



ProctorU

DATA SECURITY

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Data Security

ProctorU is dedicated to securing test-taker data collected during all aspects of 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.

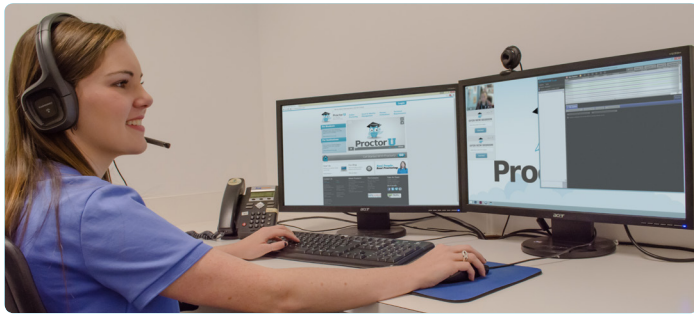
2 Financial Information

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

3 Exam Records

When an examinee sets up an account and takes an examination, ProctorU creates an academic record that is handled with strict 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.

Server Compliance



Our servers meet the following compliance requirements for regulations:

- Payment Card Industry Data Security Standards (PCI/DSS)
- Health Insurance Portability and Accountability Act (HIPAA)
- Sarbanes-Oxley Act (SOX)
- Gramm-Leach-Bliley Act (GLBA)
- Federal Information Security Management Act (FISMA)
- Statement for Standards for Attestation Engagements (SSAE) No 16 Type II
- Service Organization Control (SOC) 1

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 accolades including ICSA Firewall and IPsec certification and Common Criteria EAL4 evaluation status.

For more information about ProctorU's security protocols, please direct questions to ProctorU's technology team at techteam@proctoru.com or call 855-772-8678.



PROCTORU **DOES NOT** SHARE ANY TEST-TAKER INFORMATION WITH OUTSIDE PARTNERS



SERVICE ORGANIZATION CONTROL

SOC 123

COMPLIANT

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

<http://tinyurl.com/SSAE16>

<http://tinyurl.com/ProctorUSOC1>





COMPLIANCE AND CERTIFICATION

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. Protocols allow client and server applications to communicate in a method designed to prevent eavesdropping, tampering and message forgery.

Student Privacy Pledge



ProctorU is a signatory of the Student Privacy Pledge, which is dedicated to protecting test-takers' private information. ProctorU also adheres to guidelines laid out in the [Family Educational Rights and Privacy Act](#) (FERPA). FERPA compliance not only protects test-taker data, but also obligates proper training of proctors in the use of data gathered during the proctoring process.

<http://studentprivacypledge.org>

<http://www2.ed.gov/ferpa>

TRUSTe Certified For Online Privacy



ProctorU has been awarded TRUSTe's privacy seal signifying that the company's privacy policy and practices have been reviewed by TRUSTe and are in compliance regarding the collection and use of personal information.

Compliance ensures that ProctorU effectively manages data as a part of the proctoring process and protects test-takers by preventing misuse of their information.

<http://www.truste.com>

Health Insurance Portability and Accountability Act



ProctorU and its servers meet the requirements as defined by HIPAA. ProctorU will not disclose the health information of any test-taker, unless permitted under the HIPAA Privacy Rules or if the individual who is the subject of the information (or the individual's personal representative) authorizes in writing.

<http://www.hhs.gov/ocr/privacy/>



HANDLING FINANCIAL INFORMATION



ProctorU partners with the payment gateway service provider, Authorize.Net, a Visa subsidiary that serves more than 400,000 customers by providing credit card processing, fraud prevention, subscription billing and payment tokenization.

All payments made through ProctorU.com are transmitted directly through Authorize.net using 128-bit Secure Sockets Layer (SSL) and ProctorU cannot store, document or view financial information. Test-takers must 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 an institution.



256-bit SSL Encryption

All financial transactions conducted on ProctorU.com and associated servers use SSL encryption and are encrypted with 256-bit SSL protection, the same encryption method endorsed by MasterCard, Visa and American Express. ProctorU does not share any test-taker information with outside partners.



ProctorU complies with this federal law that sets enhanced standards for all U.S. public company boards, management and public accounting firms. Extended documentation can be found at www.soxlaw.com.



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 process that includes prevention, detection and appropriate reaction to security incidents.



ProctorU provides consumers with privacy notices and documentation that outline the company use and information-sharing practices regarding customer information. A copy of ProctorU's privacy policy is available at: www.proctoru.com/privacy.txt



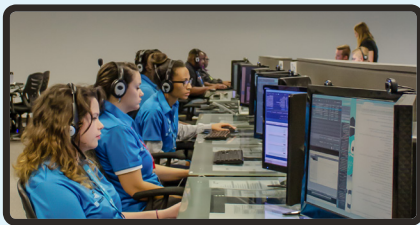
TEST ITEM SECURITY



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 test-taker ability to copy, paste, print or save exam materials.
- Disabling test-taker ability to navigate away from an exam page and open new browser tabs or windows.



Live Proctors & Incident Prevention

ProctorU's philosophy is to prevent cheating rather than simply catching it. Live proctors monitor examinations in real time. As opposed to automated recording methods, ProctorU prevents academic integrity breaches through live interaction with test-takers and has the ability to stop integrity breaches as they occur.



Incident Documentation

Proctors are linked to test-takers in real time, with live audio and video connections and a chat box. Live feeds of computer desktop activity are viewed using ProctorU's screen-sharing technology. ProctorU uses multiple layers of recording and reporting, including full-session video and audio, screen-capturing, spot recording and documentation through user chat logs.



IDENTITY AUTHENTICATION

ProctorU has multiple layers of identity authentication

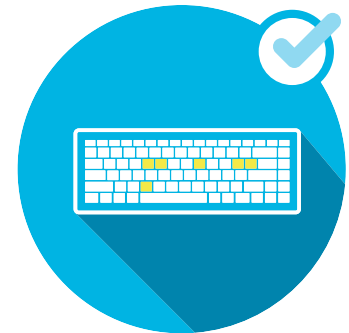


Photo Identification

In the first layer of identification, a proctor examines a **government-issued photo ID** when a test-taker enters the proctoring session. The proctor verifies that the photo matches the test-taker entering and that the name on the ID matches the appointment reservation.

Keystroke Analysis

Keystroke analysis adds another layer of security for identity verification. Each person has a unique typing pattern. Checking this second metric helps consistently verify test-taker identity. Raw timing measurement data is used to create a **typing signature** that is unique to each examinee.



Challenge Questions

As a third layer of authentication, a test-taker answers a bank of **challenge questions** based on data from public records related to them. This information is proprietary to each test-taker and 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 from Acxiom, a third party provider.



ProctorU

Schedule a Visit to One of Our Centers!



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

CONTACT US

To learn more about ProctorU, please visit our website at

www.ProctorU.com

or call 888 - 355 - 8043.

Don't forget to **like** us on Facebook and follow us on Twitter!



www.facebook.com/ProctorU



<http://twitter.com/ProctorU>