



PTC - Privacy Statement – Children’s Personal Information and Onshape Education Plans

Effective: January 2025

Scope & Introduction

PTC may provide students with the opportunity; to work with state-of-the-art 3D CAD software with its cloud native Onshape Education plans or Creo for K12 and University students; or to use its an industry standard math notation and calculation tool, Mathcad or to collaborate with Vuforia Chalk (all referred to as “Educational Services”).

This Children’s Personal Information Privacy Statement explains how PTC Inc., and PTC Inc’s [Affiliates](#) (“PTC”, “we”, “us” or “our”) collects, uses, and disclosures of Personal Information, when a User uses the Educational Services, either as an individual or as a User granted access to the Service by a School, College or University (“School”). We set out the basis on which any Personal Information we collect from a User, through the Educational Service, or that is provide to us, will be processed by us. This Statement is supplemental to [PTC’s Privacy Statement](#) which explains how PTC’s processes of Personal Information in circumstances not covered in this Statement, for example when visiting a PTC facility or signing up to a webinar. PTC’s Privacy Statement also sets out how we protect Personal Information and your rights with regard to your Personal Information and how you can exercise them.

PTC’s maintains policies and practices to ensure that we are fully compliant with all applicable regulations relating to the collection and handling of Children’s Personal Information, including FERPA, COPPA and GDPR, and applicable State laws in the USA including CCPA.

COPPA and FERPA Compliance: PTC is committed to protecting the privacy of children and students in accordance with the Children’s Online Privacy Protection Act (COPPA) and the Family Educational Rights and Privacy Act (FERPA). For COPPA compliance, PTC ensures that we obtain consent from someone with parental responsibility for the child, collecting, using, or disclosing any personal information from children under the age of 13 (to which COPPA applies). Our privacy statements, including this statement provides clear and comprehensive notice to parents and guardians, detailing our data collection practices and their rights to review, delete, or refuse further collection of their child’s information. For FERPA compliance, PTC adheres to strict guidelines on the handling of educational records, ensuring that student information is only accessed and used for legitimate educational purposes. We implement robust security measures to protect student data from unauthorized access and provide schools and parents with the ability to review and correct any inaccuracies in the information we hold.

To use the Educational Services, a User must be:

- Over the age of 15 if you are resident in the EU or EEA or over the age of 12 in other countries;



OR

- one of the following:
 - an IT Administrator acting on behalf of a Qualified Educational Institution,
 - an Educator,
 - a Student,
 - a team mentor in a qualified student competition,
 - a parent of a Student or someone with parental responsibility for a Student or the consent from the person with parental responsibility.

PTC will only set up an account for a child with the consent of either:

- a child's parent or legal guardian, or
- someone with parental responsibility for a Student or who has the consent from the person with parental responsibility,
- a school on behalf of a child as the parent's agent, where the Service is to be used solely in an educational context.

1. WHAT PERSONAL INFORMATION RELATING TO A USER WILL BE PROCESSED WHEN CREATING A USER ACCOUNT AND WHEN USING A PTC EDUCATIONAL SERVICE?

For PTC's SaaS or online products including Onshape and Vuforia Chalk, it is necessary for PTC to collect and process certain Personal Information relating to the User. When using a SaaS Service, the following categories of Personal Information will be collected:

- Identifiers such as: Real names, alias, usernames, IP address, email address,
- Internet activity such as interactions with PTC's Educational Services,
- Geolocation data such as data relating to the location of the user based on IP address,
- Education information such as records of the school grade and school, records of certification with the Educational Services.

PTC does not collect Personal Information from children or students for commercial purposes. Where an account has been set up by a School on behalf of a student or child, Personal Information will be shared with the School, to enable the School to administer the account and monitor progress in the use of the Educational Service.

2. HOW WE USE YOUR PERSONAL INFORMATION?

PTC's Educational Services will process a User's Personal Information solely for the purpose of providing and improving the Educational Service. This will include:

- enabling PTC to authenticate a User, validate their entitlement to access an Educational Service and providing access to the Educational Service;
- to administer cybersecurity security controls and prevent misuse of the Educational Service;
- to manage the account and communicate to Users information about the Educational Service, as necessary.
- to enable you to participate in forums and community discussions.



The processing of Personal Information also enables a School's account administrator to configure and administer access and permissions within the Educational Service and to enable tasks to be assigned, monitored and graded, etc.

3. WHO HAS ACCESS TO A USER'S PERSONAL INFORMATION?

In the normal course of providing the Educational Services, no one from PTC will have access to any Personal Information, however in certain circumstances, and at the request of the User and/or account administrator, a PTC technical support engineer may access Personal Information in order to provide assistance.

School Account administrators will have access to all data entered into the Educational Service by the School's Users. A School account administrator is also able to configure certain Educational Services such as Onshape Education, to enable collaboration in which case certain Personal Information may be made available to teachers and other Users within the school as determined by the administrator.

4. HOW LONG WILL A USER'S PERSONAL INFORMATION BE STORED?

A User or an Educational Service Administrator has control over when Personal Information relating to a User account is deleted. To ensure that personal information is not stored longer than required for the purpose for which it was originally collected, User account data will be deleted 5 years after an account was last accessed, if not deleted earlier by the User or the Educational Service Administrator.

Comments and notes made by a User that may be associated with a shared design will persist with the design or drawing and may be deleted by the School Administrator only.

5. EXERCISING RIGHTS WITH REGARD TO A USER'S PERSONAL INFORMATION

A student, parent or legal guardian of a student may request access to a student's Personal Information, and student created content and the correction of any erroneous information or the deletion of the student's account from the Educational Service. To do so, a written request should be sent to the support team for the Educational Service in question or dataprivacy@ptc.com, (or privacy@onshape.com for enquiries relating to Onshape) The request must include the User's name and email address and details of the relationship between the requester and the User. PTC will require verification of the requester's identity and proof of relationship and verification of parental rights of the student where the request is not made by the student directly. More information concerning a User's rights with regard to their Personal Information can be found on [PTC's Privacy Statement](#).

6. AMENDMENTS

We reserve the right to change this Statement from time to time and in our sole discretion. We will alert you that changes have been made by indicating on the Statement the date it was last updated. When you use the Educational Service, you are accepting the current version of this Statement as posted at that time.

7. HOW TO CONTACT US



If you have any questions or concerns about our use of your Personal information or this Privacy Statement, please contact us using the following details:

The Global Data Privacy Officer

PTC Inc.

121 Seaport Boulevard, Boston MA 02201

Attn: Compliance Department – Privacy

or

dataprivacy@ptc.com

privacy@onshape.com

or

www.ptc.com/opendoor

International Contact telephone numbers are available on PTC's OpenDoor website.