Third–Party Service Providers

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Along is a free, web-based, interactive journal designed to make it easier for teachers to guide and advance the development of critical life skills in students. Along is designed to facilitate strong, meaningful relationships between teachers and students through research-informed resources and efficient communication (e.g., asynchronous text, video and/or other supported methods of communication).

Gradient Learning (formerly T.L.P. Education) ("Gradient Learning", "we", "us" and "our"), a California nonprofit public benefit organization and 501(c)(3) nonprofit organization, is dedicated to helping all students feel encouraged and inspired. With support from the Chan Zuckerberg Initiative, LLC, Gradient Learning offers Along as a free service to teachers and students.

As with all modern online tools, we work with "Service Providers" to operate, protect, and improve Along. These trusted vendors help us and Partner Schools with a variety of tasks, ranging from web hosting and analytics to software engineering and managing technical support tickets. In order to enable our Service Providers to perform these functions we may need to provide them with access to personally identifiable user (student, teacher, and parent) information stored in the systems for Along. For example, we securely store Along data in databases managed by Amazon Web Services.

We are responsible for making sure these vendors are trustworthy and we take this responsibility seriously. First, we apply the following controls to any Service Provider that may have access to personal information as part of their work for us:

- We contractually prohibit these Service Providers from selling personal information and require them to implement reasonable and robust privacy security controls.
- We take steps to limit the Service Provider's access to only the information it needs to provide services to us.
- Where possible, we will use privacy-protective measures to minimize information shared with Service Providers, such as masking personal identifiers like student or teacher names.

Second, we want to be transparent about who we may need to share personally identifying information with as part of operating Along, and so have provided the list of technical Service Providers that directly support Along, including what data we share with them or they provide to us, the services they provide for Along, and links to their respective privacy policies.

Finally, please note a few types of third-party services that we have **not** added to this list:

- Like any other organization, we use "IT" business services such as Gmail, Salesforce, and Slack to operate our organization. These services may incidentally contain personal information (e.g., email address or contact handle) and we apply the Service Provider restrictions described above, but have not included a detailed list of these IT business services below.
- Our resource library may include links out to third-party content. These websites open in a separate browser window and are not included in the list below.

We will update the list below from time to time. If you have any questions, please contact us at privacy@comealong.org. You can also learn more in the Along Privacy Policy.

Technical Service Providers

Name of Service Provider with Link to Privacy Policy	Service	Details
Amazon Web Services (AWS)	Hosts databases and servers that power and backup Along.	We store the full Along content and traffic data on AWS servers (all personal information written to disk is encrypted).
Chan Zuckerberg Initiative (CZI)	Provides software engineering, technical, and operational support for Along.	Authorized CZI staff have access to the full Along content and traffic data in the course of providing engineering, technical, and operational support to the Along.
Calendly	Online appointment scheduling with members of our technical support and school and teacher success teams	Calendly is a calendar add-on that receives user emails when users sign up for appointments.
G Suite for Education (Google)	Provides single-sign-on (SSO) authentication for Along users.	For SSO, Google sends Along authentication tokens and email addresses, but not account passwords.
Heroku	Hosts the web servers for Along.	The full Along content and traffic data is stored with Heroku.
MaestroQA	Enables customer support for Along to evaluate the quality	Through Zendesk, MaestroQA receives the email addresses of individuals submitting requests, the content

	of their responses to requests from users (e.g. students and teachers).	of the requests itself (e.g. bug reports, any other help center request, and data pull requests from teachers and schools), including attachments.
Mailchimp	Email service for sending emails to teachers, students, parents and school officials	Mailchimp receives names and email addresses of email recipients and the content of the emails.
Microsoft Office 365 (Azure AD Seamless Single Sign-On)	Provides single-sign-on (SSO) authentication for Along users	For SSO, Microsoft sends Along an authentication token and email addresses, but not account passwords.
Periscope	Runs various data reports on data previously captured in Along, uploaded data, and data from third party integrations so we can improve the tool.	Periscope has access to the full Along content and traffic data in our data warehouse (Snowflake) in order to run data reports. All connections between Periscope and Snowflake are encrypted.
Salesforce	Houses and tracks partnership agreements, points of contact and other coordination information.	Salesforce receives the names, email addresses, physical addresses and phone numbers of school and district officials, as well as active and prospective Along users (teachers only, not students)
Snowflake	Serves as a data warehouse that powers Along.	The full Along content and off-Platform data collected from schools is stored on Snowflake's servers (data is always encrypted).
SurveyMonkey	Create and send surveys for educators and students, with the intent of improving Along through teacher and student feedback.	SurveyMonkey receives the email addresses of educators and students submitting feedback, the content of the survey feedback requests (e.g. improvements, feature requests and suggestions etc.), and the responses provided.
Zendesk	Enables customer support for Along in response to requests from teachers and parents and supports management of Help Center content.	Zendesk receives the email addresses of individuals submitting requests, the content of the requests itself (e.g. bug reports, any other help center or support request from teachers and schools), and any results sent back to teachers and schools.