"What is a Data Privacy Agreement?" and other Frequently Asked Questions:

- **What is a Data Privacy Agreement (DPA)?**
  Packback requires your district to have a DPA on file before adding students to the platform as a measure to protect student data privacy. This is common practice for edtech tools. [Find Packback's DPA Template linked here](#).

- **Why do I have a paywall on Packback?**
  If you are a verified AVID teacher, you have free access to Packback's Instructional AI tools in all your classes. You are likely seeing a student-facing paywall because you do not yet have this DPA on file. This measure is in place to prevent students from registering for the platform until we have that agreement in our system. Once we get a signed DPA on file, that paywall will be removed for all verified AVID teachers at your district.
  - Did your district submit the DPA but you are still seeing a paywall? The partnership grants free Packback usage to all AVID Elective and Excel teachers. Make sure your role is accurately listed in MyAVID– your District Director can update this if needed. *In order for Packback to recognize your role is correct, you must use the same email for Packback and MyAVID. Let us know if you need this to be updated.*

- **Who signs the DPA?**
  The individual responsible for signing the DPA often varies by district. Typically, it is an individual in your technology department (think Director of Technology, Chief Technology Officer, etc). If you have direct access to this individual, great! If not, we recommend sharing the agreement with your AVID Site Coordinator or District Director as a first step. If your district has any questions about the agreement or this process, you can email help@packback.co.

- **What type of student data does Packback collect and how does Packback obtain this data?**
  Packback requires student first & last names and email addresses to make an account. From there, we collect student content and grades. This data is not shared or distributed anywhere beyond the Packback platform. You can find more information on Packback's [privacy policy](#) and [terms of use](#).

  Packback's platform uses machine learning technology and uses de-identified and aggregated student generated content to continue to train and improve our machine learning technology and all in all work to improve the learner and faculty experience. This content excludes Client Data and Student Information (PII).

- **How long does this agreement last?**
  The DPA will be in effect for the duration of the relationship with the district by way of the Packback and AVID partnership.

- **What if my district has their own DPA?**
  If your district has its own copy of a Data Privacy Agreement that it typically shares with vendors, please do not hesitate to share that document. Send it to help@packback.co and it will be reviewed by the Packback team. This will speed up the process!

  Packback has statewide agreements (NDPAs) in the following states: California, Florida, Texas, Washington, Oregon, Utah, Illinois and Arizona. If your district is located in one of the states listed, all we need is an authorized signature on *Exhibit E* and your district can "piggyback" onto the existing parent contract. Please see the statewide agreements linked below.
  CA-NDPA; FL-NDPA; TX-NDPA; WA-NDPA; OR-NDPA; UT-NDPA; IL-NDPA; AZ-NDPA

- **My district signed the DPA. Now what?**
  Great! Once you get that DPA signed by the authorized individual at your school/district send it to help@packback.co. Sometimes districts prefer to use third parties to manage these agreements. If your district utilizes SPDC, CITE or another consortium and you wanted to confirm it's been received, email Packback's Support Team! From there, navigate to our Packback AVID homepage to sign up for a training, dig into some best practices, and start adding students to your community!

- **Does the DPA affect student rostering?**
  No. If you are a verified AVID teacher and Packback has that signed DPA on file, the student-facing paywall will be removed and students will be free to register for their Packback Communities. (If you are unsure whether you are verified in MyAVID, reach out to your district director.) Students will register using the unique "Community Lookup Key" that corresponds to your class. From there, they will set up accounts. You can find more information on adding students to your Packback community here. If you are interested in single sign on or connecting Packback to your LMS, this is done on a district-by-district basis. Email help@packback.co for next steps.