

Unparalleled Protection

Privacy & Security Standards

At VitalSource, we don't just adhere to privacy and security standards; we've helped shape them through decades of industry leadership. These are the five areas required to provide the highest standard of privacy and security:

Privacy by Design:

- ✔ Platforms collect only the necessary Personally Identifiable Information (PII) to deliver services.
- ✔ User data secured, at all times, in transit and at rest.
- ✔ Products function without requiring PII, ensuring a seamless learning experience.

User Control:

- ✔ Users control over how their data is stored and shared.
- ✔ Vendors never share or sell identifiable user data without consent.
- ✔ User ability to opt in or out of data sharing, especially with third parties.

Storing Data

- ✔ Personal data stored only as long as necessary to provide services.

Standards & Compliance:

- ✔ Compliance with GDPR, COPPA, FERPA, UK Data Protection Act 2018, California Consumer Privacy Laws, and other relevant standards.
- ✔ Regularly conducted third-party audits, such as SOC II.

Safeguards:






















- ✔ Platforms hosted in ISO 27001, PCI/DSS, or SOC II compliant data centers.
- ✔ Network security measures include vulnerability scanning and intrusion detection/prevention systems.
- ✔ Data stored in a multi-tenant environment, encrypted in transit and at rest, with automated backups.
- ✔ Disaster recovery systems geographically separated with automated failover.
- ✔ Customers access to authentication and single-sign-on (SSO) options.

At VitalSource, our customers and users are guaranteed unparalleled protection. Ensure the highest standard of privacy and security for your users.

The VitalSource Advantage Compliance, Standards, and Affiliations Checklist

Do your learning and digital content management platforms and tools meet and exceed industry standards in privacy, security, and accessibility?

Use the VitalSource Comprehensive Compliance, Standards, and Affiliations Checklist to ensure that you are investing in the most secure and compliant technologies available.

Standards	VitalSource	Your Coverage
Privacy		
Zero PII integration options for maximum user privacy		
Family Educational Rights and Privacy Act (FERPA) Conformance		
Children's Online Privacy		
Protection Act (COPPA) Conformance		
General Data Protection		
Regulation (GDPR) Conformance		
California Consumer Privacy Laws Conformance		
UK Data Protection Act of 2018 Conformance		
Security		
Payment Card Industry Data		
Security Standard (PCI-DSS) Support		
2 factor authentication for administrative access		
RSA public/private key		
CloudFlare		
Google Cloud Security Command Center Premium		
DRM hardening technologies		
Reliability and Scale		
SOC 2 Type 2 covering Security available		
4x7x365 access to Tier 1 support in English and Spanish with support facilities in North America		
Disaster Recovery protocols and geographically separated sites live and maintained		
Infrastructure hosted on Premium tier of GCP. North America served from U.S. based data center		
Over 300 global end points for content access		
Proven robust platform servicing millions of users and		
World class content security trusted by		
99.99% platform uptime	