



## IT Administrator Privacy and Security FAQ for Cisco WebEx and Cisco Spark

Q: What is Cisco Spark?

A: Cisco Spark is a secure cloud-based application that provides a collaboration suite for teachers and students to create, meet, message, call, whiteboard, and share, regardless of whether they're together or apart; before, during, and after class.

Q: What is Cisco WebEx?

A: Cisco WebEx is a video and audio conferencing solution that allows groups of people to meet real-time from anywhere.

Q: How will students and teachers use Cisco Spark and Cisco WebEx?

A: With Cisco Spark and Cisco WebEx, students will be able to communicate and work in groups to create, edit and share files and information for school-related projects with other students and teachers. Group spaces will be monitored by teachers. These services are entirely online and available 24/7 from any Internet-connected computer or mobile device.

Q: Are there laws that protect children's privacy while using tools like Cisco Spark and Cisco WebEx?

A: Yes. The two main government acts that are in place to protect student data and privacy are FERPA and COPPA.

Q: What is FERPA?

A: FERPA is the Family Educational Rights and Privacy Act and is a Federal act that protects the privacy of student records. [Click here](#) for more information about FERPA.

Q: How does FERPA apply to Cisco Spark and Cisco WebEx?

A: FERPA compliance is the responsibility of the school district offering Cisco services to faculty and students. To ensure student education records remain private, they should not be stored in Cisco Spark or shared over Cisco WebEx.

Q: What is COPPA?

A: COPPA is the Children's Online Privacy Protection Act. COPPA imposes requirements on operators of websites or online services directed to children under 13, and on operators of other websites or online services that have actual knowledge that they are collecting personal information from a child under 13 years of age. [Click here](#) for more information about COPPA.

Q: How does COPPA apply to Cisco Spark and Cisco WebEx?

A: Cisco Spark and Cisco WebEx are online services and are available via a web interface. Per COPPA, students under the age of 13 must have parental or guardian consent prior to using online services. Parents or guardians must read and agree to the Cisco Privacy Policy and the Cisco Spark Supplement on the child's behalf prior to use. The school districts deploying Cisco Spark and Cisco WebEx are responsible for providing notices to and obtaining consents from parents/guardians prior to collecting, using and processing student personal information so that Cisco can deliver services. Parents/guardians should have the ability to request, access, correct, delete, or suppress the personal information collected from the minor children.

Links to policies and supplemental documents:

[Cisco Privacy Policy](#)

[Cisco Spark Supplement](#)

[WebEx Service Description](#)

Q: Who has access to the content my children post in Cisco Spark?

A: School administrators can set up Cisco Spark so that only students and teachers in their class can view posted content.

Q: Who has access to student personal data?

A: The administrators who oversee Spark will have access to student personal data used to set up student accounts. This personal data is shared with Cisco to allow access to Cisco Spark. To understand how Cisco handles shared personal data, consult the [Cisco Online Privacy Statement](#).

Q: Are conversations and documents shared in Cisco Spark secure and private?

A: Yes. Industry-leading end-to-end encryption ensures all messages and content remain secure and available at all times. With Cisco Spark, your data is secure and private.

Q: Who is responsible for securing parent/guardian consent?

A: School districts are responsible to secure parental/guardian consent.

Q: What resources does Cisco provide to schools that help parents understand and consent to the use of Cisco Spark and Cisco WebEx by their children?

A: Cisco provides a sample parental consent form that can be tailored to meet your specific use/need to obtain consent for minor use of Cisco software. Cisco also provides a parent friendly FAQ to help schools address parental questions. Visit the [Sample Parental Consent form](#), and the [Parent Frequently Asked Questions](#).

Q: Where can I find a high-level overview of Cisco Spark security, compliance and management functionality?

A: [Please click here to learn more.](#)

Q: How are Cisco Spark and Cisco WebEx managed?

A: The Cisco Spark Control Hub is a web-based tool for full visibility and control across the service. It's the gateway for provisioning, administration, and analytics. It also provides a dashboard for usage and performance across the whole service. There is a Pro Pack available as a premium offer for customers that require more advanced capabilities. For complete details on Cisco Spark Control Hub and Pro Pack visit [this link](#).

Q: How can teachers and administrators monitor all conversations and content in Cisco Spark?

A: Teachers and administrators can set up team spaces for student work groups and can enter in and out of spaces to monitor activity and messages.

Q: How can administrators ensure Cisco Spark messages between individuals are appropriate and in accordance with school policy?

A: Cisco Spark can be integrated with third party Data Loss Prevention software solutions that can look for key words, phrases or content and automatically take action based on policy settings.

Q: Can administrators use Cisco Spark Control Hub to set content archival periods?

A: Yes. Security or compliance officers can align to company InfoSec policies for retention and search and extract eDiscovery content. They can define compliance settings for retention, conduct eDiscovery, and integrate with existing compliance software.

Q: Can compliance officers access students deleted messages to address in-appropriate use of Cisco Spark?

A: Yes. Deleted messages are managed in accordance with education institution's retention policies and can be archived for a pre-determined period of time. An eDiscovery tool is provided via the Cisco Spark Control Hub admin page to generate reports. Messages can also be off-loaded using API functions and can be stored on premise if required.

Q: Where can I find the Universal Cloud Terms for the Cisco WebEx Service Education Subscription?

A: [Learn more here.](#)

Q: What is CIPA?

A: CIPA is the Children's Internet Protection Act that imposes two additional certification requirements for schools who receive discounts offered by the E-rate program.

- 1) Internet safety and monitoring policies of minors; and
- 2) Education of minors about appropriate online behavior. For information [visit this website](#).

Q: How does CIPA apply to Cisco Spark and Cisco WebEx?

A: If CIPA applies to your school, you must implement Internet safety policies as outlined by CIPA as Cisco Spark is an on-line application.