

Airstudio FERPA Compliance

Introduction

At Airstudio, we provide a seamless, efficient, and secure scheduling solution for photo studios and their clients. Our Software-as-a-Service (SaaS) platform is designed to streamline appointment booking, manage client data, and ensure a professional experience. For clients in educational settings—such as schools, colleges, or universities—we recognize the importance of adhering to the Family Educational Rights and Privacy Act (FERPA). This document outlines our scheduling process and how we ensure FERPA compliance when applicable.

Our Scheduling Process

1. **Client Registration**
 - Clients (e.g., individuals, businesses, or educational institutions) sign up via our platform.
 - They provide basic information such as name, contact details, and scheduling preferences.
 - For educational clients, we offer options to flag their account as FERPA-regulated, triggering additional privacy measures.
 2. **Appointment Booking**
 - Clients log in to our secure portal to view available time slots.
 - They select a date, time, and service (e.g., portrait session, group photos).
 - Automated confirmations are sent via email or SMS, with reminders as the appointment approaches.
 3. **Data Management**
 - All client data is stored securely in our cloud-based system.
 - For educational clients, any personally identifiable information (PII) related to students (e.g., names, student IDs) is encrypted and access-controlled.
 4. **Session Execution**
 - Photographers receive schedules and client details through our platform.
 - Post-session, clients can access proofs or final images via a secure link, with optional password protection.
 5. **Feedback and Follow-Up**
 - Clients can provide feedback on their experience.
 - We retain scheduling data for a defined period (customizable per client needs) before secure deletion.
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FERPA Compliance: Protecting Student Privacy

When our SaaS is used by educational institutions subject to FERPA, we take extra steps to ensure compliance with this federal law, which protects the privacy of student education

records. Below is how we align our processes with FERPA requirements:

What is FERPA?

FERPA (Family Educational Rights and Privacy Act) is a U.S. federal law that applies to schools receiving funding from the U.S. Department of Education. It safeguards student education records and grants parents and eligible students (18 or older) rights to access, amend, and control the disclosure of these records.

How We Ensure FERPA Compliance

1. Protecting Student Data

- **Encryption:** All sensitive data, including student names or identifiers, is encrypted both at rest and in transit using industry-standard protocols.
- **Access Controls:** Only authorized personnel (e.g., school administrators or designated staff) can access student-related scheduling data, enforced through role-based permissions.
- **Security Measures:** Our platform employs firewalls, intrusion detection, and regular system monitoring to prevent unauthorized access.
- **Data Disposal:** Records no longer needed are securely deleted in accordance with client retention policies and FERPA guidelines.

2. Providing Access to Records

- If a school uses our platform to manage student photo sessions (e.g., yearbook photos), parents or eligible students can request access to related scheduling data. We facilitate this by enabling schools to export records within 45 days, as required by FERPA.

3. Vendor Responsibility

- As a third-party vendor, we sign agreements with educational clients to ensure our practices align with FERPA. This includes clear terms on data handling, security, and non-disclosure.
- We undergo regular audits to verify compliance with these standards.

4. Training and Awareness

- Our team is trained on FERPA requirements to handle student data responsibly.
- We provide resources to educational clients to help them understand their obligations under FERPA when using our platform.

5. Notification

- We support schools in meeting FERPA's annual notification requirement by offering customizable templates to inform parents and students of their rights regarding data processed through our system.

Consequences of Non-Compliance

Failure to comply with FERPA could result in loss of federal funding for schools, reputational damage, or corrective actions from the U.S. Department of Education. At Airstudio, we prioritize compliance to protect our clients and their communities.