

Canyon Creek Software's Privacy Policy

Canyon Creek Software is committed to respecting and securing the privacy of your data. We recognize your need for appropriate protection and management of any personal information you share with us.

Data Used

Canyon Creek Software uses *Directory Information* to allow parents and teachers to schedule conference appointments. Canyon Creek Software does not use educational, medical, disciplinary or other data/information. The only data created by users of the system is conference appointment dates and times.

System Users

The Online Scheduler™ is for use by parents/guardians, teachers, and school administrators/staff. It does not have a student login or account. Parents'/guardians' sole action within the system is to create an appointment with their teacher or counselor. No ancillary data/information, or concerns/requests/issues/questions etc. can be entered into the Online Scheduler™ by the parent/guardian.

Data Protection

1. Canyon Creek Software provides a secure portal to receive the data directly from the school/district. The use of this portal (*file transfer protocol over transport layer security (FTP over TLS, or simply FTPS). The FTPS protocol encrypts the data while it is in transit by utilizing our 256 bit encrypted SSL Extended Validation (EV) certificate issued by an SSL Certificate Authority (CA).*) is at the school/district's option. Canyon Creek Software is open to investigating and using similarly secure portals.
2. Canyon Creek Software also uses FTPS protocols if we ever should need to transfer data from one server to another. We do not use email to send or transfer data.
3. Canyon Creek Software uses professional and secure server facilities located in the U.S. to store the data and run the Online Scheduler™. The servers have robust firewall systems in place with built-in redundancy. Physical access to the servers is restricted by physical barriers, identification verification (including passcodes and bio-scans), and live security measures. Logical access is secured by strict login credentials and passwords.
4. Use of the Online Scheduler™ occurs via HTTPS protocols; i.e., the data is encrypted during transmission.
5. Parents/guardians that contact Canyon Creek Software requesting information regarding their student appointment schedule or access to the system are directed to contact the school directly. The only times that parents can be assisted by Canyon Creek Software is when the parents provide the secure confirmation number they received from the system when they made an appointment and/or if the parent contacts Canyon Creek Software using the same email address that was used when the appointment was created.

Data Usage

Canyon Creek Software only uses the data for the express purpose of allowing parents and teachers/counselors to schedule conference appointments. The data is not used or aggregated in any way for any other application or purpose. The data is not used for any marketing, direct or otherwise.

Data Sharing

Unless required by law, Canyon Creek Software will not share, rent, sell, etc. the data with third parties for any reason.

Data Ownership

Canyon Creek Software does not claim ownership in the data.

Data Removal/Deletion

Canyon Creek Software deletes the data, including all backups, annually or upon request.

Privacy Training

The Canyon Creek Software team undergoes annual training regarding FERPA privacy compliance, changes in state laws regarding the privacy and protection of personal information as applicable to public schools, and our own internal policies regarding securing and protecting the data we use.

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