

## Terms and Conditions of Use

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### Financial Aid Services:

- Error Resolution
- CORA<sup>sm</sup> and iCORA<sup>sm</sup>
- School Submission Schedule
- Enrollment Ad Hocs
- Gainful Employment
- Student Lookup
- Student Reporting

### Verification Services:

- EnrollmentVerify<sup>sm</sup>
- DegreeVerify<sup>sm</sup>
- GradVerify<sup>sm</sup>
- TransitionVerify<sup>sm</sup>
- EnrollmentVerify Plus<sup>sm</sup>
- GradVerify Plus<sup>sm</sup>
- Dates of Attendance Verification
- School Providing Degree Ad Hoc
- School Responding to Degree Verifications
- Professional Certification Verify

### StudentTracker:

- StudentTracker® for High Schools
- StudentTracker® for Outreach
- StudentTracker® for Colleges & Universities

### EAM:

- Account Management
- Student Self-Service<sup>sm</sup>

### Transcript Services:

- Electronic Transcript Exchange<sup>sm</sup> and ETX<sup>sm</sup>
- Transcript Ordering Center<sup>sm</sup>
- Transcript Download Center
- SIS Service Operations

Any links to external sites provided on this Web site are for convenience only and do not constitute an endorsement. The Clearinghouse is not responsible for the privacy policies of these sites.

## Privacy Policy

The National Student Clearinghouse is committed to respecting your privacy and the security of your personal information.

### Privacy of Information Generated from Your Use of Our Web Sites

#### Information We Collect

The Clearinghouse collects and stores only the information that you knowingly provide to us by subscribing to blog updates and/or using our Web sites registration or request forms, including but not limited to: your name, address, phone, email, job title and job function. We may request additional information if you participate in our blog, order a product or service, request information, or participate in a survey or contest via one of our web sites.

Additionally, your Internet domain, IP address, and session usage information may be used to help us improve the content and performance of our Web sites. Your sole option, if you do not wish to provide all requested information, is not to participate in a Clearinghouse Web site. If you enter your email address to receive alerts on new content to our site, the address will be used only for that purpose.

## Information on Requestors of Degree or Enrollment Information

By law, students are entitled to information concerning anyone who has received their education records. On request from a student, we must provide him or her with the information you supplied in the request.

## Information on Requests for College Transcript

The Clearinghouse stores only the information you knowingly provide us in placing an order for your college transcript. This information is supplied by us to the college or university holding your transcript so that they can fulfill the order and send the transcript as you direct.

## Use of Cookies

Some pages of our sites may use “cookies” to enhance your online experience. Cookies are small pieces of data that are temporarily placed on your computer’s drive to help identify you. The cookies that we place on your hard drive remain active only while your browser is open. They are not used to collect personal information. Your web browser may allow you to be notified when you are receiving a cookie, giving you a choice to accept it or not. If you choose not to accept a cookie, some pages may not function fully and you may not be able to access certain information on our sites.

## How Your Information Is Used

We do not sell, rent, provide or otherwise share individual information generated from your use of our Web sites with any third parties except as provided below. The Clearinghouse may use information you have disclosed to us as follows:

- To send you information about our organization and our products and services
- To contact you, when necessary, regarding your correspondence with us or your requests
- To inform educational institutions or individuals concerning inquiries about their student records
- To help diagnose problems with our servers
- To administer our Web sites
- In aggregate and de-identified form, for research or marketing
- To contact you requesting your participation in survey and/or other forms of market research and to administer these activities
- To assess our products, services, and operations to determine areas for improvement

## Privacy of Student Degree and Enrollment Information Accessible Through our Web Sites

U.S. student enrollment and degree information made available through this site is provided to us by individual participating educational institutions which designate the Clearinghouse as their authorized representative. Chinese degree or enrollment records available through this site are supplied by the China Academic Degrees & Graduate Education Development Center (“CDGDC”), a public institution directly under the Ministry of Education of the People’s Republic of China, which receives degree information from Chinese educational institutions. The Clearinghouse relies on the accuracy of the information supplied by the record source and cannot edit, modify, or delete any student degree or enrollment information.

The Clearinghouse works with U.S. educational institutions to support mutual compliance with the Family Educational Rights and Privacy Act (FERPA). You can read more about FERPA at the Department of Education’s Web site (<http://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html>).

Identifying information of individuals who requested degree or enrollment information about a student must be made available to that student by the Clearinghouse.

### What if I do not want my student information to be available?

Individual U.S. students may opt out of having even their limited individual Directory Information made available to others by contacting the registrar at their educational institution and filing a “Directory Information Block” or “FERPA Block.” The institution will then indicate that a FERPA block has been placed on the record the next time it transmits the record to the Clearinghouse and the Clearinghouse will prevent the release of Directory Information unless a valid exception under FERPA and permission of the Institution exist.

### What if I feel my student information is incorrect?

If a U.S. student or graduate feels there is an error on his or her student record available through this site, he or she must also contact the U.S. institution’s registrar. Because enrollment and degree information is also used for compliance purposes and is restricted by contract with the educational institution, the Clearinghouse cannot modify these records. The U.S. institution will provide the Clearinghouse with modified records, if necessary.

## Compliance with Other Laws Regarding Information Privacy

Security of the student data we house is a priority of the Clearinghouse. Although our systems are principally designed to comply with the federal Family Educational Rights and Privacy Act and accepted best practices, we believe that our practices comply with all applicable federal and state privacy laws. We reserve the right to change our privacy policies to comply with changes in applicable law. Below are some of the highlights of our program.

- The Clearinghouse maintains a comprehensive information security program, including administrative, technical and physical safeguards. This policy is regularly reviewed and updated as appropriate. Our staff includes a Manager of Information Security who is charged with maintaining and administering this plan.
- Our firewalls and other controls ensuring security from external threat are regularly tested by a third party.
- Our employees undergo mandatory security training.
- Our maintenance and use of data is limited and controlled by federal law.
- We maintain secure authentication protocols and access limitations for external and internal users.

The Clearinghouse has in place an [Identity Theft Prevention Program](#) ("Program") pursuant to the Federal Trade Commission's ("FTC") Red Flags Rule, which implements Section 114 of the Fair and Accurate Credit Transactions Act of 2003. The role of the Clearinghouse in facilitating the exchange of education information does not directly fall within the implementation of the above Act. However, because the parties which participate in the Clearinghouse may be involved in matters within the jurisdiction of the Act, the Clearinghouse adopts its revised policy effective July 11, 2011, to facilitate compliance by its participants. You may view the [Identity Theft Prevention Program Policy](#).

Student information submitted by Clearinghouse participants to the Clearinghouse is proprietary data and may only be used in conformance with the terms and conditions stated on this Web site. Individuals requesting student information agree to our terms and conditions when making an inquiry. The Clearinghouse has instituted these terms and conditions and other reasonable controls to ensure that the information we receive from participants will be used only in conformance with our agreements with them and applicable law. These controls and our information security program are designed to meet Federal Trade Commission Interagency Guidelines Establishing Standards for Safeguarding Customer Information.

To the extent that a financial institution participant shares any of its customer information with the Clearinghouse, the Clearinghouse recognizes that it is subject to the reuse and redisclosure limitations of the Gramm-Leach-Bliley Act. To the extent such customer information duplicates student information or information from other sources, this prohibition against redisclosure shall not extend to such duplicate information.