Data Security

ProctorU is dedicated to securing student data collected during all aspects of our business and managing student information in compliance with the Family Educational Rights and Privacy Act (FERPA).

1. **Personal Information**: Student directory information such as name, address, and profile picture is collected over a secure connection and stored for internal use only.

2. **Financial Information**: Credit card transactions are handled with encryption and online payment industry standards. ProctorU does not see or store credit card information.

3. **Academic Records**: When students set up an account and undertake an examination, ProctorU has created an academic record that is handled with the strictest adherence to FERPA guidelines. All proctors must complete FERPA training.

Methods

- ProctorU.com is channeled through an HTTPS connection
- SSL encryption is used for all financial transactions
- ProctorU partners with the payment gateway service provider, authorize.net
- The screen-sharing technology used by proctors transmits with full, end-to-end 256-bit SSL encryption, the same encryption method endorsed by MasterCard, Visa and American Express.
- ProctorU does not share any student information with outside partners for marketing purposes

Server Compliance

Our servers can meet the following compliance requirements for regulations such as:

- Payment Card Industry (PCI) Data Security Standard
- Health Insurance Portability and Accountability Act (HIPAA)
- Sarbanes-Oxley (SOX)
- Gramm-Leach-Bliley Act (GLBA)
- Federal Information Security Management Act (FISMA)
- Statement for Standards for Attestation Engagements (SSAE) No 16 Type II Service Organization Control (SOC) 1

Built upon a hardened, purpose-built operating system for security services, ProctorU’s server firewalls provide the highest level of security and have earned many industry accolades including ICSA Firewall and IPsec certification and Common Criteria EAL4 evaluation status.

For more information about ProctorU’s security protocols, please direct your questions to our Vice President of Operations, Matt Jaeh at mjaeh@proctoru.com or 925-273-7588.