Follett Destiny

Part 1	
Resource Type (Digital or Application)	Application
Application/Software Title (with links)	**Follett Destiny** https://follettsoftware.com/
Developer/Vendor	Follett Software, LLC
Privacy Policy, Terms of Use (Links)	https://follettsoftware.com/privacy-policy/ https://follettsoftware.com/terms-of-use/
Description of Application and its Educational Value (Refer to "About Us" page, if applicable) *What is the initiative? Describe your initiative in enough detail that a reader who knows nothing about your work will understand the purpose of your initiative and who your partners and other stakeholders are. Describe what you're doing, how it works, who is involved and when or how long your initiative runs.*	**Follett Destiny** is an integrated digital platform used by schools and districts for managing library and resource collections—including textbooks, devices, and digital content—while supporting circulation, inventory tracking, reporting, and student resource discovery.
Part 2	
Is this initiative a data-linking program under FOIPPA? *If yes, this PPIA must be submitted to the Office of the Information and Privacy Commissioner (OIPC). A data linking program is when multiple distinct data sets are used in conjunction with each other. (E.g. MyED information used in School Messenger)*	No
Is this initiative a common or integrated program or activity (CIPA)? *If yes, this PPIA must be submitted to the Office of the Information and Privacy Commissioner (OIPC). A CIPA is a program or activity that provides one or more services through a public body either working collaboratively or on behalf of other public bodies or agencies.*	No
What Personal Information (PI) is involved? *List all the PI elements that will be collected, used, and/or stored through the use of this app by (but not limited to): students, staff, parents, and vendors, even unintentionally. If the answer is 'none', then skip to PART 5 and submit this PPIA to the Privacy Officer for completion.*	• Identifying information (Name, email address, phone number, mailing address, login credentials) • Library circulation history (e.g., checkouts, overdue fines) • Device information (IP address, device/browser type, geolocation, cookies) • Payment information (credit card, transaction records)
Use *What is the PI used for (purpose)?* *Will the PI be used to make decisions that directly affect individuals? Does the vendor/provider use collected PI for other purposes, e.g., to advertise its services to students, teachers or parents?*	• Follett collects information to manage resources, provide customer support, personalize recommendations, process transactions, and improve services through analytics.

	• This data helps create personalized offerings but is not used for automated decisions that could negatively impact students, like grading. • Follett may also use your information to send advertisements or special offers for its products or those from third parties you have consented to receive.
Disclosure *Who will/might access the PI?* *How might the vendor/provider share the collected PI? What disclosure to 3rd parties might occur (which 3rd parties) and the type of PI being disclosed/shared. How might disclosed PI be used (see above)?*	• Personal information (PI) may be accessed by Follett staff, school or district administrators, and authorized third-party service providers for account management, support, and service delivery • PI may be shared with vendors handling hosting, analytics, email communications, and payment processing, including data such as names, emails, school affiliation, student IDs, and usage activity • Disclosed PI is used strictly for platform functionality, technical support, and transaction processing, under confidentiality agreements
Security *Describe the measures put in place, including those implemented internally and by the provider, to secure the PI and to prevent unauthorized access to the PI. Describe the technical and physical measures in place to protect the PI.*	Follett Destiny protects personal information (PI) using encrypted data transmission, role-based access, password policies, and audit logging. Servers are secured with restricted physical access, and staff or providers operate under confidentiality agreements. The system is SOC 2 Type 2 certified and supports SSO authentication for added security.
Part 3	
Will any PI be stored outside Canada? *Yes or No. If No, skip to PART 4*	Yes
Is any of the PI 'sensitive'? *Click on link above to determine if PI is considered sensitive*	No
Where is the PI being stored? *Where, what regions are the PI being stored in, including backups. What hosting providers are being used?*	It stores PI primarily in Microsoft Azure data centers located in the US, Canada, the European Union, and Australia. This includes both primary data storage and backups, ensuring data residency within these regions. Follett employs Microsoft Azure as its cloud hosting provider to support its Destiny suite of applications.
Part 4	
Ownership and Retention of PI *Who owns the PI, according to applicable contracts/agreements. Describe the provisions, controls and guarantees in place on the retention of PI: storage before expiry, backups, destruction/deletion of PI*	Ownership of PI remains with the school district that contracts Follett Destiny. Follett acts as a service provider or data processor, handling PI on behalf of the district. • PI is stored securely in Follett's cloud infrastructure, primarily hosted on Microsoft

	Azure, with data centers located in the U.S., Canada, EU, and Australia
	• Regular backups are maintained within the same secure cloud environment to support disaster recovery and ensure data integrity
	• PI is retained only as long as necessary for educational or legal purposes. Institutions may request correction or deletion of PI.
Accuracy of PI *Describe the provisions that allow individuals to request corrections to their PI held within the application/service*	Individuals can contact Follett's privacy team directly at privacy@follett.com or by phone at 1-800-222-0858 or 708-884-0230 to request access, correction, or deletion of their personal information.
Part 5	
Recommendation *Recommendation for **Approval, Abeyance/Suspension** (pending further review) or **Rejection**, based on a review and assessment of Privacy Risk. For an approval, provide any applicable conditions of use and/or other risk mitigation measures advised to achieve an acceptable level of privacy risk*	**Approved.**
PIA Version	1.0
Date Created	08 July 2025
References	https://follettsoftware.com/privacy-policy/ https://follettsoftware.com/terms-of-use/ https://follettsoftware.com/cloud-hosting/ Destiny System Backups Destiny Security