

Notification of the collection of personal information by ProctorU

In order for UNE students to participate in an online exam delivered or invigilated by ProctorU, or the 'try it out' exam, personal information will be collected. The nature of the personal information to be collected and its management by ProctorU, is outlined in the collection notice below.

Collection Notice:

ProctorU will collect personal information from UNE students undertaking online examinations, for the following purposes:

1. To assure the identity of the student undertaking the examination.
2. To ensure the security of exam conditions at the student's location.
3. To provide assistance to a student during or following an exam session, if required.

What kind of personal information is collected about a student, and why?

To assure a student's identity, ProctorU will require the following:

- Student's name and contact details (to facilitate registration and for use during the exam if assistance is required)
- A clear and unobstructed view of the student's face via the student's computer camera or webcam, and the recording of a Government issued Photographic ID card to verify the student's identity.

To provide assurance about the security of exam conditions at the student's location, ProctorU will require the following:

- Access to the student's computer via remote connection.
- Control of the student's computer to conduct integrity checks.
- Video access of the room in which the student will undertake the exam.

In addition, ProctorU will also conduct biometric keystroke assessments¹ under exam conditions, to validate a student's identity.

How will ProctorU store the personal information collected from UNE students?

- Personal information collected via ProctorU will be stored in secure cloud-based servers in the United States for a minimum of two years and maximum of seven years.
- Records collected and used by ProctorU to verify student identification, will be stored for a maximum of two weeks and then destroyed.

How will student information be used to support the online examination process?

The personal information provided by students engaging with online exams will be used by UNE staff (ie. Unit and Course Coordinators, University support and administrative staff,

¹ *Biometric keystroke assessments record the personal typing patterns of students. The assessment is an automated method of identifying or confirming the identity of an individual based on the manner and the rhythm of typing on a keyboard*

including staff from UNE's Online Exams and Results Team and staff from the Student Grievance Unit as appropriate) and the University's third party provider (ie. ProctorU) to facilitate online exams and associated activities. Associated activities may include the review of student examination information in the event of an allegation of academic misconduct or an appeal.

How can students correct or update the personal information collected by ProctorU?

Students needing to correct or update their personal information can do so by contacting UNE's Online Exams team (via the '[Contact Us](#)' tab, or by phone (+612) 6773 2145).

How can students be assured their personal information will be used and managed appropriately?

- ProctorU is bound by its contractual arrangement with UNE to comply with the University's [Privacy Management Rule](#).
- Personal Information provided at registration is also subject to the ProctorU's [Terms of Service](#) and its [Privacy Policy](#).
- The collection, use, storage, access, and disclosure of personal information is governed by the Privacy and Personal Information Protection Act NSW (PPIPA) as outlined in [UNE's Privacy Management Rule](#) and on the University's [Privacy](#) web page.

Can a student choose to 'opt out' of the online examination process delivered/invigilated by ProctorU?

Yes. If a student does not consent to provide the personal information required by ProctorU, or cannot access the online examinations due to accessibility challenges, they will be unable to complete a remote invigilated exam. Under those circumstances:

- The student must contact their Unit Coordinator to advise them of their choice/situation.
- The Unit Coordinator will provide an alternative assessment to the student, depending upon unit requirements and the requirements of any external accrediting bodies.

Students are welcome to discuss their privacy concerns in relation to online examinations or the collection, management and security of their personal information by ProctorU, by contacting the University's Privacy Officer (privacy@une.edu.au).

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Document approval: This document has been approved by the University's Academic Board Standing Committee at its meeting of 12 May 2020. The document is scheduled for further review by end September 2020 or at the point of a change in the University's arrangements with ProctorU, whichever is the earliest.