

Cengage Learning Policy Statement on
Family Educational Rights & Privacy Act (FERPA)
34 CFR Part 99

Cengage Learning is in the business of contracting with educational institutions and students to provide outsourcing of certain educational services including educational software, enterprise applications, web-based services, and other technology-based educational services. As a Third Party Contractor to these institutions, Cengage Learning stores student and course information **for use solely by the institution contracting those services.** This data is stored and retrieved under securely-held, customer-controlled accounts, in that no other institution, student, or persons who do not have authorized access can avail themselves of information stored by Cengage Learning. Nor does Cengage Learning use or release this data for any corporate or commercial purposes beyond aggregating usage statistics to ensure that systems are maintained to customer expectations. From time to time, services are enhanced to provide additional utility to the customers, but again, all information collected for the customer remains completely under customer control.

Cengage Learning is in compliance under Section 99.31 regulating the circumstances of third-party outsourced educational services (see attached analysis by the U.S. Department of Education at <http://www.ed.gov/policy/gen/guid/fpco/ferpa/index.html>.)

Privacy and security of user information is a core value of Cengage Learning. The company respects the privacy of individuals, and works closely with its customers and end users to ensure that all appropriate safeguards are in place.