

Frequently Asked Questions Regarding Student Information and Data Privacy

Why do we collect information from students?

Answer: We collect enrollment data from students for the purpose of allowing students (and their parents) and teachers to enroll and complete assignments using SmartMusic. An email address and password created by a student are required to create an account and for login purposes. We also collect contact information (name, address, age, school information) for enrollment, and background information (musical experience) to provide such information to a student's teacher for educational use. We may also use background information to make musical title suggestions. If a student or his or her parent chooses to subscribe, we also use the enrollment information to manage their subscriptions and in other ways described in our online privacy policy.

What is your policy concerning the data that students supply in the account creation process?

Answer: MakeMusic is very conscientious about the information that a student supplies in the account creation process. These data are kept confidential and are used only for enrollment, subscription, and educational purposes.

Will students receive "marketing" emails from MakeMusic or SmartMusic?

Answer: Students who create a log in to complete assignments will not receive marketing emails from MakeMusic. Once a student or parent has purchased a subscription, they are given the opportunity to receive emails from MakeMusic or 3rd party partners.

Who will have access to students' grading information?

Answer: A student, their teacher, and their school have access to grading information. MakeMusic customer support personnel may access grading information for the sole purpose of assisting with a technical support request. This access will be permitted only after consent is granted from the teacher. Student account passwords are considered confidential and private and will not be shared under any circumstance.

How do you protect students with the provisions under the Childrens Online Privacy and Protection Act (COPPA)?

Answer: When a student who is under 13 years of age creates a login, an email is sent to their parent. This email contains a description of SmartMusic, a copy of our privacy policy and a list of frequently asked questions. The parent is also provided a means to delete the student's account.

What happens to students' grading and contact data after the school year ends?

Answer: All student contact and grading data is securely stored and available to the student and teacher for review, including the current and prior school year's grading data.

How do you keep grading information safe?

Answer: We use industry standard SSL encryption to provide communication security over the Internet. Teachers have both a password and an additional security key that is required to access grading and contact information, and our support personnel will not access such information without a teacher or student's permission. Additionally, data stored in our databases is behind a secure firewall to prevent unauthorized access.

What are your backup systems and policies?

Answer: All student and teacher data is backed up regularly in multiple geographic locations