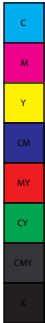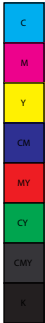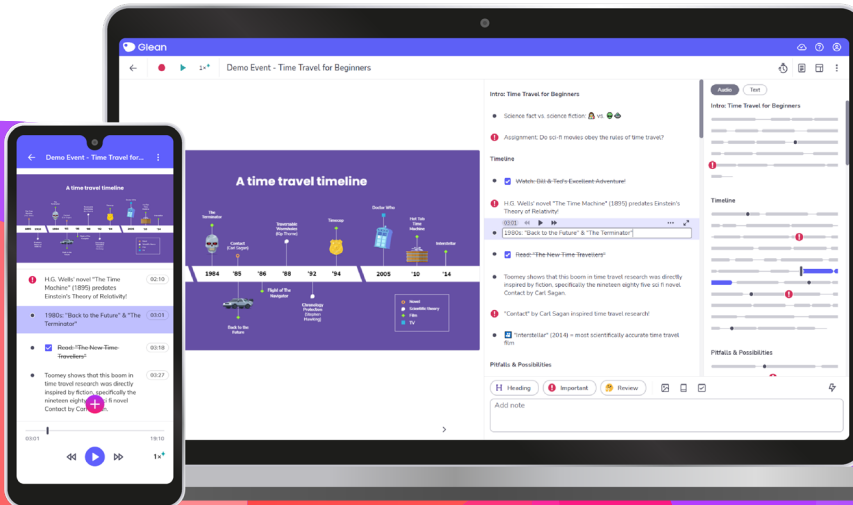Glean

How Glean keeps your students' data safe

What is Glean?

Glean is the class study tool that **improves grades, boosts confidence and reduces stress** so that more students graduate successfully.

Students use Glean to make an audio recording of class, and take great notes using Glean's scaffolded note taking process. Glean is a web and mobile app that syncs automatically via the cloud to ensure students can access their notes wherever they are.

Our customers

We pride ourselves on building long lasting partnerships with institutions. **More than 600** higher education institutions trust Glean to provide safe, reliable learning support.

HARVARD UNIVERSITY

Cornell University

UNIVERSITY OF **NOTRE DAME**

DARTMOUTH

COLUMBIA UNIVERSITY IN THE CITY OF NEW YORK

UCLA

"The customer service with Glean is phenomenal. There are so many resources, but whenever I can't find an answer I get a response within a few hours."

Anne Osowski, College of Charleston

Security Accreditations

HECVAT

The higher education information security community, EDUCAUSE, Internet2, and the Research & Education Networks Information Sharing & Analysis Center (REN-ISAC) created the Higher Education Cloud Vendor Assessment Toolkit (HECVAT), a questionnaire framework specifically designed for the higher education sector to measure vendor risk. The HECVAT aims to standardize InfoSec and data protection requirements around service providers.

Glean has completed a HECVAT Full version 2.11 self-assessment for Glean Web and Glean Notes mobile app. The aim of the assessment is to show our compliance with industry standards and explain the security and privacy protocols that we have built into our infrastructure.

Our HECVAT is a living document that we update regularly.

You can view it at
glean.co/security
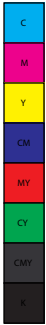
SOC 2 Type 1

A SOC (Service Organization Controls) 2 Type 1 audit evaluates an organization's information security systems relevant to security, availability, confidentiality, and privacy, at a single point in time. It aims to determine whether the internal controls put in place by the organization to safeguard its data are sufficient and designed correctly. SOC 2 is based on the Auditing Standards Board of the American Institute of Certified Public Accountants' (AICPA) existing Trust Services Criteria (TSC).

Glean underwent a SOC 2 Type 1 audit in April 2021, which was carried out by US financial advisory company Boulay Group.

You can view the attestation report at
glean.co/security

Security Accreditations

Independent Security Review by GreyCastle Security

GreyCastle Security is a US-based service provider dedicated exclusively to cybersecurity and the practical management of cybersecurity risks. GreyCastle provides Risk Assessment, Awareness, Vulnerability Assessment, Penetration Testing, ISO and Incident Response services to businesses throughout North America and beyond. The team is comprised solely of certified professionals and former security officers.

During May and June 2022, GreyCastle carried out a Vendor Risk Assessment (VRA) based on the information Glean provided in the HECVAT together with the SOC 2 Type I report, as well as our internal processes and policies relating to information security. GreyCastle gave Glean its highest rating of 'A' - finding zero High, Medium, or Low risks, and only four observations.

View the full VRA report at
glean.co/security
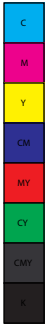
Marius Atkinson
Head of Data &
Systems at Glean

"At Glean one of our core values is 'Trust is foundational'. This core value is always at the heart of what we do. This is incorporated in how we design and build our product and our infrastructure; we always want customers to trust that we will protect them and their data. **We never collect data unless necessary, anonymise where possible, and delete shortly after use.**"

Scan the QR code to learn more about InfoSec at Glean, including:

- **Penetration testing**
- **Glean Platform Data Diagram**
- **Data Security and Privacy Policies**

"I am very grateful for the wonderful customer service that we've received. You have been so helpful to us here at NJCU. We greatly appreciate you and the collaboration, and we look forward to getting more of our students to use Glean!"

**Director of Specialized Services
New Jersey City University**

Learn more about InfoSec at Glean at

▶ **glean.co/security**

Glean