequences, which may include termination of employment or a contract and further legal action.
- Concerns about security breaches that involve the Director of Educational Technology must be reported directly to the Executive Director.
- Concerns about security breaches that involve the Executive Director must be reported directly to the Chairman of Soldier Hollow Charter School's Board of Directors.
- Soldier Hollow Charter School will provide and periodically update, in keeping with industry best practices, resources for Utah LEAs in preparing for and responding to security breaches.

Record Retention and Expungement

Soldier Hollow Charter School recognizes the risk associated with data following a student year after year that could be used to mistreat the student. Soldier Hollow Charter School shall review all requests for records expungement from parents and make a determination based on the following procedure.

Expungement Procedure

The following records may not be expunged: grades, transcripts, a record of the student's enrollment, assessment information. The procedure for expungement shall match the record amendment procedure found in [34 CFR 99, Subpart C](#) of FERPA.

1. If a parent believes that a record is misleading, inaccurate, or in violation of the student's privacy, they may request that the record be expunged.
2. The LEA shall decide whether to expunge the data within a reasonable time after the request.
3. If the LEA decides not to expunge the record, they will inform the parent of their decision as well as the right to an appeal hearing.
4. The LEA shall hold the hearing within a reasonable time after receiving the request for a hearing.
5. The LEA shall provide the parent notice of the date, time, and place in advance of the hearing.
6. The hearing shall be conducted by any individual that does not have a direct interest in the outcome of the hearing.
7. The LEA shall give the parent a full and fair opportunity to present relevant evidence. At the parents' expense and choice, they may be represented by an individual of their choice, including an attorney.
8. The LEA shall make its decision in writing within a reasonable time following the hearing.
9. The decision must be based exclusively on evidence presented at the hearing and include a summary of the evidence and reasons for the decision.
10. If the decision is to expunge the record, the LEA will seal it or make it otherwise unavailable to other staff and educators.

Quality Assurances and Transparency Requirements

The quality of data is a function of accuracy, completeness, relevance, consistency, reliability, appropriate accessibility, and data interpretation and use. This Plan is structured to encourage the effective and appropriate use of educational data. Soldier Hollow Charter School acknowledges that adherence to compliance and data-driven decision making guide what data is collected, reported, and analyzed at the school.

- Where possible, data are collected at the lowest level available (at the student/teacher level); no aggregate data collections are necessary if the aggregate data can be derived or calculated from the detailed data;
- For all data collections, Soldier Hollow Charter School establishes clear guidelines for data collection and the purpose of the data request;
- Soldier Hollow Charter School's State-level data are audited by external, independent auditors yearly as a check on accuracy or to investigate the source of any anomalies;
- Before releasing high-risk data, the Executive Director and Director of Educational Technology must complete a review of the reliability, validity, and presentation of the data, and must follow all protocols in this Plan related to appropriate disclosure.

Data Transparency

In accordance with the Utah SDPA, Soldier Hollow Charter School will annually publish all its disclosures of student personally identifiable information on the Utah State Meta Dictionary developed by USBE and located on the Data Gateway. Soldier Hollow Charter School will also provide a link from its webpage to the Meta Dictionary where this disclosure may be found.