

A central graphic featuring a blue shield with a white banner across it that reads "Data Security". The shield is surrounded by a complex network of light blue circuit lines and nodes. Two large blue gears are positioned on the left and right sides, connected to the central circuitry. The entire graphic is set against a white background with blue decorative borders at the top and bottom.

**Data Security**

# Data Security



ProctorU is dedicated to securing test-taker data collected during all aspects of our business and to managing test-taker information in compliance with the Family Educational Rights and Privacy Act (FERPA).

## 1 Personal Information

Test-taker directory information such as name, address, and profile picture is collected over a secure connection and stored for internal use only.

## 2 Financial Information

Credit card transactions are handled using encryption and online payment industry standards. ProctorU does not see or store credit card information.

## 3 Exam Records

When examinees set up an account and undertake an examination, ProctorU has created an academic record that is handled with the strictest adherence to FERPA guidelines. All proctors must complete FERPA training.

## Methods



- ProctorU.com is channeled through an HTTPS connection
- SSL encryption is used for all financial transactions
- ProctorU partners with the payment gateway service provider, authorize.net
- Screen-sharing technology used by proctors transmits with full, end-to-end 256-bit SSL encryption, the same encryption method endorsed by MasterCard, Visa and American Express
- ProctorU does not share any test-taker information with outside partners for marketing purposes

## Compliance



We meet the following compliance requirements.

- Payment Card Industry Data Security Standards (PCI/DSS)
- FERPA
- U.S. - EU Privacy Shield

# IT Security and Exam Records

ProctorU does not share any test-taker information with outside partners for marketing purposes



## Service Organization Control (SOC) 1, 2 & 3 Compliant

ProctorU uses Amazon Web Services (AWS) and Google Cloud servers for the storage and transmission of test-taker information. Both AWS and Google Cloud are dedicated to the highest industry standards and a list of their full certification and compliance reports can be seen on their respective websites.



Google Cloud Platform



## Test-Taker Security

The screen-sharing technology used by proctors transmits with full, end-to-end 256-bit SSL encryption. This is the same level of protection and encryption method that is used by the financial and healthcare industries. The protocols allow client and server applications to communicate in a way that is designed to prevent eavesdropping, tampering and message forgery.

## Student Privacy Pledge

ProctorU is a signatory on the Student Privacy Pledge, which is dedicated to protecting a test-taker's private information. ProctorU remains committed to test-taker privacy by adhering to guidelines as laid out in the the Family Educational Rights and Privacy Act (FERPA). FERPA not only protects test-taker data, but also ensures proper training of proctors in the use of data gathered during the proctoring process.

## U.S. - E.U. Privacy Shield Framework



### Privacy Shield Framework

The EU-U.S. Privacy Shield Frameworks replaced Safe Harbor and were designed by the U.S. Department of Commerce and the European Commission and Swiss Administration to provide companies on both sides of the Atlantic with a mechanism to comply with data protection requirements.

<https://www.privacyshield.gov/participant?id=a2zt0000000GnJIAAK&status=Active>

## Federal Information Security Management Act FISMA

# FISMA

Built upon a hardened, purpose-built operating system for security services, ProctorU's server firewalls provide the highest level of security and have earned many industry recognitions including ICSA Firewall and IPsec certification and Common Criteria EAL4 evaluation status.

# Financial Security

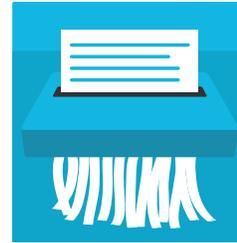
ProctorU uses a variety of techniques to handle financial information.



ProctorU partners with the payment gateway service provider, Authorize.net, for all payments of service. Authorize.net serves more than 400,000 merchant customers and provides credit card processing, fraud prevention, subscription billing and payment tokenization. Charges applicable to the examinee must be paid with a credit or debit card. Examinees will be required to enter payment information on a secure page connected to a third-party card processor. The page is encrypted and secure, and ProctorU does not see or store the credit card data. Examinees will be required to re-enter payment information each time new charges are incurred. University-pay or hybrid models are arranged with ProctorU's billing department, based on the unique needs of the institution.



All financial transactions conducted on Proctoru.com and associated servers use SSL encryption and are encrypted with 256-bit SSL protection.



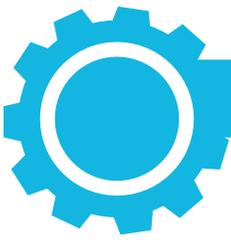
All payments made through ProctorU.com are transmitted directly through the payment gateway service provider, Authorize.net. ProctorU does not store, document, or view the financial information of any test-taker.



ProctorU is fully compliant with Payment Card Industry Data Security Standards (PCI/DSS) to ensure payment card data security. The standards provide a robust framework that establishes a standard payment card security process that includes prevention, detection and appropriate reaction to security incidents.



ProctorU is TRUSTe certified, a leading global Data Privacy Management platform to ensure businesses adhere to best practices regarding the collection and use of personal information. This certification seal has also been awarded to Apple, Disney, eBay, Forbes, LinkedIn and Oracle.



# Test Item Security



## Secure Browser

ProctorU's secure browser requires no installation and enhances the security of testing environments by:

- Disabling virtual machines and secondary computer monitors.
- Removing ability to copy, paste, print or save exam materials.
- Disable ability to navigate away from the exam page and open new browser tabs or windows.



## Live & Automated Proctoring

ProctorU's philosophy is to prevent cheating rather than simply catch it. By utilizing both live proctors for real time prevention, and AI-based recording methods, ProctorU prevents incidents of academic integrity through real time interaction with test-takers and has the ability to stop integrity breaches as they occur.



## Incident Prevention

Because ProctorU utilizes both live & automated proctoring methods, the examination process is real time thus avoiding further academic integrity breaches. In the event of an institution-specified irregularities, proctors are there to document and prevent test-taker conduct as it happens, rather than after the fact.

## Incident Documentation

Proctors are linked to test-takers in real time, with live audio and video connections, as well as an established chat box. Live feeds of computer desktop activity are viewed using ProctorU's screen-sharing technology. ProctorU uses multiple layers of recording and reporting, any noted incidents, evidence using video, photos, and chat logs.

# Authentication

ProctorU uses a multi-factored authentication system to verify the identity of test-takers. Using a variety of techniques, the identity of the test-takers that enter the ProctorU system is insured to be accurate.

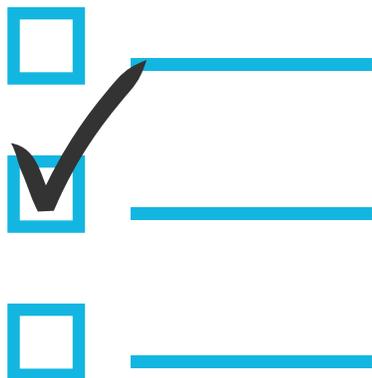
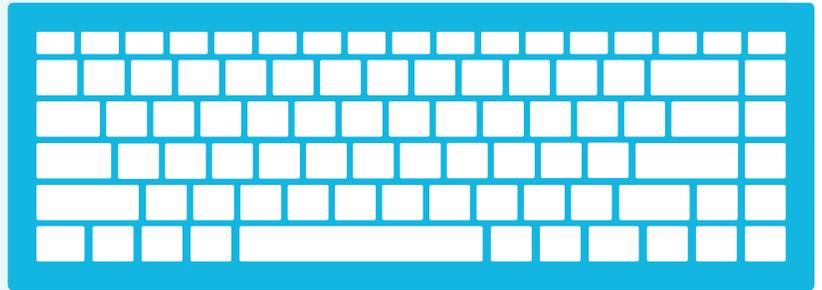


## Photo ID

Examining photo identification is the first layer in confirming that the test-taker entering a proctoring session is indeed who they say they are. Proctors check a government-issued photo identification or institution identification card.

## Keystroke

Keystroke analysis adds another layer of security for identity verification. By examining the unique typing patterns inherent to individuals, identity can be further ensured. Raw timing measurement data is used to create an examinee "typing signature" that is unique to them.



## Challenge Questions

A third layer of verifying the identity of a test-taker is having them answer a bank of challenge questions based on data from public records related to them. Since this information is proprietary to each test-taker, a high degree of identity verification is ensured.

Questions are generated via a public records-based quiz using personally-identifiable information against a test bank of over 120 randomly generated questions.

## Schedule a Visit to One of Our Centers



**ProctorU invites your team to tour one of our facilities in Folsom, Calif.; Livermore, Calif.; or Hoover, Ala.**

## Contact Us

To learn more about ProctorU, please visit our website at

**[www.ProctorU.com](http://www.ProctorU.com)**  
or call **888-355-8043**