WIZWORKS

John Rogers <john@wizworks.net>

Your chat transcript with www.goguardian.com (11 Jul 2018, 07:52 PM GMT)

1 message

Chat Transcript <noreply@zopim.com>   Wed, Jul 11, 2018 at 4:30 PM
To: john@wizworks.net

Chat Transcript with John Rogers

Chat started on 11 Jul 2018, 07:52 PM (GMT+0)

(07:52:56)	*** *Visitor 95524837 joined the chat* ***
(07:52:57)	**Visitor 95524837:** How does GoGuardian Beacon measure suicidal tendancies in students?
(07:53:03)	*** *Sheerah joined the chat* ***
(07:53:23)	**Sheerah:** Hi there, thanks for taking the time to write in. I'm happy to help!
(07:54:17)	**Sheerah:** My understanding is that Beacon uses artificial intelligence to best interpret the type of websites that students are visiting.
(07:55:12)	**Sheerah:** It alerts school counselors when students visit sites that indicate students are ideating, researching, or planning self-harm actions.
(07:55:19)	**Visitor 95524837:** How is this data collected for AI analysis?
(07:56:04)	**Sheerah:** This would be the type of question to ask our Product team. :) Are you thinking of subscribing to Beacon?
(07:56:57)	**Visitor 95524837:** I'm a parent and my school district has a program that has a relationship with GoGuardian
(07:57:12)	**Visitor 95524837:** I am trying to understand how GoGuardian collects the data.
(07:58:07)	**Sheerah:** I see. Here in support we handle more product knowledge and troubleshooting-related requests.
(07:58:43)	**Sheerah:** But sharing about development practices is not really within the scope of what we're able or permitted to share - so sorry about that!
(07:58:45)	**Visitor 95524837:** Can you have someone in your Product Team contact me to provide this information?
(07:59:55)	**Sheerah:** Can I ask what is the thought or worry behind the data collection methods and AI? I can do some investigation for you and get back to you.
(08:01:02)	**Visitor 95524837:** I am a parent - I want to understand how the collection methods and data processing takes place before I give consent to allow the district to involve my children in the program.
(08:01:36)	**Sheerah:** I see. Is this more regarding security of confidential information?
(08:04:34)	**Visitor 95524837:** It is about parental oversight and monitoring of all my child's activities. I take the privacy of my child and family seriously. I am also a cybersecurity professional and any devices my children use (whether school issued or not) are passively monitored on our home network. If the school issues equipment to my kids, I monitor such traffic by network tap. Before I decide to allow my kids to participate in the

	district's program which uses your software, I want to understand fully what is collected and how it's used.
(08:06:14)	**Sheerah:** I understand what you're saying. Thank you for clearing that up and for the thorough explanation. Would you mind sharing the name of the school district who is partnered with GoGuardian?
(08:06:39)	**Visitor 95524837:** Sure. The North Attleboro Public School District
(08:07:42)	**Visitor 95524837:** I know about the GoGuardian relationship with the district via Giddeon Gaudette, Director of Technology for the district/.
(08:08:28)	**Sheerah:** Got it. Thanks for sharing - just wanted to confirm. I will your questions you have by our product team and see what information I am able to share back.
(08:08:40)	**Sheerah:** I will run* your questions by our product team (sorry for the typos)
(08:09:02)	**Visitor 95524837:** Could you please have a member of the Product Team contact me?
(08:09:36)	**Visitor 95524837:** I would prefer to deal directly with them since they know what they can share, and the process would be more efficient.
(08:09:59)	**Visitor 95524837:** in other words, the responsible party in your organization
(08:11:34)	**Sheerah:** I completely understand what you're saying. I will see if I can put you in touch with someone who is working on Beacon.
(08:11:49)	**Sheerah:** Just as a heads' up, though, they may prefer to relay any information they're willing to share through me. :)
(08:12:31)	**Visitor 95524837:** are you ready for my contact information?
(08:12:43)	**Sheerah:** Go for it.
(08:13:07)	**Visitor 95524837:** John Rogers, john@wizworks.net email is the preferred method of communication for this issue.
(08:13:40)	**Sheerah:** Can have your permission to update your information on our Support end as well (so you're not just appearing as a visitor)?
(08:13:49)	**Visitor 95524837:** sure
(08:15:11)	**Sheerah:** I'll do what I can, John! Were there any more specific questions you had about our data processing here, or were you looking to get an overall sense?
(08:18:10)	**John Rogers:** both an overall sense and answers to these specific questions: 1) does the product data collection include a) screenshots b) webcam samples (ability to take pictures by remote command), c) audio samples (ability to record and capture audio). 2) Keystrokes (ie. keylogging), and pasted data?
(08:18:50)	**Sheerah:** And when you're referring to "data," did you mean data associated with a student account?
(08:19:26)	**John Rogers:** data associated with a student's account and activities taking place on any asset with GoGuardian installed.
(08:19:48)	**Sheerah:** Thanks for clarifying. And to confirm, do you have an overall understanding of how GoGuardian works?
(08:20:47)	**John Rogers:** the information on the product provided on the website is very high level and does not provide the specific information I am requesting to complete my understanding on the data collection methods & analysis
(08:22:14)	**Sheerah:** The information on the Beacon site specifically is pretty general at the time. Just wondering - are you familiar with GoGuardian's more established products, Admin and Teacher, at all?
(08:22:24)	**Sheerah:** Sorry - "at all" wasn't meant to sound skeptical. :)
(08:22:55)	**John Rogers:** let's just say my query is all inclusive of any GoGuardian product at this point.
(08:23:41)	**John Rogers:** but to answer your question, I have looked over the website and have a basic understanding.
(08:24:17)	**Sheerah:** OK, John. I'm sorry if I'm not providing complete information right away. I will do some investigation for you.
(08:24:23)	**Sheerah:** In the meantime - have you asked your IT systems administrator for insight into how GoGuardian works?
(08:24:24)	**John Rogers:** can you answer the specific questions I asked?
(08:25:06)	**Sheerah:** So sorry, but I'm not in a place to answer questions about GoGuardian besides technical troubleshooting.
(08:25:55)	**John Rogers:** so you can't tell me if the product collects data in the manner I asked? ie. 1) does the product data collection include a)

	screenshots b) webcam samples (ability to take pictures by remote command), c) audio samples (ability to record and capture audio). 2) Keystrokes (ie. keylogging), and pasted data?
(08:27:28)	**Sheerah:** I'm not authorized to answer those types of questions at the time. :/ I'm happy to circle back with you via email, or if they are available to do so, our product team will contact you as you've requested.
(08:28:11)	**John Rogers:** Ok, can you please have someone who is authorized to disclose the information I am requesting?
(08:29:19)	**Sheerah:** Yes - as soon as we get off this chat, I will investigate the issue across teams and either relay the information that I find or have make sure that someone else follows up with you.
(08:29:26)	**Sheerah:** or make sure*
(08:29:36)	**John Rogers:** thank you so much Sheerah for your time.
(08:29:58)	**Sheerah:** Thank you for chatting in! Let me know if you have any follow-up questions, and we'll be in touch, John. :)
(08:30:44)	*** *John Rogers left the chat* ***

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