

## ProctorU Exams Privacy FAQ's - Western Sydney University

At Western Sydney University our priority is to support students in their academic success while ensuring the health of our University community. The COVID-19 pandemic has required us to change our assessment approaches in keeping with the advice from government and health authorities. This means we are not holding any face to face exams for the current teaching periods. Many exams have been changed to alternative assessments and assignments. We are only using online exam proctoring where we need to ensure high levels of academic integrity and meet accreditation requirements, while ensuring students' health and safety.

The privacy of our students is very important to us and all personal information collected and stored is done so in accordance with our Privacy Policy and Privacy Management Plan.

### Why does my exam need to be proctored?

Although many exams have been replaced with alternate assessments, some Units still require a formal examination to meet accreditation requirements or to ensure the academic integrity of the discipline. During the current COVID-19 pandemic situation, the University must follow government and health authority instructions and ensure the health and safety of students and staff is not compromised. This is why we are not able to conduct exams on campus. Most exams due to be held in June have been changed to alternate assessments or exams that will be delivered directly via vUWS. In the case where exams need to be proctored (invigilated) due to accreditation requirements or to ensure a high level of academic integrity, a secure online proctoring service will be used to invigilate these exams.

### What personal information will be collected, and why is it being collected?

For a proctored exam, you are requested to create a profile with ProctorU (Live+/Review+). The information you provide when you create your profile is used to verify your identity on exam day. This is the same process as your student ID check and record of attendance for on-campus exams. Some contact information is also collected. Your email address is only used to send reminders for your upcoming exams, not for marketing purposes. Your phone number is used in case you are disconnected from the exam and your proctor needs to contact you to help you reconnect.

### Can ProctorU access all the personal data on my computer?

ProctorU cannot access your personal information on your computer. Remote access will be requested and can only occur with your permission. If you have a Live+ (human) proctored exam, the proctor will ask your permission to take control of your mouse to put in the exam password to start your exam or to help you solve any technical issues. The proctor will check the applications and hardware running on your computer but cannot see the content. All proctor activity during the exam session is logged and recorded. Only a limited number of WSU staff have access to these recordings, and will only be viewed if potential misconduct issues are flagged.

Remote access is not required for Review+ (technology) proctored exam unless the student reaches out to ProctorU for help with technical issues.

### How will personal information be collected?

The image taken of your Student or government issued ID will be deleted after seven (7) days. This image is only used to verify your identity on the day of your exam.

ProctorU cannot access your computer through either the "logmeinrescue" app or the ProctorU Chrome or Firefox plugin. If you have concerns, you can delete the ProctorU Chrome or Firefox plugin as well as the "logmeinrescue" app from your computer as soon as you have completed your exam.

The university's contract with ProctorU includes a requirement that ProctorU maintain a formal security program in accordance with industry standards and which must be able to protect the security and integrity of the services being provided and the information being collected.

### Can personal information provided to ProctorU be deleted?

The university will request deletion of personal information as soon as results and all record management activities are completed for the teaching session. The University owns this data not ProctorU. If you have concerns, you can email [examinations@westernsydney.edu.au](mailto:examinations@westernsydney.edu.au) and request that your information is deleted. If this is prior to your result being finalised, you will be provided with advice as to how this may affect your final result.

### I'm not comfortable with a proctor looking around my room

In your Live+ exam the proctors are trained professionals who supervise and support many students on a weekly basis. Proctors are bound by a code of conduct that requires them to act ethically and professionally in all dealings with you and your information. The video recorded during your Live+ exam is only reviewed if misconduct issues have been raised, either by the Proctor, or if you report any technical or disconnection issues that may be reviewed in order to prevent similar issues arising with future exams.

### Has the University assessed the risk of using ProctorU?

The University conducted a thorough risk assessment as part of the evaluation of ProctorU's practices, including those related to student privacy and the protection of student data. Test taker data, such as image capture during the exam, is only used in case of academic misconduct and access is limited to authorised WSU staff to ensure the integrity of the exam. The only information that is collected is that which directly relates to the operation of the exam.

In addition, staff at Western have done rigorous testing and security checks including scenario testing to ensure there are no data breaches and the product that is offered to our students is of a high standard.

### Has the University used ProctorU for exams before?

The university conducted more than 800 exam sittings in the Quarter 1 final exam period this year (during March/April), as well as some mid-semester exams. Student feedback was overwhelmingly positive and confirmed that the service meets our requirements and has been thoroughly tested before being used by more students during Autumn session exams. ProctorU has also been used for exams for WSU Online units since 2017.

### Where can I find more information?

More information on ProctorU's privacy policy can be found at: <https://www.proctoru.com/privacy-policy>

The ProctorU privacy policy covers the use of all the company's products and services but the university's use is restricted to Live+ and Review+. The account registration process is limited to providing photographic proof of identity (your student ID card (preferred), driver's licence or passport), your name and contact details.

The ProctorU privacy policy clearly states:

- ProctorU does not use any student's personal information for any reason other than the proctoring of online exams.
- ProctorU does not sell any personal information to third parties.
- ProctorU does not market to students, nor do they share any personal information for the purpose of marketing to students.
- ProctorU are also TRUSTe certified – (TRUSTe's Privacy Shield Verification program)-  
<https://privacy.truste.com/privacy-seal/validation?rid=e2baa259-152e-4e65-85ee-ae6b8e7fa3d2>

If you're still not sure or need more information, please email [examinations@westernsydney.edu.au](mailto:examinations@westernsydney.edu.au) and one of our exam representatives will help you.