Checklist: Evaluating Privacy & Security in EdTech

Data privacy and security are important, and we know you need secure and worry-free data protection. At SMART, privacy and security is at the core of our product design and an essential component of our business. Use the following questions to understand the privacy and security standards at SMART and to evaluate your other education technology options

1. Where is my product user data hosted?

SMART's European customers' product user data is stored and processed in the EU in accordance with EU and GDPR legislation.

2. Are features lost when I increase the privacy settings?

Unlike some other technology providers that only offer privacy or security when interactive features are disabled, iQ protects product user information on SMART displays without compromising interactive and collaborative workflows.

3. How often is the technology audited to ensure security & privacy standards?

SMART performs internal security audits every quarter and a security audit is run by a third party annually. These audits include a penetration testing assessment of Lumio and the annual reports are publicly available.

4. Can you provide a list of all your sub-processors, vendors and software partners, what data they have and where it is hosted?

Yes. SMART collects data both while selling a product or service and while providing its service. You can find a list of all the data collected and sub-processors on our website.

5. Do you have a list of all the data you collect and where it is stored?

Yes. You can find a list of customer data collected and stored on our website here, and software product data collected and stored is listed on this page.

6. Do you encrypt my product user data?

Yes. All of SMART's product user data is encrypted at rest and in transit.

7. How long do you keep my data for? What is my data used for?

SMART will only keep personal data for as long as required to provide the service or as required for tax and legal reasons.

8. Can I request my data to be erased?

Yes, with SMART you can request to have your data erased at any time.

9. Who are the employees, contractors and vendors that have access to my data?

Data access is restricted only to parties that need it, only for the minimum amount of time required, and we tell you who these parties are. Contact us to find out more

10. How do I download privacy updates for my interactive display software?

SMART Interactive panels update over-the-air with no extra effort or hardware. SMART 6000S-V3 and MX-V3 update automatically and provide both system software updates and new feature improvements.

11. Are you part of the Student Privacy Pledge?

Yes. SMART has signed the Student Privacy Pledge

12. Is your company GDPR compliant?

Yes. SMART products are GDPR compliant.

13. Where is your company located? Is it in accordance with the GDPR's adequacy decision?

SMART is located in Canada. The European Commission has recognized Canada as providing adequate protection.

14. Do you transfer data out of the EU using Privacy Shield?

No. SMART does not transfer European product user data out of Europe. Privacy Shield has not been an approved method to transfer data out of Europe since July 2020 as per The Court of Justice of the European Union ("CJEU").