

Privacy statement 'Remote exams with online proctoring'

During the period that students are not allowed to come to the THUAS because of COVID-19, THUAS has decided to use remote exams with online proctoring as an alternative form of assessment. This alternative form of assessment is only used if the Examination Board has decided that another alternative, such as a paper or an open book examination without supervision, is not sufficient.

THUAS considers privacy important and therefore handles your personal data with care. In this Privacy Statement we describe what happens to your personal data and how your privacy is safeguarded when you take a THUAS exam with online proctoring using proctoring software from ProctorExam.

1. Who is responsible for processing my personal data?

The Stichting HBO Haaglanden (hereinafter referred to as: **THUAS**) - which maintains The Hague University of Allied Sciences - is responsible for the data processing described in this privacy statement. THUAS has a statutory duty to ensure that your personal data is processed in accordance with applicable privacy legislation, including the General Data Protection Regulation (GDPR).

2. Which (categories of) personal data are processed?

If you take a remote exam where THUAS monitors online, THUAS will process the following personal data:

- a. name (first and last name);
- b. email address;
- c. Photo of ID;
- d. picture of you, taken through the webcam of your computer/laptop;
- e. video and audio recordings of you and the room you are in while making the exam, made via the webcam of your computer/laptop;
- f. on-screen activities while making the exam;
- g. the IP address of the computer network to which your computer/laptop is connected;
- h. the web pages you visit during the exam take;
- i. your answers to the exam questions.

3. For what purpose will my personal data be processed and on what legal basis?

Personal data will only be used for the following purposes:

- a. authentication. After making the exam it will be checked if you are the one for whom you have spent your time;
- b. fraud control. After taking the exam, it will be checked that you have complied with the applicable rules and have not used any unauthorized sources such as cheat sheets, chats and the Internet;
- c. time frame control. After making the exam, it will be checked whether you have completed the exam within the applicable time frame.

We process your personal data on the basis of 'legitimate interest' (article 6.1 (f) GDPR). This means

that the processing is necessary for the purposes of the legitimate interests pursued by THUAS and that your rights and freedoms are sufficiently safeguarded.

In cases where THUAS chooses to use online monitoring for remote exams, it is necessary that THUAS:

- checks who's the person making the exam;
- can establish that no fraud was committed while the exam was being carried out; and
- can establish that the exam was made within the given time frame.

When taking an exam at a THUAS location, these aspects are safeguarded by means of physical surveillance.

A student who, because of his or her specific situation, objects to online supervision has the right to object to it at any time. It will be assessed on a case-by-case basis whether this objection can or must be met, for example by making the exam at a THUAS location subject to physical surveillance. Objection can be made in the manner stated in question 10.

Subject to the safeguards set out in this document, the rights and freedoms of students are adequately safeguarded.

4. Who has access to my personal data?

The personal data collected when making a remote exam with online monitoring will only be viewed by invigilators of ProctorExam and by employees of THUAS who, by virtue of their position, have a role in the processing of your personal data for the above purposes and for whom it is necessary for them to have access to the personal data.

For THUAS, these are: external invigilators, examination board.

5. Will my personal data be shared with third parties?

The personal data collected within the framework of online monitoring (see question 2) is stored on a secure server of the company Proctwise Exam B.V. This is the company that provides the tool that THUAS uses for online monitoring (ProctorExam).

THUAS has entered into a processing agreement with Proctwise Exam to ensure that your personal data is processed carefully, securely and in accordance with GDPR. This agreement also stipulates that Proctwise Exam and its subcontractors (sub-processors) may never process the personal data for their own purposes and may only act in accordance with instructions from THUAS.

Your personal data will not be shared with other third parties, unless THUAS is obliged to do so by law or a court order.

6. Will my personal data be transferred to countries outside the European Union?

No, your personal data will not be transferred to countries outside the European Union.

7. How long will my personal data be stored?

Your personal data will only be stored for as long as this is necessary in order to accomplish the purposes mentioned under 3.

With regard to the personal data which we collect and process for the purposes of authentication, fraud control and time frame control, the following procedure applies.

- After completing the exam, the review of the exam session is carried out within 2 days.
- If no identity fraud or exam fraud is suspected, the personal data which has been collected via ProctorExam (name, e-mail address, picture, video and audio recordings, on-screen activities, IP address, web pages > see under 2) will be deleted after 6 weeks in the ProctorExam system.
- If there is suspicion of identity fraud or exam fraud, the personal data which has been collected via ProctorExam (name, e-mail address, picture, video and audio recordings, on-screen activities, IP address, web pages > see under 2) will be retained for the period necessary to reach a decision on the legitimacy of the result of an examination (including the period in which legal proceedings take place). You will be informed immediately.

Your answers to the exam questions will be stored according to the retention periods which are determined by the law or your Faculty.

8. How will my personal data be secured?

THUAS takes appropriate technical and organizational measures to protect your personal data against loss and any form of unlawful processing.

9. Who can I contact if I have questions about the processing of my personal data?

If you have any questions about the way in which your personal data are processed, you can ask them via fg@hhs.nl.

10. How can I exercise my privacy rights?

On the basis of the GDPR, you have the right - subject to certain conditions - to access your personal data that we process, to correct your personal data if it contains factual inaccuracies, to delete your personal data, to limit the processing of your personal data, to portability of your personal data and to object to the processing of your personal data.

If you wish to exercise any these privacy rights, you can contact to the Data Protection Officer of THUAS via FG@HHS.nl or via:

THUAS
Data Protection Officer
Johanna Westerdijkplein 75
2521 EN DEN HAAG

To be able to deal with your request, you will be asked to provide proof of identity. In this way it will be verified that the request has been made by the right person. If you are not satisfied with the way in which we deal with your personal data, you have the right to submit a complaint with a supervisory authority.
