Parent and Guardian Privacy and Security FAQ for Cisco Collaboration for Education

Q: What is Cisco Collaboration for Education?
A: Cisco Collaboration for Education is Cisco Webex Meetings or Cisco Meeting Server and Cisco Webex Teams ("Cisco Collaboration Services"). Click here for more information.

Q: How will students and teachers use Cisco Collaboration Services?
A: With Cisco Collaboration Services 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. Spaces in Webex Teams can be monitored by the school's administrators.

Q: Are there laws that protect children's privacy while using Cisco Collaboration Services?
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 Collaboration Services?
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 Webex Teams or shared over Webex Meetings or Cisco Meeting Server meetings.

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 Collaboration Services?
A: Cisco Collaboration Services 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, the Cisco Webex Service Privacy Data Sheet, and the Cisco Webex Meetings Privacy Data Sheet on behalf of the child prior to use. The school districts deploying Cisco Collaboration Services 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 Webex Service Privacy Data Sheet
- Cisco Webex Meetings Privacy Data Sheet

Q: Who has access to student personal data?
A: The administrators who oversee Cisco Collaboration Services 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 Collaboration Services. To learn more about what Cisco defines as personal data and how it handles shared personal data, consult the Cisco Online Privacy Statement, the Cisco Webex Service Privacy Data Sheet and the Cisco Webex Meetings Privacy Data Sheet.

Q: Who has access to the content a child posts in Cisco Webex Teams?
A: School administrators can set up Cisco Webex Teams so that only students and teachers within the school can view posted content.

Q: Are conversations and documents shared in Cisco Webex Teams 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 Webex Teams, your data is secure and private.