

Privacy Information Statement - ClassDojo

What is a Privacy Information Statement?

When a digital service or application is utilised as part of the teaching and learning curriculum, schools require your consent to allow collection, use and disclosure of your child's personal information including when data is transferred and held in cloud-based storage offshore, outside Australia. The following Privacy Information Statement provides information about the application to allow informed consent to be provided.

What is ClassDojo?

Class Dojo connects teachers, students and parents to build online classroom communities, enabling daily sharing of photos, videos, and messages. Teachers can use this application for classroom tools for example, classroom noise monitor, timer, random student selector and group generator, and classroom directions, reward systems, student digital portfolios and to share classroom updates and student work.

What data is collected?

In their [Information Transparency](#)¹ page, ClassDojo state they collect personal information directly from users through online registration and usage of its platform. The types of data collected vary depending on the user role for example, teacher, student, parent, school leader. On account creation the following information is collected: names, email addresses, and profile details. Teachers can input data related to student behaviour, attendance, assignment completion, and other educational metrics. ClassDojo allows parents to manage and disable subscription prompts and notifications through email unsubscribe links, device settings, and in-app subscription controls.

How is the data used?

ClassDojo uses data to provide and improve its services, support user engagement, and develop new features. Specifically, data is used to establish user identity, deliver the services users sign up for, conduct product analytics, support historical research, and inform marketing efforts. Account IDs help identify users, while engagement data such as time spent on the platform is used for analytics and product development. The platform also shares data with trusted third-party service providers such as Amazon Web Services (AWS), MongoDB, and DataDog, all of which are listed [transparently](#)².

Is the data secure?

According to their [Security Whitepaper](#)³, ClassDojo protects user data by using strong security measures. They

use encryption, when data is sent and when it's stored. Access to data is controlled through role-based permissions, so only authorised staff can view certain information. ClassDojo also keep logs of who accesses data to monitor for any unusual activity, and it has incident response protocols in place to act quickly if a security issue arises. These steps help ensure that student, teacher, and parent information stays safe.

Who has access to the data?

Teachers, parents, and school leaders can view data relevant to their roles, such as student feedback and class activity. Authorised school administrators may access communication records for oversight. Within ClassDojo, only select staff members have access to data, and only when necessary to support users or maintain the system. Additionally, ClassDojo shares data with trusted third-party service providers such as AWS and Zendesk for hosting and support. Student profiles and messages are not publicly visible, ensuring that access remains restricted to the school community.

When is the data deleted?

[ClassDojo deletes data](#)⁴ based on user actions and retention policies. Teachers and parents can delete their accounts at any time, which removes most personal data, although some may be retained briefly for legal or security reasons. Student data, such as feedback points and comments, is automatically deleted after one year, and inactive student accounts are removed after twelve months. Schools can also request deletion of school-wide data through an authorised representative. Some shared content, like messages or posts, may remain visible to other users even after an account is deleted.

Where is the data?

The data is hosted with AWS and MongoDB Atlas in the USA; however, NTG owns its data.

Further Information

[ClassDojo website](#)⁵

[ClassDojo Privacy Policy](#)⁶

[Department of Education and Training privacy information and management](#)⁷

[Northern Territory Information Act and Information Privacy Principles](#)⁸

Feedback regarding the Department of Education and Training's management of this service can be made through your school or the [Education and learning complaints website](#).⁹

¹ <https://www.classdojo.com/en-gb/transparency/?redirect=true>

² <https://www.classdojo.com/en-gb/transparency/?redirect=true>

³ <https://www.classdojo.com/en-gb/security-legal/?redirect=true>

⁴ <https://help.classdojo.com/hc/en-us/articles/203730319-Data-Deletion-and-Retention>

⁵ <https://www.classdojo.com/en-gb/>

⁶ <https://www.classdojo.com/en-gb/privacy>

⁷ <https://education.nt.gov.au/policies/conduct>

⁸ <https://infocomm.nt.gov.au/>

⁹ <https://nt.gov.au/learning/complaints>