

Privacy Statement Proctoring Online Examination

21. April 2020

Welcome to the proctoring application of Wageningen University. This web application is part of Wageningen University & Research (WUR) and focuses on the proctoring of online examination. With this Privacy Statement, WUR indicates which personal data is collected and for which purpose. In addition, you can read about your rights as a data subject and how to contact us.

What we do with your personal data

Online proctoring collects certain personal data obtained through the use of our web application and proctoring services by Software Secure. This data has been collected for the following purposes:

1. Exam information; (required) First and last name, email address, organization name, name of exam, name of exam sponsor (teacher), picture of the student, proctoring advice;
2. Confirm identity of the student; (required) WUR ID card, Passport or ID card;
3. Proctoring the exam; (required) Webcam video, audio by the laptop microphone and desktop recordings (no content on the desktop itself).

WUR is aware photos and other objects that are recorded may contain other personal data. However, it is not our goal nor the goal from Software Secure to record such information nor do we use this information in any way as it is not the scope of this activity.

In our [Cookie Statement](#) you can read which data the Cookies collect on this Website.

Do we share personal data?

As a general principle, Software Secure does not disclose your personal data to third parties, unless this is necessary for the functioning of the web application and/or the provision of the proctoring service. This means that, for example, we try to minimize the use of Cookies and keep the sharing of data with partners to a minimum.

Software Secure has the following parties supporting their web application, and are part of the agreement with WUR.

- Amazon WebServices (AWS, US); Infrastructure
- Hostway (US); Hosting
- Operational services Software Secure (Philippines); Proctoring

An important exception is the sharing of personal data when it is required under applicable law or in course of any legal proceedings. In that case, the Software Secure

and/or WUR must share data with authoritative bodies, for example with law enforcement. This will occur, however, under supervision of a privacy officer.

How long we retain your data

Software Secure does not store data longer than necessary. For proctoring the video, audio and desktop data will be stored for 3 months starting from the start of the exam. After 3 months the data will be automatically deleted. This term is necessary as exams will be proctored within 2 to 3 weeks after taking the exam. Hereafter the data is needed by WUR for determining if an exam is valid followed by the possibility for a student to follow an appeal procedure. In exceptional cases WUR can store this data longer in case it is needed for an appeal procedure. In this case data will be saved and stored by WUR, but will be deleted by Software Secure.

Exam information will be stored for 1 year, and afterwards this data will be anonymized. This period is requested for administrative purposes for WUR.

You can find an extended version of the [retention period](#) online.

In our [Cookie Statement](#) you can read our retention policy regarding Cookies.

How do we protect your personal data?

Obviously, the processing of personal data includes appropriate security measures. Therefore, this web application is secured and we also formalized this in the agreement with our partners. Besides this web application is being analyzed by the WUR security department with NEN-EN-ISO/IEC 27002:2017 as a starting point. This ensures all personal data is optimally secured. Additionally, Software Secure also monitors whether there are unlawful traffic or activities on this web application.

In our [security policy](#) you can read more about the type of measures we take and how we ensure a safe Website/App.

Contact?

Should you have a privacy question about this Website/App please contact us at privacy@wur.nl. WUR ensures that your question is answered as quickly and complete as possible. This can be a general question, but also by submitting a request to exercise your rights to:

- Receive an explanation of what personal data we collect and what we do with the data;
- Obtain access to the personal data concerning you;
- Have your personal data rectified or corrected if applicable;
- Withdraw consent;
- Object to a particular use of your data.

It is important to describe your question as fully as possible, mention what your concern is and to clarify who you are. This is necessary in order to provide you with a more specific and quicker answer.

If you and WUR are unable to find a solution, you could contact the Dutch Data Protection Authority. You can read how to file a complaint at www.autoriteitpersoonsgegevens.nl.

Adjustments in this Privacy Statement

Our Privacy Statement can be adjusted as a result of changed activities on our web application. Please pay attention to the date above and check regularly for new versions. We do our utmost best to announce changes in time through different channels of communication.