

SECURITY, PRIVACY, SETUP, OH MY!

A guide to Kahoot!'s security & privacy, plus IT setup and safe Kahoot!'ing

Introduction

Kahoot! aims to make learning awesome for learners, educators, trainers and all masters of curiosity out there. To do this, sharing content is big part of the game-based experience we deliver. Today, there are more than 20 million public games on our platform. Teachers/trainers often play existing games created by other Kahoot!'ers or duplicate and edit them to fit their needs. But we need to make sure that this is done securely. It's a big priority for us to use organizational, technical and administrative measures to protect your Personal Information on the Kahoot! platform and mobile apps. Here you'll learn about our approach to accomplishing this, as well as get tips on how to ensure Kahoot! is used safely in your organization.

Security

Internal Practices

- We have policies in place to not store personal data without a clear need.
- Each K!rew member is given access to data based on their role.
- We have established offboarding processes, including access removal.
- We internally enforce multi-factor authentication.
- Firewalls limit access to all systems.
- We do code reviews and have internal tools to make sure we release quality updates.
- We use an external company for regular penetration tests following OWASP standards.
- Our providers guarantee security & best-practices for physical and environmental risks.
- 3rd parties have contractually limited data access based on services rendered.
- We have monitoring tools & routines for identifying potential privacy breaches.

Infrastructure

- Servers are geographically distributed with failover methods in place.
- We do regular backups, and backups are tested often.
- We have end-to-end encryption in transit.
- We use standard encryption to end-users as well as internally between our datacenters.
- We don't mix production and non-production, we have separate environments for each.
- We dispose of used servers by securely wiping all data contained on them.
- Security updates are automated.

Data privacy & young student accounts

Data privacy

Kahoot! cares about your privacy and wants you to be familiar with how we collect and treat information. **We do not collect any Personal Information from a person who merely plays a kahoot.** But in order to create or host a kahoot, a person must create an account at <https://kahoot.com>. You can read our Privacy Policy at <https://kahoot.com/privacy-policy/>.

What we collect and how

If someone of age 13 in the U.S. (16 elsewhere) or older creates an account we may collect Personal Information. This may collect name, email address, profile picture, and biographical info, browser and device info, usage data, and demographic info. While an email is all we require to create an account, other Personal Information may be collected through various ways, including:

- **Our Services or App:** such as when you sign in, create your account, or edit your profile
- **Offline:** such as when you contact customer service
- **Automatically through browser or device:** such as a MAC or IP address, OS, and browser
- **Through cookies, pixel tags, or similar:** such as pages visited or time spent signed in
- **Analytics tools:** such as Google Analytics

How we may use Personal Information

- To respond to your inquiries or requests, such as to send you newsletters.
- To send administrative info to you regarding our Services or changes to policies.
- To share information we believe may be of interest to you, subject to your consent.
- To personalize your experience while using our Services.
- To allow participation in sweepstakes, contests, or similar promotions.
- To allow you to share your kahoots, or notify you when one is shared with you.
- To notify you when a public kahoot of yours has been featured on our Services.
- For business purposes, such as data analysis, fraud monitoring, or improving our Services.

How we may share Personal Information

- To 3rd party services we use for web hosting, data analysis, IT and infrastructure provision, customer service, email delivery, auditing and other services.
- To trusted 3rd party sponsors of sweepstakes, contests, or similar promotions.
- To identify you when you share a kahoot or other messages through our Services.

Child accounts

The Children's Online Privacy Protection Act (COPPA) requires we gain parental consent for students under 13 unless we only collect "a persistent identifier and no other personal information

and such identifier is used for the sole purpose of providing support for the internal operations of the Web site or online service.” ~ §312.5(c)(7)

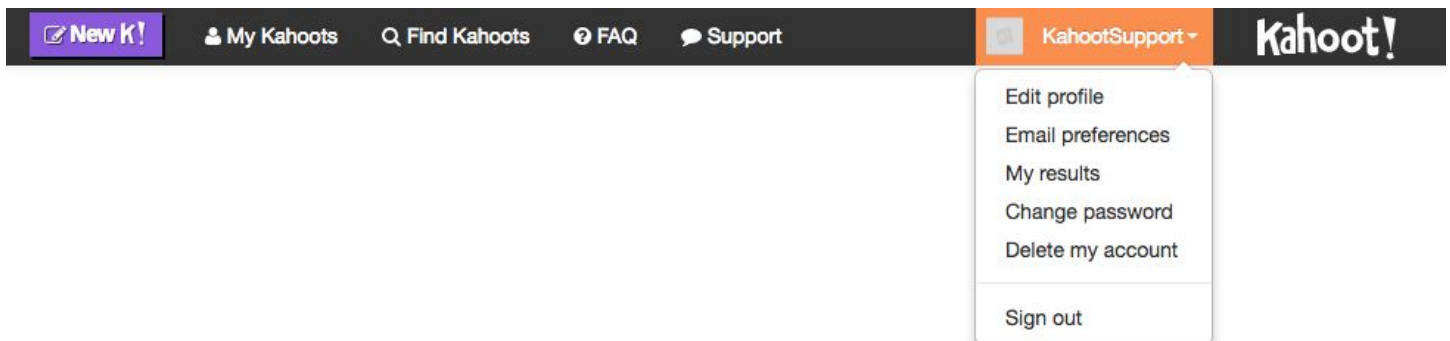
If someone under 13 (under 16 elsewhere in the world) creates an account, we collect their email, which is immediately and permanently altered so it can only be used for password resets. It cannot be used to contact the student. Students must also provide a username and password, which are used for login purposes only.

Altering Data

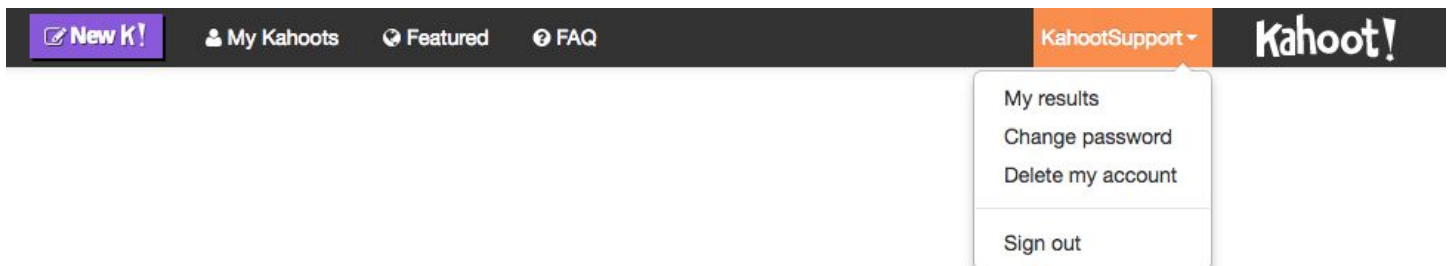
If you would like to review, correct, update, suppress or delete Personal Information on your account or account of a child you have authority to grant parental consent for, you can contact us for help using the information found on the last page of this document.

Tools

If you have access to the account, you can sign in and click your username in the top nav bar to access your account menu. This will let you edit Personal Information in your profile, set preferences on what we can email you about, view results from kahoots you hosted, change password, or delete your account.



If you have access to the account and it is for a child, the profile cannot be edited until the child reaches age 13 in the US (16 elsewhere). Email preferences are not available, as their email can only be used for password resets.



If you are unable to sign in but have access to the email on file, use our password reset tool at <https://create.kahoot.it/#forgotpassword> to receive an email message that includes your username and a temporary link to a secure site that let's you create a new password. This email is sent instantly after you submit your email. The temporary link is valid for 24 hours.

If you are unable to sign in and do not have access to the email on file, you will need to contact the IT admin of the organization that owns the email domain and request they re-establish your email access.

IT Requirements

Browsers and devices

Kahoot! offers web platforms that are fully supported on the latest two versions of Chrome, Firefox, Safari, Edge, and IE. Windows 10 apps are available that provide shortcuts to our web platforms.

Platform URL	Windows 10 app
https://create.kahoot.it/	Kahoot! Create
https://kahoot.it/	Kahoot! Play

You can also install our iPhone/iPad and Android apps on supported operating systems.

Operating System	Supported Versions	Link
iOS	9 or newer	App Store
Android	4.4 or newer	Google Play

We do not support customized distributions or root/jailbreak versions. Chromebooks that support Android apps can use our app.

Network Settings

If using a firewall, Kahoot! needs access to ports 80 and 443 on these domains:

<https://create.kahoot.it> <https://play.kahoot.it> <https://kahoot.it>
<https://test.kahoot.it> <https://media.kahoot.it>

SSL is used to encrypt data between devices and servers. Networks that monitor SSL activity sometimes replace our certificates with it's own. This can cause authentication errors. The above URLs may need to bypass network monitoring.

Kahoot! uses secure websockets, which may be a problem for proxy servers. You might need to whitelist our websockets URLs:

<wss://play.kahoot.it/cometd> <wss://kahoot.it/cometd>

Cookies are also used to support the internal operations of the services.

Player capacity and internet bandwidth

Kahoot! supports up to 4,000 devices in a single live game. Below are recommended minimum bandwidths based on the number of participants.

20 players	2 Mbps
50 players	3 Mbps
100 players	5 Mbps
500 players	23 Mbps
1,000 players	45 Mbps

A hardwire connection is recommended for hosting games.

If planning a game with more than 1,000 players, [please review this help guide](#).

Email security settings

If a user forgets their password, they'll need to receive an email from noreply@getkahoot.com to complete a password reset. An exception to security settings on your organization's email domain may be needed to ensure these messages can be received.

Safe Kahoot'ing

Via <https://create.kahoot.it/>, people can browse public content created by other users on the platform. As outlined in our [Terms and Conditions](#), we cannot pre-screen all content.

Previewing and reporting kahoots

It's important that people carefully review any content they plan to use that they didn't create.

The best way to pre-screen a game is to test-play it!



On a kahoot's details page, there's a "preview" button found in the menu at the bottom right of the screen that simulates a game and a student device so you can review all questions, answers, images, and videos.

If you find inappropriate content, please use the report link on the details page to notify our moderators of what you found.

Hosting kahoots

With games played in social settings, there's always some risk of mischief. If some of the participants decide to partake in such behaviors, we don't want that to sour the game experience

for others. . Here are some examples and measures we've put in place to prevent that from happening.

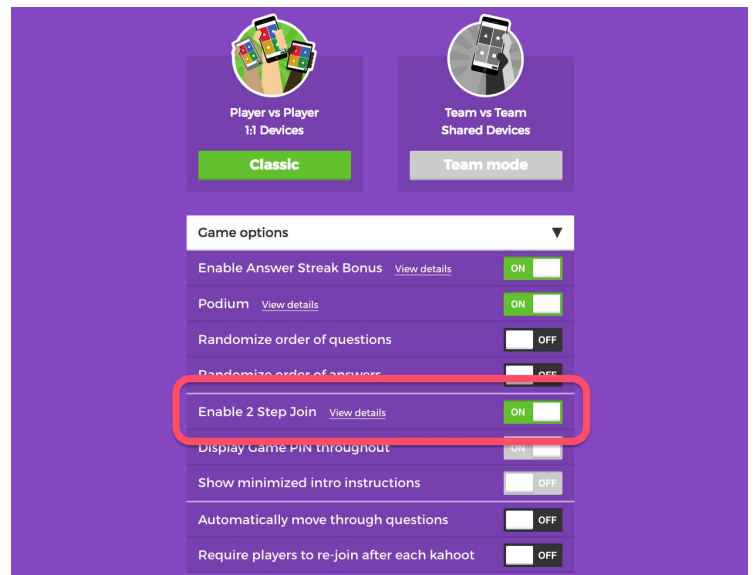
Inappropriate nicknames

We have a profanity filter in place that monitors nicknames. If an inappropriate term is identified, the nickname will be replaced with a generic word. If an inappropriate term (or variation) slips past our profanity filter, please contact us to advise what it was. We'll be happy to update our filter and prevent this in the future.

Sharing PINs via text or online

Participants sometimes try to share your live kahoot PIN via text, social media, or online forums. This may results in several people (more than in your room) joining your kahoot.

To prevent this, turn on the game option "Enable 2 Step Join" before you choose "Classic" mode. This will require participants to enter your PIN, and then press four buttons in a specific sequence. The correct sequence displays only on your screen and changes every seven seconds. This should pose a minimal inconvenience to those in your room, while making it impossible for others outside.



Have more questions?

Get in touch anytime - whether you need a hand, or just want to say hello.

Tweet us [@GetKahoot](#) or [@KahootSupport](#)
Message us through our [Facebook page](#)
Email us at hello@kahoot.com

U.S. Office
Kahoot!
701 Brazos St., Suite 1608
Austin, TX 78701

HQ
Kahoot! AS
Tordenskiolds gate 2
0160 Oslo, Norway