



Published 03/01/2022. Effective as of 03/01/2022.

This Service Level Agreement replaces and supersedes all prior versions.

Service Level Agreement

Capitalized terms not defined herein shall have the meanings set forth in SchoolPass's Terms and Conditions (T&Cs) available at <https://info.schoolpass.com/terms-and-conditions>. Any conflict between terms in this SLA, the T&Cs, and any applicable MSA shall be resolved in order of 1) the T&Cs, followed by (2) this SLA. SchoolPass's Privacy Policy is available for review at: <https://schoolpass.com/privacy-policy/>.

SchoolPass application uptime is 99.99%. The calculation of service uptime will exclude any downtime, outage or interruption or unavailability of any Product, as a result of, or caused by:

- Any outage, interruption, or lack of availability of the services or facilities of an external or third- party telecommunications or network provider used by the Product.
- Any outage, interruption or lack of availability caused by your hardware, software and/or applications.
- Any outage, interruption or lack of availability caused by your use of the Product in an unintended way.
- Scheduled downtime for general maintenance, enhancements, upgrades or modifications (or of an otherwise scheduled nature). SchoolPass will use reasonable efforts to notify You of such downtime and shall furthermore use reasonable efforts to provide such notification at least twenty-four (24) hours prior to such scheduled downtime.
- Force Majeure, as provided in the T&Cs.
- Any action or omission by You, including without limitation, accidental damage, operator errors, abnormal operating conditions, the connection of unauthorized peripheral equipment, improper use, misuse, neglect or abuse of hosting service.
- Any factor beyond the reasonable control of SchoolPass.

User Account & Data Access Monitoring

SchoolPass has strict user account access privileges and monitoring in place, as noted below.

- Access to SchoolPass user accounts and data is limited to select authorized SchoolPass administrators.
- Server login access is subject to review.
- Your user accounts and data will only be accessed during standard data center operations and in response to service or technical issues.
- SchoolPass supports multiple user types (super admin, admin, faculty/instructor, and parent) and limits access to application modules and features based on these user types and their access levels.
- Changes to user account passwords automatically send a notification (email and text message) to the registered user.



Data Confidentiality

SchoolPass is committed to protecting the privacy and security of student data and does not (nor will not):

- Use any data collected to target ads to students or families.
- Create advertising profiles on students.
- Sell or share individually identifiable student information.

Disclose student information, unless required by law or as part of the maintenance.

SchoolPass:

- Uses industry-standard information security practices, which include encrypting data.
- Deletes data that it has collected about students and parents in a school with your written confirmation.
- Shares information with educational researchers or with educational agencies performing a function for the school but only as directed by the school.
- Innovates safely without compromising student privacy by only using de-identified and aggregated data about students as it develops and improves its service.

End-of-Life & De-Provisioning

SchoolPass will work with You on a plan to decommission the contracted service. Based on agreed upon dates, SchoolPass will take all application and data services offline. SchoolPass will maintain all historical data for one (1) year during the contract period and for three (3) months after the contracted service has ended. Applications and data maintained on our cloud servers are accessed only by authorized users. All school/district data is stored in a SQL Server database and that database can be quickly migrated to other servers. Your instance on our cloud servers will finally be removed after (3) months. Important or sensitive data can be exported to CSV files and returned to You via an external hard drive.

Situational Response

Extended downtime

In the event of an unrecoverable system failure, a new server can be provisioned and the data restored within forty-five (45) minutes. Restoring system software to a previous software version or from a database backup can be done within ten (10) minutes. This service is available 24x7.

Unrecoverable loss of data

Nightly data backups are kept for one year. Any of the nightly backups can be restored within 10 minutes.

Proposer experiences a system failure

In the event of an unrecoverable system failure, a new server can be provisioned and the data restored from backups within forty-five (45) minutes.

Ability to recover and restore data within 4 business hours in the event of a severe system outage

SchoolPass system administrators are on-call 24x7 and nightly backups can be restored within the requested time.



Recovery Point Objective and Recovery Time Objective

Recovery point objective (RPO) describes a period of time in which use of the Product is restored following a disruptive event. Our maximum RPO is twenty-four (24) hours. This maximum is only hit if transaction logs are unusable. Recovery Time Objective (RTO) is the amount of time after a disruptive event in which the Product is retaken, or resources are again available for use. Our RTO time is ten (10) minutes after recovery is authorized.

Method of data backups

Full SQL database backups are executed nightly, automatically, with SQLBak and kept for a year. Full backups are also done before any maintenance. Automatic backup frequency could be increased as You desire.

Method of server image backups

Server instances can be rebuilt within thirty (30) minutes and all school/district data is stored in the database. Backups are stored in the cloud and are replicated to our cloud servers and other servers.

Encryption Technologies

Storage: Data is stored on the host using SQL Server database encryption.

Website: Communication to and from the website is protected through HTTPS/TLS. The website can only be accessed by authorized users.

Applications: All communication from the mobile applications use HTTPS/TLS. The applications can only be accessed by authorized users.

Emergency/Rush Service Requests

Emergency/Rush service requests will be managed by your customer success manager during normal business hours and by general support during non-business hours. Depending on the “implementation” request, rush service resolution time can be eight (8) to twenty-four (24) hours per occurrence. Acknowledgment of these requests are within four (4) to eight (8) hours. Sample “implementation” services:

- Provision a new site/location
- Increasing/decreasing site/location system resources
- Online training session
- Site/location (re)configuration



Additional Specifications

1. The SchoolPass system supports email, web access, and data download. SchoolPass does not store parent, staff, and student home addresses, social security numbers, birth information, or any other sensitive data. SchoolPass stores identifiable information including name, phone number and email address of parents and faculty and each user in the system does have a unique identifier.
2. SchoolPass has mobile applications on iOS, Android, and a web application. Both mobile apps support phone and tablet form factors. The web application's responsive design works well on phone, tablet, desktop, and laptop.
3. The mobile devices connect via cellular, Wi-Fi, or any other network connection available to the operating system. If these connections are unavailable, very limited functionality is available in the mobile application and the user will be prompted to retry. A data connection is required to log in, make changes, and start attendance recording for a program.
4. The user's web session will automatically log out when a threshold is met.
5. Several SSO adaptors are currently available, including oAuth 2.0
6. Reports can be generated through the website by authorized users using the system's standard reports menu.
7. SchoolPass offers user profiles for administrators, staff, activity leaders, security personnel, parents, and guardians. We also support multiple user types using the same email address.
8. There is no limit to the number of user accounts of any type.