

NEW YORK STATE MODEL DATA PRIVACY AGREEMENT FOR EDUCATIONAL AGENCIES

Cheektowaga-Sloan UFSD

and

Incident IQ, LLC

This Data Privacy Agreement ("DPA") is by and between the Cheektowaga-Sloan UFSD ("EA"), an Educational Agency, and Incident IQ, LLC ("Contractor"), collectively, the "Parties".

ARTICLE I: DEFINITIONS

As used in this DPA, the following terms shall have the following meanings:

1. **Breach:** The unauthorized acquisition, access, use, or disclosure of Personally Identifiable Information in a manner not permitted by State and federal laws, rules and regulations, or in a manner which compromises its security or privacy, or by or to a person not authorized to acquire, access, use, or receive it, or a Breach of Contractor's security that leads to the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to Personally Identifiable Information.
2. **Commercial or Marketing Purpose:** means the sale, use or disclosure of Personally Identifiable Information for purposes of receiving remuneration, whether directly or indirectly; the sale, use or disclosure of Personally Identifiable Information for advertising purposes; or the sale, use or disclosure of Personally Identifiable Information to develop, improve or market products or services to students.
3. **Disclose:** To permit access to, or the release, transfer, or other communication of personally identifiable information by any means, including oral, written or electronic, whether intended or unintended.
4. **Education Record:** An education record as defined in the Family Educational Rights and Privacy Act and its implementing regulations, 20 U.S.C. 1232g and 34 C.F.R. Part 99, respectively.
5. **Educational Agency:** As defined in Education Law 2-d, a school district, board of cooperative educational services, school, charter school, or the New York State Education Department.
6. **Eligible Student:** A student who is eighteen years of age or older.
7. **Encrypt or Encryption:** As defined in the Health Insurance Portability and Accountability Act of 1996 (HIPAA) Security Rule at 45 CFR 164.304, means the use of an algorithmic process to transform Personally Identifiable Information into an unusable, unreadable, or indecipherable form in which there is a low probability of assigning meaning without use of a confidential process or key.

8. **NIST Cybersecurity Framework:** The U.S. Department of Commerce National Institute for Standards and Technology Framework for Improving Critical Infrastructure Cybersecurity Version 1.1.
9. **Parent:** A parent, legal guardian or person in parental relation to the Student.
10. **Personally Identifiable Information (PII):** Means personally identifiable information as defined in section 99.3 of Title 34 of the Code of Federal Regulations implementing the Family Educational Rights and Privacy Act, 20 U.S.C 1232g , and Teacher or Principal APPR Data, as defined below.
11. **Release:** Shall have the same meaning as Disclose.
12. **School:** Any public elementary or secondary school including a charter school, universal pre-kindergarten program authorized pursuant to Education Law § 3602-e, an approved provider of preschool special education, any other publicly funded pre-kindergarten program, a school serving children in a special act school district as defined in Education Law § 4001, an approved private school for the education of students with disabilities, a State-supported school subject to the provisions of Article 85 of the Education Law, or a State-operated school subject to the provisions of Articles 87 or 88 of the Education Law.
13. **Student:** Any person attending or seeking to enroll in an Educational Agency.
14. **Student Data:** Personally identifiable information as defined in section 99.3 of Title 34 of the Code of Federal Regulations implementing the Family Educational Rights and Privacy Act, 20 U.S.C 1232g.
15. **Subcontractor:** Contractor's non-employee agents, consultants and/or subcontractors engaged in the provision of services pursuant to the Service Agreement.
16. **Teacher or Principal APPR Data:** Personally Identifiable Information from the records of an Educational Agency relating to the annual professional performance reviews of classroom teachers or principals that is confidential and not subject to release under the provisions of Education Law §§ 3012-c and 3012-d.

ARTICLE II: PRIVACY AND SECURITY OF PII

1. Compliance with Law.

In order for Contractor to provide certain services ("Services") to the EA pursuant to a contract ("Service Agreement"); Contractor may receive PII regulated by several New York and federal laws and regulations, among them, the Family Educational Rights and Privacy Act ("FERPA") at 12 U.S.C. 1232g (34 CFR Part 99); Children's Online Privacy Protection Act ("COPPA") at 15 U.S.C. 6501-6502 (16 CFR Part 312); Protection of Pupil Rights Amendment ("PPRA") at 20 U.S.C. 1232h (34 CFR Part 98); the Individuals with Disabilities Education Act ("IDEA") at 20 U.S.C. 1400 et seq. (34 CFR Part 300); New York Education Law Section 2-d; and the Commissioner of Education's Regulations at 8 NYCRR Part 121. The Parties enter this DPA to address the requirements of New York law.

Contractor agrees to maintain the confidentiality and security of PII in accordance with applicable New York, federal and local laws, rules and regulations.

2. Authorized Use.

Contractor has no property or licensing rights or claims of ownership to PII, and Contractor must not use PII for any purpose other than to provide the Services set forth in the Service Agreement. Neither the Services provided nor the manner in which such Services are provided shall violate New York law.

3. Data Security and Privacy Plan.

Contractor shall adopt and maintain administrative, technical and physical safeguards, measures and controls to manage privacy and security risks and protect PII in a manner that complies with New York State, federal and local laws and regulations and the EA's policies. Education Law Section 2-d requires that Contractor provide the EA with a Data Privacy and Security Plan that outlines such safeguards, measures and controls including how the Contractor will implement all applicable state, federal and local data security and privacy requirements. Contractor's Data Security and Privacy Plan is attached to this DPA as Exhibit C.

4. EA's Data Security and Privacy Policy

State law and regulation requires the EA to adopt a data security and privacy policy that complies with Part 121 of the Regulations of the Commissioner of Education and aligns with the NIST Cyber Security Framework. Contractor shall comply with the EA's data security and privacy policy and other applicable policies.

5. Right of Review and Audit.

Upon request by the EA, Contractor shall provide the EA with copies of its policies and related procedures that pertain to the protection of PII. It may be made available in a form that does not violate Contractor's own information security policies, confidentiality obligations, and applicable laws. In addition, Contractor may be required to undergo an audit of its privacy and security safeguards, measures and controls as it pertains to alignment with the requirements of New York State laws and regulations, the EA's policies applicable to Contractor, and alignment with the NIST Cybersecurity Framework performed by an independent third party at Contractor's expense, and provide the audit report to the EA. Contractor may provide the EA with a recent industry standard independent audit report on Contractor's privacy and security practices as an alternative to undergoing an audit.

6. Contractor's Employees and Subcontractors.

- (a) Contractor shall only disclose PII to Contractor's employees and subcontractors who need to know the PII in order to provide the Services and the disclosure of PII shall be limited to the extent necessary to provide such Services. Contractor shall ensure that all such employees and subcontractors comply with the terms of this DPA.
- (b) Contractor must ensure that each subcontractor performing functions pursuant to the Service Agreement where the subcontractor will receive or have access to PII is contractually bound by a written agreement that includes confidentiality and data security obligations equivalent to, consistent with, and no less protective than, those found in this DPA.
- (c) Contractor shall examine the data security and privacy measures of its subcontractors prior to utilizing the subcontractor. If at any point a subcontractor fails to materially comply with the requirements of this DPA, Contractor shall: notify the EA and remove such subcontractor's access to PII; and, as applicable, retrieve all PII received or stored by such subcontractor and/or ensure that PII has been securely deleted and destroyed in accordance with this DPA. In the event there is an incident in which the subcontractor compromises PII, Contractor shall follow the Data Breach reporting requirements set forth herein.
- (d) Contractor shall take full responsibility for the acts and omissions of its employees and subcontractors.
- (e) Contractor must not disclose PII to any other party unless such disclosure is required by statute, court order or subpoena, and the Contractor makes a reasonable effort to notify the EA of the court order or subpoena in advance of compliance but in any case, provides notice to the EA no later than the time the PII is disclosed, unless such disclosure to the EA is expressly prohibited by the statute, court order or subpoena.

7. Training.

Contractor shall ensure that all its employees and Subcontractors who have access to PII have received or will receive training on the federal and state laws governing confidentiality of such data prior to receiving access.

8. Termination

The obligations of this DPA shall continue and shall not terminate for as long as the Contractor or its sub-contractors retain PII or retain access to PII.

9. Data Return and Destruction of Data.

- (a) Protecting PII from unauthorized access and disclosure is of the utmost importance to the EA, and Contractor agrees that it is prohibited from retaining PII or continued access to PII or any copy, summary or extract of PII, on any storage medium (including, without limitation, in secure data centers and/or cloud-based facilities) whatsoever beyond the period of providing Services to the EA, unless such retention is either expressly authorized for a prescribed period by the Service Agreement or other written agreement between the Parties, or expressly requested by the EA for purposes of facilitating the transfer of PII to the EA or expressly required by law. As applicable, upon expiration or termination of the Service Agreement, Contractor shall transfer PII, in a format agreed to by the Parties to the EA.
- (b) If applicable, once the transfer of PII has been accomplished in accordance with the EA's written election to do so, Contractor agrees to return or destroy all PII when the purpose that necessitated its receipt by Contractor has been completed. Thereafter, with regard to all PII (including without limitation, all hard copies, archived copies, electronic versions, electronic imaging of hard copies) as well as any and all PII maintained on behalf of Contractor in a secure data center and/or cloud-based facilities that remain in the possession of Contractor or its Subcontractors, Contractor shall ensure that PII is securely deleted and/or destroyed in a manner that does not allow it to be retrieved or retrievable, read or reconstructed. Hard copy media must be shredded or destroyed such that PII cannot be read or otherwise reconstructed, and electronic media must be cleared, purged, or destroyed such that the PII cannot be retrieved. Only the destruction of paper PII, and not redaction, will satisfy the requirements for data destruction. Redaction is specifically excluded as a means of data destruction.
- (c) Contractor shall provide the EA with a written certification of the secure deletion and/or destruction of PII held by the Contractor or Subcontractors.
- (d) To the extent that Contractor and/or its subcontractors continue to be in possession of any de-identified data (i.e., data that has had all direct and indirect identifiers removed), they agree not to attempt to re-identify de-identified data and not to transfer de-identified data to any party.

10. Commercial or Marketing Use Prohibition.

Contractor agrees that it will not sell PII or use or disclose PII for a Commercial or Marketing Purpose.

11. Encryption.

Contractor shall use industry standard security measures including encryption protocols that comply with New York law and regulations to preserve and protect PII. Contractor must encrypt PII at rest and in transit in accordance with applicable New York laws and regulations.

12. Breach.

- (a) Contractor shall promptly notify the EA of any Breach of PII without unreasonable delay no later than seven (7) business days after discovery of the Breach. Notifications required pursuant to this section must be in writing, given by personal delivery, e-mail transmission (if contact information is provided for the specific mode of delivery), or by registered or certified, and must to the extent available, include a description of the Breach which includes the date of the incident and the date of discovery; the types of PII affected and the number of records affected; a description of Contractor's investigation; and the contact information for representatives who can assist the EA. Notifications required by this section must be sent to the EA's District Superintendent or other head administrator with a copy to the Data Protection Office. Violations of the requirement to notify the EA shall be subject to a civil penalty pursuant to Education Law Section 2-d. The Breach of certain PII protected by Education Law Section 2-d may subject the Contractor to additional penalties.
- (b) Notifications required under this paragraph must be provided to the EA at the following address:

Brian Zybala
Director of Data and Technology, DPO, DDC
166 Halstead Avenue
Sloan, NY, 14212
bzybala@cheektowagasloan.org

13. Cooperation with Investigations.

Contractor agrees that it will cooperate with the EA and law enforcement, where necessary, in any investigations into a Breach. Any costs incidental to the required cooperation or participation of the Contractor or its' Authorized Users, as related to such investigations, will be the sole responsibility of the Contractor if such Breach is attributable to Contractor or its Subcontractors.

14. Notification to Individuals.

Where a Breach of PII occurs that is attributable to Contractor, Contractor shall pay for or promptly reimburse the EA for the full cost of the EA's notification to Parents, Eligible

Students, teachers, and/or principals, in accordance with Education Law Section 2-d and 8 NYCRR Part 121.

15. Termination.

The confidentiality and data security obligations of the Contractor under this DPA shall survive any termination of this DPA but shall terminate upon Contractor's certifying that it has destroyed all PII.

ARTICLE III: PARENT AND ELIGIBLE STUDENT PROVISIONS

1. Parent and Eligible Student Access.

Education Law Section 2-d and FERPA provide Parents and Eligible Students the right to inspect and review their child's or the Eligible Student's Student Data stored or maintained by the EA. To the extent Student Data is held by Contractor pursuant to the Service Agreement, Contractor shall respond within thirty (30) calendar days to the EA's requests for access to Student Data so the EA can facilitate such review by a Parent or Eligible Student, and facilitate corrections, as necessary. If a Parent or Eligible Student contacts Contractor directly to review any of the Student Data held by Contractor pursuant to the Service Agreement, Contractor shall promptly notify the EA and refer the Parent or Eligible Student to the EA.

2. Bill of Rights for Data Privacy and Security.

As required by Education Law Section 2-d, the Parents Bill of Rights for Data Privacy and Security and the supplemental information for the Service Agreement are included as Exhibit A and Exhibit B, respectively, and incorporated into this DPA. Contractor shall complete and sign Exhibit B and append it to this DPA. Pursuant to Education Law Section 2-d, the EA is required to post the completed Exhibit B on its website.

ARTICLE IV: MISCELLANEOUS

1. Priority of Agreements and Precedence.

In the event of a conflict between and among the terms and conditions of this DPA, including all Exhibits attached hereto and incorporated herein and the Service Agreement, the terms and conditions of this DPA shall govern and prevail, shall survive the termination of the Service Agreement in the manner set forth herein, and shall supersede all prior communications, representations, or agreements, oral or written, by the Parties relating thereto.

2. Execution.

This DPA may be executed in one or more counterparts, all of which shall be considered one and the same document, as if all parties had executed a single original document, and may be executed utilizing an electronic signature and/ or electronic transmittal, and each signature thereto shall be and constitute an original signature, as if all parties had executed a single original document.

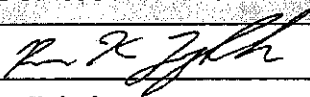
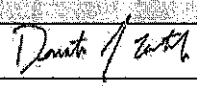

EDUCATIONAL AGENCY	CONTRACTOR
BY: 	
Brian Zybala	Donato J. Latrofa
Director of Data and Technology, DPO, DDC	General Counsel
Date: 11.28.2023	Date: 10-9-23

EXHIBIT A - Education Law §2-d Bill of Rights for Data Privacy and Security

Parents (including legal guardians or persons in parental relationships) and Eligible Students (students 18 years and older) can expect the following:

1. A student's personally identifiable information (PII) cannot be sold or released for any Commercial or Marketing purpose. PII, as defined by Education Law § 2-d and the Family Educational Rights and Privacy Act ("FERPA"), includes direct identifiers such as a student's name or identification number, parent's name, or address; and indirect identifiers such as a student's date of birth, which when linked to or combined with other information can be used to distinguish or trace a student's identity. Please see FERPA's regulations at 34 CFR 99.3 for a more complete definition.
2. The right to inspect and review the complete contents of the student's education record stored or maintained by an educational agency. This right may not apply to Parents of an Eligible Student.
3. State and federal laws such as Education Law § 2-d; the Commissioner of Education's Regulations at 8 NYCRR Part 121, FERPA at 12 U.S.C. 1232g (34 CFR Part 99); Children's Online Privacy Protection Act ("COPPA") at 15 U.S.C. 6501-6502 (16 CFR Part 312); Protection of Pupil Rights Amendment ("PPRA") at 20 U.S.C. 1232h (34 CFR Part 98); and the Individuals with Disabilities Education Act ("IDEA") at 20 U.S.C. 1400 et seq. (34 CFR Part 300); protect the confidentiality of a student's identifiable information.
4. Safeguards associated with industry standards and best practices including, but not limited to, encryption, firewalls and password protection must be in place when student PII is stored or transferred.
5. A complete list of all student data elements collected by NYSED is available at www.nysed.gov/data-privacy-security/student-data-inventory and by writing to: Chief Privacy Officer, New York State Education Department, 89 Washington Avenue, Albany, NY 12234.
6. The right to have complaints about possible breaches and unauthorized disclosures of PII addressed. (i) Complaints should be submitted to the EA at: Brian Zybala, Director of Data and Technology, DPO, DDC, 166 Halstead Avenue, Sloan, NY, 14212, bzybala@cheektowagasloan.org. (ii) Complaints may also be submitted to the NYS Education Department at www.nysed.gov/data-privacy-security/report-improper-disclosure, by mail to: Chief Privacy Officer, New York State Education Department, 89 Washington Avenue, Albany, NY 12234; by email to privacy@nysed.gov; or by telephone at 518-474-0937.
7. To be notified in accordance with applicable laws and regulations if a breach or unauthorized release of PII occurs.
8. Educational agency workers that handle PII will receive training on applicable state and federal laws, policies, and safeguards associated with industry standards and best practices that protect PII.
9. Educational agency contracts with vendors that receive PII will address statutory and regulatory data privacy and security requirements.

CONTRACTOR	
[Signature]	
[Printed Name]	Donato J. Latrofa
[Title]	General Counsel
Date:	10/9/2023



Quote Name Incident IQ Renewal for
CHEEKTOWAGA-SLOAN UNION FREE
SCHOOL DISTRICT (NY) (2023-2024)

Created Date 3/31/2023
Expiration Date 7/31/2023
Quote Number 32247

Company Address 750 Glenwood Ave SE Suite 320
Atlanta, GA 30316
US

Contract Start Date 8/1/2023

Contract End Date 7/31/2024

Contact Name Bryan Zybala

Bill To Name CHEEKTOWAGA-SLOAN UNION FREE
SCHOOL DISTRICT

Ship To Name CHEEKTOWAGA-SLOAN UNION FREE
SCHOOL DISTRICT

Bill To 166 HALSTEAD AVE
SLOAN, NY 14212
United States

Ship To 166 HALSTEAD AVE
SLOAN, NY 14212
United States

Product Code	Product	Product Description	Sales Price	Quantity
IIQ-2000	iiQ Platform with Assets	Incident IQ Platform with iiQ Assets core product, Subscription		
Total Price				

Notes

Current subscription ends 7/31/2023. Above quoted license begins 8/1/2023 and ends 7/31/2024.

EXHIBIT B

BILL OF RIGHTS FOR DATA PRIVACY AND SECURITY - SUPPLEMENTAL INFORMATION FOR CONTRACTS THAT UTILIZE PERSONALLY IDENTIFIABLE INFORMATION

Pursuant to Education Law § 2-d and Section 121.3 of the Commissioner's Regulations, the Educational Agency (EA) is required to post information to its website about its contracts with third-party contractors that will receive Personally Identifiable Information (PII).

This Bill of Rights for Data Privacy and Security will be extended for future contract terms unless a new Bill of Rights is agreed to by both parties.

CSUFSD Representative Initials: *[Signature]*

Date: 11/28/2023

Incident IQ Representative Initials: *DJL*

Date: 11-30-23

Contractor	Incident IQ, LLC
Description of the purpose(s) for which Contractor will receive/access PII	See Quote 32247 attached
Type of PII that Contractor will receive/access	Check all that apply: <input checked="" type="checkbox"/> Student PII <input type="checkbox"/> APPR Data
Contract Term	Contract Start Date :8/1/2023 Contract End Date: 7/31/2024
Subcontractor Written Agreement Requirement	Contractor will not utilize subcontractors without a written contract that requires the subcontractors to adhere to, at a minimum, materially similar data protection obligations imposed on the contractor by state and federal laws and regulations, and the Contract. (check applicable option) <input checked="" type="checkbox"/> Contractor will not utilize subcontractors. <input type="checkbox"/> Contractor will utilize subcontractors.
Data Transition and Secure Destruction	Upon expiration or termination of the Contract, Contractor shall: <ul style="list-style-type: none"> • Securely transfer data to EA, or a successor contractor at the EA's option and written discretion, in a format agreed to by the parties. • Securely delete and destroy data.
Challenges to Data Accuracy	Parents, teachers or principals who seek to challenge the accuracy of PII will do so by contacting the EA. If a correction to data is deemed necessary,

	the EA will notify Contractor. Contractor agrees to facilitate such corrections within 21 days of receiving the EA's written request.
Secure Storage and Data Security	<p>Please describe where PII will be stored and the protections taken to ensure PII will be protected: (check all that apply)</p> <p><input checked="" type="checkbox"/> Using a cloud or infrastructure owned and hosted by a third party.</p> <p><input type="checkbox"/> Using Contractor owned and hosted solution</p> <p><input type="checkbox"/> Other:</p> <p>Please describe how data security and privacy risks will be mitigated in a manner that does not compromise the security of the data:</p>
Encryption	Data will be encrypted while in motion and at rest.


CONTRACTOR	
[Signature]	
[Printed Name]	Donato J. Latrofa
[Title]	General Counsel
Date:	10/9/2023

EXHIBIT C - CONTRACTOR'S DATA PRIVACY AND SECURITY PLAN

CONTRACTOR'S DATA PRIVACY AND SECURITY PLAN

The Educational Agency (EA) is required to ensure that all contracts with a third-party contractor include a Data Security and Privacy Plan, pursuant to Education Law § 2-d and Section 121.6 of the Commissioner's Regulations. For every contract, the Contractor must complete the following or provide a plan that materially addresses its requirements, including alignment with the NIST Cybersecurity Framework, which is the standard for educational agency data privacy and security policies in New York state. **While this plan is not required to be posted to the EA's website, contractors should nevertheless ensure that they do not include information that could compromise the security of their data and data systems.**

1	Outline how you will implement applicable data security and privacy contract requirements over the life of the Contract.	See attached Incident IQ Data Security & Privacy Plan (attached ExhibitC.2)
2	Specify the administrative, operational and technical safeguards and practices that you have in place to protect PII.	See attached Incident IQ Data Security & Privacy Plan (attached ExhibitC.2)
3	Address the training received by your employees and any subcontractors engaged in the provision of services under the Contract on the federal and state laws that govern the confidentiality of PII.	See attached Incident IQ Data Security & Privacy Plan (attached ExhibitC.2)
4	Outline contracting processes that ensure that your employees and any subcontractors are bound by written agreement to the requirements of the Contract, at a minimum.	See attached Incident IQ Data Security & Privacy Plan (attached ExhibitC.2)
5	Specify how you will manage any data security and privacy incidents that implicate PII and describe any specific plans you have in place to identify breaches and/or unauthorized disclosures, and to meet your obligations to report incidents to the EA.	See attached Incident IQ Data Security & Privacy Plan (attached ExhibitC.2)
6	Describe how data will be transitioned to the EA when no longer needed by you to meet your contractual obligations, if applicable.	See attached Incident IQ Data Security & Privacy Plan (attached ExhibitC.2)
7	Describe your secure destruction practices and how certification will be provided to the EA.	See attached Incident IQ Data Security & Privacy Plan (attached ExhibitC.2)
8	Outline how your data security and privacy program/practices align with the EA's applicable policies.	See attached Incident IQ Data Security & Privacy Plan (attached ExhibitC.2)
9	Outline how your data security and privacy program/practices materially align with the NIST CSF v1.1 using the Framework chart below.	PLEASE USE TEMPLATE BELOW.

EXHIBIT C.1 – NIST CSF TABLE

The table below will aid the review of a Contractor's Data Privacy and Security Plan. Contractors should complete the Contractor Response sections in the table below to describe how their policies and practices align with each category in the Data Privacy and Security Plan template. To complete these 23 sections, a Contractor may: (i) Demonstrate alignment using the National Cybersecurity Review (NCSR) Maturity Scale of 1-7; (ii) Use a narrative to explain alignment (may reference its applicable policies); and/or (iii) Explain why a certain category may not apply to the transaction contemplated. Further informational references for each category can be found on the NIST website at <https://www.nist.gov/cyberframework/new-framework>. Please use additional pages if needed.

Function	Category	Contractor Response
IDENTIFY (ID)	Asset Management (ID.AM): The data, personnel, devices, systems, and facilities that enable the organization to achieve business purposes are identified and managed consistent with their relative importance to organizational objectives and the organization's risk strategy.	See attached Incident IQ Data Security & Privacy Plan (attached Exhibit C.2)
	Business Environment (ID.BE): The organization's mission, objectives, stakeholders, and activities are understood and prioritized; this information is used to inform cybersecurity roles, responsibilities, and risk management decisions.	See attached Incident IQ Data Security & Privacy Plan (attached Exhibit C.2)
	Governance (ID.GV): The policies, procedures, and processes to manage and monitor the organization's regulatory, legal, risk, environmental, and operational requirements are understood and inform the management of cybersecurity risk.	See attached Incident IQ Data Security & Privacy Plan (attached Exhibit C.2)
	Risk Assessment (ID.RA): The organization understands the cybersecurity risk to organizational operations (including mission, functions, image, or reputation), organizational assets, and individuals.	See attached Incident IQ Data Security & Privacy Plan (attached Exhibit C.2)
	Risk Management Strategy (ID.RM): The organization's priorities, constraints, risk tolerances, and assumptions are established and used to support operational risk decisions.	See attached Incident IQ Data Security & Privacy Plan (attached Exhibit C.2)
	Supply Chain Risk Management (ID.SC): The organization's priorities, constraints, risk tolerances, and assumptions are established and used to support risk decisions associated with managing supply chain risk. The organization has established and implemented the processes to identify, assess and manage supply chain risks.	See attached Incident IQ Data Security & Privacy Plan (attached Exhibit C.2)

Function	Category	Contractor Response
PROTECT (PR)	Identity Management, Authentication and Access Control (PR.AC): Access to physical and logical assets and associated facilities is limited to authorized users, processes, and devices, and is managed consistent with the assessed risk of unauthorized access to authorized activities and transactions.	See attached Incident IQ Data Security & Privacy Plan (attached Exhibit C.2)
	Awareness and Training (PR.AT): The organization's personnel and partners are provided cybersecurity awareness education and are trained to perform their cybersecurity-related duties and responsibilities consistent with related policies, procedures, and agreements.	See attached Incident IQ Data Security & Privacy Plan (attached Exhibit C.2)
	Data Security (PR.DS): Information and records (data) are managed consistent with the organization's risk strategy to protect the confidentiality, integrity, and availability of information.	See attached Incident IQ Data Security & Privacy Plan (attached Exhibit C.2)
	Information Protection Processes and Procedures (PR.IP): Security policies (that address purpose, scope, roles, responsibilities, management commitment, and coordination among organizational entities), processes, and procedures are maintained and used to manage protection of information systems and assets.	See attached Incident IQ Data Security & Privacy Plan (attached Exhibit C.2)
	Maintenance (PR.MA): Maintenance and repairs of industrial control and information system components are performed consistent with policies and procedures.	See attached Incident IQ Data Security & Privacy Plan (attached Exhibit C.2)
	Protective Technology (PR.PT): Technical security solutions are managed to ensure the security and resilience of systems and assets, consistent with related policies, procedures, and agreements.	See attached Incident IQ Data Security & Privacy Plan (attached Exhibit C.2)
DETECT (DE)	Anomalies and Events (DE.AE): Anomalous activity is detected and the potential impact of events is understood.	See attached Incident IQ Data Security & Privacy Plan (attached Exhibit C.2)
	Security Continuous Monitoring (DE.CM): The information system and assets are monitored to identify cybersecurity events and verify the effectiveness of protective measures.	See attached Incident IQ Data Security & Privacy Plan (attached Exhibit C.2)
	Detection Processes (DE.DP): Detection processes and procedures are maintained and tested to ensure awareness of anomalous events.	See attached Incident IQ Data Security & Privacy Plan (attached Exhibit C.2)

Function	Category	Contractor Response
RESPOND (RS)	Response Planning (RS.RP): Response processes and procedures are executed and maintained, to ensure response to detected cybersecurity incidents.	See attached Incident IQ Data Security & Privacy Plan (attached Exhibit C.2)
	Communications (RS.CO): Response activities are coordinated with internal and external stakeholders (e.g. external support from law enforcement agencies).	See attached Incident IQ Data Security & Privacy Plan (attached Exhibit C.2)
	Analysis (RS.AN): Analysis is conducted to ensure effective response and support recovery activities.	See attached Incident IQ Data Security & Privacy Plan (attached Exhibit C.2)
	Mitigation (RS.MI): Activities are performed to prevent expansion of an event, mitigate its effects, and resolve the incident.	See attached Incident IQ Data Security & Privacy Plan (attached Exhibit C.2)
	Improvements (RS.IM): Organizational response activities are improved by incorporating lessons learned from current and previous detection/response activities.	See attached Incident IQ Data Security & Privacy Plan (attached Exhibit C.2)
RECOVER (RC)	Recovery Planning (RC.RP): Recovery processes and procedures are executed and maintained to ensure restoration of systems or assets affected by cybersecurity incidents.	See attached Incident IQ Data Security & Privacy Plan (attached Exhibit C.2)
	Improvements (RC.IM): Recovery planning and processes are improved by incorporating lessons learned into future activities.	See attached Incident IQ Data Security & Privacy Plan (attached Exhibit C.2)
	Communications (RC.CO): Restoration activities are coordinated with internal and external parties (e.g. coordinating centers, Internet Service Providers, owners of attacking systems, victims, other CSIRTs, and vendors).	See attached Incident IQ Data Security & Privacy Plan (attached Exhibit C.2)

Incident IQ
DATA PRIVACY AND SECURITY PLAN

Incident IQ, LLC ("Incident IQ, We, Us, or Our"), as a covered third-party contractor under NYS Education Law 2-d shall undertake all of the following data privacy, security, and protection measures, in addition to the requirements already contained in the Incident IQ Cloud Services Master Subscription Agreement (available at <https://www.incidentiq.com/legal>):

1. Data Collection & Use:

- a. Incident IQ shall only collect, process and store such Protected Data, to include any cookies, to which we have a legitimate educational interest and as is necessary to provide the cloud services.
- b. Under no circumstances will Incident IQ use Protected Data to market or advertise to students or their family members or legal guardians, or otherwise use Protected Data to inform, influence or enable marketing, advertising or other commercial efforts by a third party directed at students, their family members, or legal guardians.
- c. We shall not change how Protected Data are collected maintained, used or disclosed under the terms of the Agreement, without advance notice to and prior written consent from District.
- d. We will never sell Protected Data that we acquire through District use of the Cloud Services, except as part of a corporate purchase, merger or other type of acquisition. In such a case, any successor entity shall be contractually obligated to comply with the terms of this Agreement related to the treatment of Protected Data, as well as all other applicable legal requirements governing the use, disclosure, and security of the previously acquired Protected Data.

2. Data Portability: Incident IQ shall ensure the data portability of all District data.

- a. Upon notice of a request from District for a copy of certain Protected Data in Our possession (e.g., to support the District's response to a properly constituted request for Protected Data from a parent, guardian or student), we will ensure that: (i) A complete and readable digital copy of the requested Protected Data in Incident IQ's possession is delivered to District within 30 days of our receipt of District's request; (ii) Upon delivery of the copy, District must provide notice to Incident IQ of District's receipt and acceptance of any such requested Protected Data;
- b. Upon notice of a request from District that certain Protected Data be deleted, We will permanently destroy (i.e., undertake a non-recoverable deletion process in accordance with Department of Defense standard 5220.22-M) all copies of the Protected Data identified for deletion by District held by Us or any of Our agents, subcontractors or affiliates. Within 30 days of District notice, we will deliver a written confirmation to District certifying that the permanent destruction of the requested Protected Data has been accomplished. Upon delivery of such written confirmation of deletion, District must provide notice to Us of District receipt and understanding of said notice confirming deletion made at District request.
- c. We shall destroy all Protected Data residing in District's instance of the Cloud Services, using the methods described in paragraph 2(b) above, following expiration of a 60-day period after termination of this Agreement, unless District requests that We return such information to District instead.

3. Data Security:

- a. We will operate the Cloud Services and collect, process and store Protected Data in accordance with NIST data security standards and current industry best practices, and maintain all technologies, policies, procedures and practices necessary to secure and protect the confidentiality and integrity of Protected Data, and prevent unauthorized access, disclosure and use.
- b. All information is stored within databases hosted and secured within the Microsoft Azure Cloud. The Azure cloud is secured with actively monitored network firewalls, intrusion detection systems, application firewalls, and IP-route protection. Additionally, any information designated as Protected Data is encrypted within the database.
- c. No data shall be stored outside the United States; all data are stored in the Microsoft Azure data center, region East US (Virginia), East US 2 (Virginia), and/or West US (California).
- d. Any data designated as Protected Data which include passwords, is encrypted within the database using combinations of one-way and two-way encryption algorithms (such as SHA256) with Salt strings.
- e. Information is multi-tenanted and stored within the same cloud systems; however, all information is partitioned by a School District ID (i.e., SiteId) and the Data Access Layers forces all data to be filtered by a specific School District.
- f. Physical servers are physically secured in the Microsoft Azure data centers, regions East US (Virginia), East US 2 (Virginia), and West US (California).
- g. Data in transit are SSL protected, as well as Protected Data are always encrypted.
- h. Only Incident IQ Senior Technical Team members have direct access to product data. All personnel with access to Incident IQ systems and data are vetted via backgrounds checks and receive annual and update training on all relevant policies and procedures.
- i. No software functions are subcontracted to other vendors apart from the hosting/storage services provided by Microsoft, as described above.
- j. Customer support representatives accordingly confirm caller identity against a District's list of administrator-users. Account creation and deletion is controlled by the District as user profiles are established through syncing with the client's identity management provider (e.g., Microsoft ADFS, Google SSO, local Active Directory, etc.). Accordingly, account creation/deletion is managed by the District through their ordinary identity management policies and procedures. Also, permissions modification of any given user may be managed by the clients' administrator-level users through tools in their admin console. If assistance were required in this process admin-users would authenticate with customer support representatives as described above.

4. Network Operations Center Management and Security:

- a. Incident IQ shall perform regular penetration testing, vulnerability management and intrusion prevention testing.
- b. All network devices shall be located in secure facilities under controlled circumstances (i.e., ID cards and entry logs) at the Microsoft Azure data centers, regions East US (Virginia), East US 2 (Virginia), and West (California).
- c. Backups shall be performed daily (to other US-based Azure Data Centers), as well as backups made to separate secure, off-site facility.
- d. Backups shall be encrypted and stored securely with access limited to administrators with restoration encryption keys.
- e. All software vulnerabilities shall be patched routinely or automatically in accordance with the following parameters: all critical and High vulnerabilities shall be patched automatically. Medium vulnerabilities shall be patched monthly during planned maintenance windows. Low vulnerabilities shall be evaluated and if deemed necessary, shall be patched during the planned monthly maintenance window.
- f. Incident IQ shall respond to any incidents IAW its Incident Response Plan.