Classcraft

Third Party Service Providers

In order to help Classcraft provide, maintain, protect and improve our Services, Classcraft shares information with a small number of other partners, vendors and trusted organizations to process it on our behalf in accordance with our instructions, Privacy Policy and any other appropriate confidentiality, security or other requirements. These companies will only have access to the information they need to provide the Classcraft Services.

The first chart below contains information on what Third Part Service Providers are used by Classcraft in the Platform, what they are used for and what data is shared or collected. The second chart contains the same information for vendors we use in our operations.

This list may change over time, and we'll work hard to keep it up-to-date. If you have any questions, please get in touch at WECARE@CLASSCRAFT.COM.

Third Party Service Providers for the Classcraft Product

Name	Link to their Privacy Policy	What applicationis used for	What data is shared or collected by this partners and/or passed back to Classcraft by this partner
Amazon Web Services	https://aws.amazon.com/agreement/	AWS provides Classcraft with servers and document storage.	All user uploaded content (files, images) is stored on AWS. App code is hosted on AWS, but no personal data is stored here.
Avatax	https://www.avalara.com/us/en/legal/privacy-policy.html	Provides sales tax calculation services for invoices.	Invoice data, name and address of purchasing client, type of sale, sale amount.
Beamer	https://www.getbeamer.com/privacy-policy	Used to survey teachers, administrators and other school staff to determine customer satisfaction.	Classcraft stores the first and last name and the email address of respondents, as well as their answers to survey questions.
Cloudflare	https://www.cloudflare.com/privacypolicy/	Cloudflare is a network security provider, used to secure and protect network traffic against bots, hackers and malicious scripts.	Cloudflare processes End Users' information on behalf of Classsscraft. The information processed may include but is not limited to IP addresses, system configuration information, and other information about traffic to and from Customers' websites, devices, applications, and/or networks. All data is transferred in 256k encryption.
Datadog	https://www.datadoghq.com/legal/privacy/	Monitoring and visualizing our server performance.	Server logs and product event logs at a user-level.
ipStack	https://ipstack.com/privacy	Locate and identify website visitors by IP address.	Classcraft collects the following data, which is necessary for us to display the website correctly and guarantee the necessary stability and security: IP-address; date and time stamp, time difference to GMT; requested site, site from which the request was sent, transmitted data volume; access status/HTTP status code; browser, operating system, interface, language and version of the browser software.
Moosend	https://moosend.com/trust/privacy-policy/	Sending emails to teachers.	Teacher Emails, First and Last Name.
Mixpanel	https://mixpanel.com/legal/privacy-policy/	Used to manage and track teacher interactions.	Classcraft logs teacher event data in Mixpanel to better understand their behavior and troubleshoot problems within our application. Teacher name, location, email and activity is stored in Mixpanel. No data from any other user type is transferred to this application.

Name	Link to their Privacy Policy	What applicationis used for	What data is shared or collected by this partners and/or passed back to Classcraft by this partner
MongoDB Atlas	https://www.mongodb.com/legal/privacy-policy	Securely storing and organizing data.	All user data, messages and product events are stored here. All personal data written is encrypted at rest and the transfer is also encrypted.
One Signal	https://onesignal.com/privacy_policy	To easily manage notification on our website.	Personalize and automate messaging through first party channels, such as mobile push notifications, and web push notifications.
Redis	https://redislabs.com/wp-content/uploads/2020/08/privacy-policy.pdf	Used to create realtime interactivity on the applications and website.	The oplog (operations log) is a special capped collection that keeps a rolling record of all operations that modify the data stored in your databases. All user data is transferred through Redis, but is not stored or persistent.
SendGrid	https://www.twilio.com/legal/privacy	Sending email updates to teachers and parents.	Email addresses and other associated user-level data (e.g., Name) for teacher, parent, and school leader users (not students).
Stripe	https://stripe.com/en-ca/privacy	Processing online payments.	Invoice data, name and address of purchasing client, type of sale, sale amount, method of payment and payment details (credit card data).
WalkMe	https://www.walkme.com/privacy-policy/	Analytics in our application. Used to gain visibility into user behavior and understand where our users struggle, then implement data-driven change.	Classcraft logs teacher event data in WalkMe to better understand their behavior and troubleshoot problems within our application. Teacher name, location, email and activity is stored in WalkMe. No data from any other user type is transferred to this application.
Zendesk	https://www.zendesk.com/company/privacy	Used to organize and respond to support requests.	In the course of responding to a support request, Classcraft shares with Zendesk the email address of teachers submitting requests, the content of the requests itself (e.g., bug reports, any other help center requests, and data pull requests from teachers and schools). Users may also provide information directly to Zendesk in the course of responding to a support request and communicating with a Customer Service Agent.

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Third Party Service Providers for our Operations

Name	Link to their Privacy Policy	What applicationis used for	What data is shared or collected by this partners and/or passed back to Classcraft by this partner
Asana	https://asana.com/terms#privacy-policy	Internal project management platform used to organize staff members work.	Asana is a work platform where we organize our projects and manage our tasks across teams. We use to manage implementations with customers.
GSuite for Work	https://policies.google.com/privacy	Utilized for Classcraft internal emails, docs, slides, spreadsheets, etc.	Classcraft stores its own emails and files using Google services. Classcraft may share personal information with Google in the course of utilizing Google services, for example if a user emails an employee for support.
HubSpot	https://legal.hubspot.com/privacy-policy	Used to manage and track conversations with clients and potential clients.	Classcraft stores records of email conversations and customer information including name, email, address, organization. Classcraft also stores records of customer activity in public facing platforms (such as our website), but not in our products or applications. Student, parent and user information is not stored or transferred on Hubspot.
Slack	https://slack.com/intl/en-ca/trust/privacy/privacy-policy	Messaging platform for internal Classcraft communications and notifications.	In the course of investigating and resolving bugs and/or support requests, Classcraft teammates collaborate via Slack instant messaging and may incidentally share the email address of individuals submitting requests and the content of the requests itself (e.g., bug reports, any other help center requests, and data pull requests from teachers and schools).

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