Blackboard
COLLABORATE

Blackboard Collaborate – Built to support student privacy

Blackboard Collaborate is a virtual classroom solution that supports your FERPA and other compliance obligations. If you're looking for a solution that won't share user data with advertisers and social media companies, then look no further than Blackboard Collaborate.

Blackboard cares about privacy. We know that our clients' data is entrusted to us and we take our privacy obligations very seriously. Our products are designed to meet the requirements of the Family Educational Rights and Privacy Act (FERPA), State student privacy laws, and the strict EU General Data Protection Regulation (GDPR).

The information below gives you a quick overview of our approach to helping you meet your privacy responsibilities and lists some helpful privacy and security best practices*.

Student privacy compliance with Blackboard Collaborate

- Blackboard Collaborate is designed for education and to help schools, universities and organizations with their privacy obligations
- You own your data; we just look after it for you
- No ifs or buts: We don't use or share user data for marketing or advertising purposes
- We don't share your data with social media companies
- We don't have user tracking functionalities that can cause student rebellions, like checking if users focus on their screens
- We only use user data as instructed by our school, university and organizational clients
- Our data processing agreement (DPA) meets the strict requirements of the California Consumer Privacy Act (CCPA) and the EU General Data Protection Regulation (GDPR)
- We are a signatory of the Student Privacy Pledge
- Users are notified when sessions and chats are recorded
- You can anonymize chat contributions
- We responsibly delete client data 30-days after the contract term ends
- We offer secure user authentication through Blackboard Learn
- Data is encrypted when traversing the open internet
- We build on Amazon Web Services' industry-leading hosting security controls
- Hosting in the US for US clients

Privacy and security best practices

Administrators

- Integrate with Blackboard Learn to securely authenticate your users and to avoid unauthorized users gate crashing your sessions

Instructors ("Moderators")

- Review your session material and remove identifying information unless it is required
- Remember to switch off notifications and close other applications before sharing your screen
- Blackboard Collaborate notifies users when sessions are recorded, but it's still good practice to also announce it
- You can anonymize chat recordings
- Restrict attendee moderator/presenter rights to those who need it when you set up your Collaborate session
- Share guest links mindfully as they are public links. Use the Invite attendee feature to create secure links that can't be shared.
- Additional best practices can be found on our Help pages

Users ("Participants")

- Think before you share information about yourself and others in sessions. Particularly when sessions are recorded.
- Mute yourself when not speaking
- You can chat privately with others (but remember that the moderators may still supervise those chats)
- Follow your institution's guidelines on the acceptable use of IT tools
- Additional best practices can be found on our Help pages

If you have any feedback or would like us to include anything else, please post your feedback in our Data Privacy and Security Community group.

* The above information is for guidance only and does not constitute legal or professional advice. Please make sure you consult with your legal/privacy team.