

PlatoForms

Higher Education Security & Compliance Overview

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Executive Summary

PlatoForms is a cloud-based online form builder platform that enables organizations to create, manage, and deploy web forms with data collection, PDF generation, and workflow automation capabilities. Built on AWS infrastructure, PlatoForms provides a secure, scalable solution for higher education institutions that need to collect student data, process applications, manage requests, and automate document workflows while maintaining compliance with FERPA, HIPAA, and institutional security standards.

Compliance at a Glance

Framework / Standard	Status	Details
HECVAT 4.15	Completed	Full questionnaire completed (376 questions across 8 categories)
FERPA	Compliant	SDPA template available; school official designation supported
HIPAA	Compliant	BAA available; PHI encryption, access controls, audit logging
WCAG 2.1 AA	Self-Assessed	VPAT 2.5 ACR published; 54% Supports, 28% Partially Supports
GDPR	Compliant	DPA available; data processing under documented instructions
CCPA	Compliant	Privacy rights supported; no sale of personal information
SOC 2 Type II	Via AWS	AWS infrastructure is SOC 2 certified; PlatoForms-level SOC 2 planned
PCI DSS	Via Stripe	All payment processing handled by PCI-compliant Stripe

Data Security Architecture

Encryption

- Data at rest: AES-256 encryption for all stored data
- Data in transit: TLS 1.2+ for all communications
- Key management: AWS KMS with hardware security modules and regular key rotation

Access Controls

- Multi-factor authentication (MFA) available for all user accounts

- Role-based access control (RBAC) with principle of least privilege
- Record-level access control for HIPAA-compliant accounts
- Comprehensive audit logging of all data access
- Quarterly access reviews

Infrastructure

- Hosted on Amazon Web Services (AWS) — SOC 2, ISO 27001, FedRAMP certified
- Data stored in United States with cross-regional redundancy
- Cloudflare CDN and DDoS protection
- Logical data isolation between customers
- Automated security monitoring and alerting

Security Operations

- Regular vulnerability scanning and patch management
- Annual penetration testing by third parties
- Formal incident response plan with 24-hour breach notification
- Business continuity and disaster recovery planning
- Employee security training and background checks

FERPA Compliance

PlatoForms supports educational institutions' FERPA compliance through contractual commitments and technical safeguards. When processing student data, PlatoForms operates as a "school official" under the FERPA school official exception (34 CFR § 99.31(a)(1)(i)(B)).

Key commitments:

- Student data used only for contracted educational purposes — never for marketing or advertising
- Student data is never sold or shared with unauthorized third parties
- Institution maintains direct control over data use via Student Data Privacy Agreement
- Data return in machine-readable format and certified deletion upon contract termination
- Full cooperation with institutional audits and student/parent rights requests
- 24-hour breach notification for incidents involving student data

HECVAT Readiness

PlatoForms has completed the HECVAT 4.15 (Higher Education Community Vendor Assessment Toolkit) questionnaire, addressing 376 questions across 8 assessment categories: general information, organization, product, infrastructure, IT accessibility, case-specific (HIPAA, PCI), AI, and privacy.

Highlights from the HECVAT assessment:

- HIPAA compliance with signed BAAs and comprehensive security program
- AES-256 encryption at rest and TLS 1.2+ in transit
- MFA available for all users
- Formal incident response, BCP/DRP, and sanction policies
- WCAG 2.1 AA self-assessment with published VPAT
- Transparent sub-processor list (AWS, Cloudflare, Stripe)
- Formal data retention and destruction procedures

Available Compliance Documentation

The following documents are available to higher education institutions upon request or during procurement:

Document	Purpose
HECVAT 4.15 (Completed)	Standard vendor assessment for higher education procurement
Student Data Privacy Agreement	FERPA-compliant contract for student data handling
FERPA Compliance Policy	Internal policy governing FERPA obligations
FERPA Compliance Statement	Public-facing summary of FERPA commitments
Data Processing Agreement (DPA)	Comprehensive DPA covering GDPR, CCPA, HIPAA, APPs

Business Associate Agreement (BAA)	HIPAA BAA for institutions handling PHI
VPAT 2.5 WCAG Edition	Accessibility conformance report (WCAG 2.1 AA)
Information Security Policy	Detailed security controls and procedures
Incident Response Policy	Breach notification and incident handling procedures
BCP/DRP	Business continuity and disaster recovery planning
Privacy Policy	Published at platoforms.com/pages/privacy/
Terms & Conditions (Education Addendum)	Education-specific terms and FERPA provisions

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