

Team: MakeOne

Pupilpath

- Data not encrypted
- Clunky UI – Android app was barely functional, mobile web UI did not work well
- Mandated by the DOE
- No EULA/Privacy agreement
- Sketchy customer service from parent company
- Students and teachers were not happy using this platform – clunky, unable to use the API to automatically update grades

Currently, the site addresses, <https://www.pupilpath.me/> and <https://www.pupilpath.net/>, which were originally login portals, remain an overview page explaining the functionality of PupilPath

Privacy Policy

<https://nypost.com/2019/07/13/carranza-crony-hired-despite-stake-in-company-thats-made-millions-in-business-with-doe/>
<https://nypost.com/2022/03/26/nyc-students-have-personal-data-hacked/>

<https://www.chalkbeat.org/newyork/2022/1/14/22884049/nyc-school-skedula-pupilpath-outage-attendance-gradebook/>

FW: Support Case 02279301: EULA Request for PupilPath External Inbox X Email Print Copy

 Amy Rickels <amy.rickels@renaissance.com>
to me ▾Mon, May 12, 3:40 PM (2 days ago) Star Reply More

Hello – PupilPath is not distributed for use. If you have access to any instance of PupilPath software, you are required to delete it, as it is not an authorized application for distribution.

Thank you for your attention to this matter.

Amy Rickels (she/her)
Corporate Counsel | Legal

Renaissance
See Every Student.
www.renaissance.com | [Renaissance Privacy Policy](#)

From: General Support <support@renaissance.com>
Sent: Wednesday, May 7, 2025 5:49 PM
To: tyang50@stuy.edu
Cc: Contracts <contracts@renaissance.com>
Subject: Support Case 02279301;

Cc: Contracts <contracts@renaissance.com>

Subject: Support Case 02279301:

SAFE SENDER: This is a communication for Renaissance Learning approved by the Information Security Team. As a reminder, when you are suspicious of an email, click the "Phish Alert" button.

Good Afternoon,

Thank you for contacting Customer Support!

To my knowledge, PupilPath was no longer available as of 6/30/22 and Renaissance Learning did not acquire Illuminate Education until 8/24/22. That being said, I have cc'd our Contracts Team to see if they can assist you with the EULA for PupilPath.

Thank you,



Kathryn Cumberland
Support Agent Senior
[Submit a Support Request](#)

Renaissance
See Every Student.

<http://www.renaissance.com> | [Renaissance Privacy Policy](#) | [Unsubscribe](#)

----- Original Message -----

From: no-reply <donotreply@renaissance.com>

Sent: 5/7/2025, 12:18 PM

To: iyang50@stuy.edu

Subject: Support Case 02279301 Was Created

----- Original Message -----

From: no-reply <donotreply@renaissance.com>

Sent: 5/7/2025, 12:18 PM

To: iyang50@stuy.edu

Subject: Support Case 02279301 Was Created

Hello,

Thank you for contacting Renaissance Customer Support! We look forward to reviewing your inquiry and will respond within 1 business day. Your case number for reference is 02279301.

Did you know that you can access help articles, view updates on new releases, find login assistance and more on our website? Just visit the [Renaissance Support Center](#)

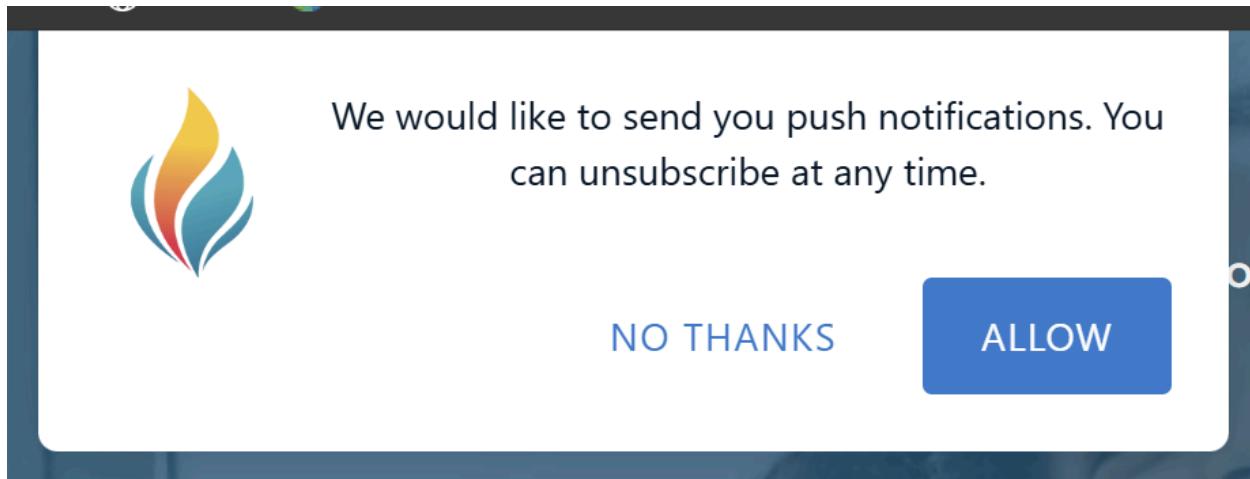
Regards,

Renaissance Customer Support

thread::flrddGsO4Otj89ayFDaNFE::

Disclaimer: The information contained in this communication may be confidential, is intended only for the use of the recipient(s) named above, and may be legally privileged. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication, or any of its contents or attachments, is strictly prohibited. If you have received this communication in error, please return it to the sender immediately and delete the original message and any copy of it from your computer system. If you have any questions concerning this message, please contact the sender. Emails sent to and from Renaissance Learning, Inc. and its affiliates are monitored and subject to disclosure, including in connection with regulatory or other legal proceedings.

Disclaimer: The information contained in this communication may be confidential, is intended only for the use of the recipient(s) named above, and may be legally privileged. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication, or any of its contents or attachments, is strictly prohibited. If you have received this communication in error, please return it to the sender immediately and delete the original message and any copy of it from your computer system. If you have any questions concerning this message, please contact the sender. Emails sent to and from Renaissance Learning, Inc. and its affiliates are monitored and subject to disclosure, including in connection with regulatory or other legal proceedings.



[Privacy Policy - Illuminate Education](#)

Last update 8 years ago (even before data hack)

[Security & Privacy - Illuminate Education](#)

Tells u to check every time u use service

[List-of-entities-to-which-IE-discloses-Personal-Data.pdf](#)

2022:

Security

We protect your data like it's our own. In alignment with the Family Educational Rights and Privacy Act (FERPA), we deploy meaningful safeguards to protect student data.

Student Data

We pledge our unwavering commitment to student data privacy.



Privacy Policy

We aim to give educators the confidence that all your data remains secure when you use our site and services.

NOW:

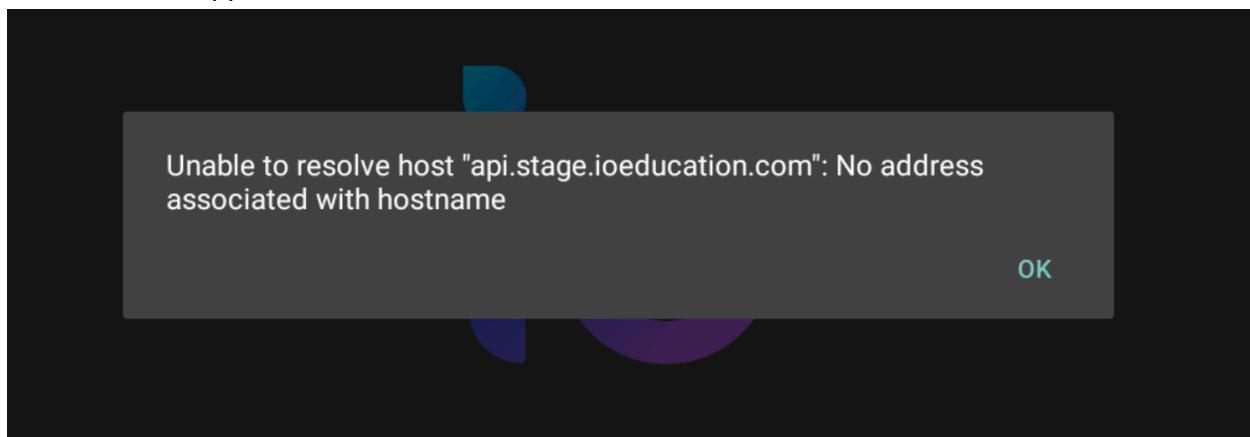
How Your Information is Protected

Whether collected directly from our Website or maintained on behalf of your Educational Organization, protecting the privacy of your information is important to us. We take security measures—physical, electronic, and procedural—to help defend against the unauthorized access and disclosure of your information. In addition to the restrictions discussed in this Privacy Policy, our employees are required to comply with information security safeguards, and our systems are protected by technological measures to help prevent unauthorized individuals from gaining access. The specific measures Illuminate takes to secure your information are defined by the contract between Illuminate and your Educational Organization. These measures meet or exceed the requirements of applicable federal and state law. Illuminate's employees are trained to observe and comply with applicable federal and state privacy laws in the handling, processing, and storage of your information.

Despite these precautions, no system can be completely secure and there remains a risk that unauthorized access or use, hardware or software failure, human error, or a number of other factors may compromise the security of your information.

Information stored by Illuminate on behalf of Educational Organizations is retained for educational purposes, and ultimately disposed of, pursuant to the contract between Illuminate and the Educational Organization.

OPENING the app:



Privacy Policy

Thank you for downloading PupilPath! At Illuminate we strive to constantly improve our apps and services. To accomplish this we collect some anonymous information about your device and usage of the app.

We also value your privacy, and will never share this information or use it for any other purpose. You can view our comprehensive privacy policy at any time in the About section of the app or by visiting <https://www.illuminateed.com/privacy-policy/>

OK