

WileyPLUS

Privacy and Security (Updated for 2016)

This document covers Wiley's current practices and commitments regarding privacy and security with respect to customer data entrusted to Wiley. The focus is upon student data utilized in the WileyPLUS family of branded products, though many of the listed practices and commitments apply more broadly.

Wiley recognizes the importance of protecting the privacy of information collected from customers in the use of its digital solutions. For WileyPLUS, we have a publicly-published privacy policy here:

https://www.wileyplus.com/WileyCDA/privacy_policy.html

Standards framework:

In managing privacy and the security of customer information, Wiley follows the framework in ISO 27001 : 2013.

Elements of Privacy and Security controls and management:

- **Information Security Technology:** Security of customer information is established and maintained at all key levels of the technology stack, including: operating system, database, network (firewalls), public internet (uses https: for all transfer of customer information) and application itself (WileyPLUS requiring authentication with id/password for any access to user profile data).
- **Replication, backup and other data governance:** At all times, WileyPLUS data has maintained a secondary (failover) dataset which can be utilized to restore access in the event of failure of primary database. In addition, regular backups are performed and data is stored securely offsite.
- **Facilities:** Physical facilities housing data are designed managed and maintained to insure security.
- **Human Resources:** Wiley's policies with regard to privacy and security are enforced internally through internal corporate policies, practices and audits designed to insure awareness and compliance.
- **Security scans:** Wiley performs independent security/intrusion scans on WileyPLUS and other critical systems on a regular basis, and has a program for evaluating and remediating any areas identified as needing attention.
- **FERPA and FERPA audit:** The above technology, controls, policies and practices make Wiley's treatment of customer data compliant with FERPA. This compliance has been reviewed by an independent party expert in FERPA and compliance with FERPA.

In summary, Wiley takes a multi-dimensional approach to managing customer data, and consistently orients itself to respect and maintain the privacy and security of that data.