MERLYN MIND                                                        newline

# Trustworthy, award-winning AI for the classroom

Ensuring the privacy and security of our users' data is of paramount importance. We prioritize security by implementing a comprehensive approach that encompasses various layers of protection.

## We operate on a zero-trust model and employ reasonable security

- We require third-party providers that will access personal information to enter into appropriate security, confidentiality, and privacy contract terms prior to accessing personal information and require that such third parties only access and use the personal information to the extent required to perform the services in accordance with our customer agreements and applicable law.
- Personal information collected through Merlyn solutions is encrypted in transit using Transport Layer Security and HTTPS, and at rest using Advanced Encryption Standard.
- Merlyn Mind has adopted a risk management process that incorporates information security practices and controls throughout the system development life cycle.

⚖ COPPA          🎓 FERPA          ✔ SOC 2          🔒 NIST

## Our security commitment to you

- Identify: We adhere to compliance using technical solutions that continuously monitor our posture.
- Protect: We implement physical, administrative, and technical controls to protect personal information and storage environments.
- Detect: Network monitoring and scanning technology operate regularly in the production environment as part of our ongoing intrusion and vulnerability management procedures.
- Respond: We maintain an incident response policy that sets for procedures for investigation, containment, and mitigation of a security incident.
- Recover: Customer personal information is stored in a secure third-party cloud environment. Third-party configuration tools are leveraged to support resilient and secure configuration of the production environment.

## Our privacy commitment to you

- We do not sell personal information.
- We do not retain voice audio after processing.
- We limit the retention of text transcripts.
- We do not use voice audio for purposes of identifying individuals.

**For more on privacy and security, visit our Trust Center: trust.merlyn.org**