



## Keystone AEA data policy for HEART

The HEART online database is provided as a **free** service to interested area schools. Participation is voluntary and optional. HEART is intended to serve as a data management and analysis tool for district-wide assessment data.

1. Every effort will be made to make the database as error-free as possible. However, Keystone AEA cannot guarantee that the database is error-free. If errors related to programming functions are identified and brought to the attention of Keystone AEA staff, every effort will be made to resolve the concern. Errors within HEART that result from errors in the district's data are not the responsibility of Keystone AEA. Resolution of these errors is a district responsibility. Keystone AEA will provide advice and assistance whenever possible. Participating districts always have the option of withdrawing from the HEART project if the functions in the HEART database do not meet the district's needs.
2. Data stored in HEART will be protected with features intended to keep data private and secure. All access to the database and files will be controlled by passwords, with Keystone staff access limited to those who maintain the functions of the system. HEART contains features that encrypt the data during transmission over the Internet. Data in the system will be backed up and archived to protect against accidental data loss.
3. Each participating school district will be provided with secure access to their own district's data. In addition, the district will be provided with tools for managing access to their data for others. **Each district will be completely responsible for maintaining and controlling further access to their own data.** This means that each district will handle requests for access to their data according to their own access policies and procedures. Districts can set up user accounts and control levels of access directly via the Web. Keystone AEA will not provide direct access to any data in the HEART database to any other person or organization. Only schools may provide this access. Any requests for access (including Keystone non-technical staff) to district data will be referred to the district in question.
4. Keystone AEA does not assume responsibility for any district's choices in providing or denying access to their own data. **Each district may establish and follow its own policies and procedures.** If the security features of HEART cannot meet the requirements of the district, it is the responsibility of the district to share their requirements with the HEART development team at the AEA. If the features are reasonable and meet a common need of many schools, they may be added into the system.

### **Operations disclaimer:**

With the exception of maintenance and unanticipated "down-time" the HEART database is intended to be available at all times. However, Keystone AEA makes no warranty that the system will be available at any given time. Users who experience difficulty with access to HEART are asked to notify the AEA of the problem. The database will be restored to functioning as quickly as possible. Because of the inability to predict network/server problems and database problems, users are advised to allow extra time for unanticipated problems, especially when working close to deadlines.