Google Read&Write

Part 1	
Resource Type (Digital or Application)	Application
Application/Software Title (with links)	**Google Read&Write** https://edu.google.com/resources/get-started/apps/details/?app-name=read---write https://www.texthelp.com/products/read-and-write-education/for-google-chrome/
Developer/Vendor	Texthelp
Privacy Policy, Terms of Use (Links)	Texthelp Privacy Policy https://policies.google.com/privacy?hl=en https://policies.google.com/terms?hl=en
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.*	**Google Read & Write** is a literacy support tool developed by **Texthelp** that integrates with Google Chrome and Google Workspace. It provides assistive features to help users with reading, writing, comprehension, and research tasks.
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 (Full name, email address, address, phone number, age, identification number) • Behavioral data (Keystroke logging, clicks, mouse movements, scroll activity, tab usage) • Content Data (Text, images, videos, sounds, and hyperlinks displayed or interacted with in-browser) • Device information (IP address, device/browser type, geolocation, cookies)

	• Payment information (credit card info linked to Google Account)
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?*	• Collected data enables features like text-to-speech (TTS), translation, dictionary lookup, and speech-to-text – essential to assistive features and service optimization. • Developer does not use data for marketing or ads • Data may be used by Google to personalize ads, but not from Docs, Gmail, etc.
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)?*	• Texthelp accesses user email addresses (or tokens), device/browser info, and usage analytics to enable login, licensing, and app features. • Text entered into tools like text-to-speech or OCR is processed temporarily, encrypted in transit, and not stored. • PI is shared only with Google/Microsoft (for login) and AWS (for hosting), under strict contracts.
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.*	• Data is encrypted in transit and at rest, with secure HTTPS/TLS protocols and AES-256 encryption, ensuring protection during storage and transfer. • Access is tightly controlled through minimal extension permissions, two-factor authentication for developers, and Google's internal role-based access, audits, and compliance with ISO and SOC standards.
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*	Yes
Where is the PI being stored? *Where, what regions are the PI being stored in, including backups. What hosting providers are being used?*	Data is stored in Salesforce CRM, and this information is stored in AWS data centers. The location of storage is based on the customer's location. If you are based in North America, your data will be stored within the US. For Customers based anywhere else in the world, your data will be stored in the EU.
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*	• **Ownership**: Schools/districts control their data; Texthelp processes it on their behalf.

of PI: storage before expiry, backups, destruction/deletion of PI	• **Retention**: Data is stored only as needed—encrypted, backed up in AWS Ireland, and periodically anonymized. • **Deletion**: Users/institutions can request deletion; data is anonymized or destroyed upon expiry.
Accuracy of PI *Describe the provisions that allow individuals to request corrections to their PI held within the application/service*	Users can send an email to dataprotection@texthelp.com for changing, modifying, and removing personal information from their database.
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*	**Conditionally Approved.** Conditions of Use: • Limit entry of sensitive personal information • Ensure students and guardians are informed about data collection and can opt out of marketing or analytics features.
PIA Version	1.0
Date Created	16 July 2025
References	https://academy.texthelp.com/read-and-write-education/ https://www.texthelp.com/privacy/#contact https://www.texthelp.com/google-privacy-policy/ Texthelp Information Security Policy