

## **ProctorU and UWA Student Privacy**

At UWA, some exams are available online, off campus and away from University in-person exam seatings. To quality assure this process, the University may use a software service called ProctorU Live+ (Live plus). It includes video and audio recording and human viewing of the students under exam.

ProctorU provides secure online proctoring services with a formal security program that protects the security and integrity of services provided and information collected. ProctorU Live+ exams are administered in ways that protect your data and that comply with [UWA's Privacy information, policy and guidelines](#).

### **What personal information will I need to provide and why?**

As part of sitting a ProctorU exam, you will set up a ProctorU profile with basic contact details, including your name, email and phone details. Your contact details allow proctors to email you exam reminders and instructions ahead of your exam, and to get back in touch with you if any technical or access issues arise during your session.

### **Is my data safe?**

ProctorU does not use students' contact details for anything other than the proctoring of online exams. It does not market to students, share any personal information for marketing purposes, or sell any personal information to third parties. [ProctorU is TRUSTe certified](#).

### **What ID will I need when I check into my exam and will a copy of this be retained?**

When you check into your exam, you will need to show your Student ID, valid passport or driver's licence to a camera as a part of your identity check, in the same way your identity is checked in a face-to-face exam. The image taken of your Student ID is only used for ID checks and will be deleted after seven (7) days.

### **Will ProctorU need to access anything on my computer?**

During your session, you will be asked permission to provide temporary remote access to your computer to help you get started, check your settings, and assist with any technical issues. ProctorU will not be able to access anything on your computer beyond your browser, and will lose access when you end your session.

### **Will my session be recorded and if so, who has access?**

Proctor activity and student sessions are recorded. UWA owns any data recorded, not ProctorU. The video recorded during your Live+ exam can only be reviewed by a limited number of authorised UWA staff if potential misconduct issues are flagged. This is to ensure the integrity of the exam, or if you report any technical or disconnection issues that may be need to be reviewed to prevent similar issues arising with future exams.

**How long will ProctorU store my information?**

Information gathered to sit the exam is stored until the assessment period and any investigations of suspected academic misconduct are completed. When all results and record management activities are completed for the teaching session, the University will request that ProctorU delete your personal information and data.

**How has UWA assessed the risk of using ProctorU?**

Rigorous testing and security checks have been completed to ensure there are no data breaches and that the product offered to UWA students is of a high standard. 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.

**Where can I find more information?**

More information on ProctorU's privacy policy can be found at on their [website](#).

You can also contact [UWA's Privacy Office](#) at [privacy@uwa.edu.au](mailto:privacy@uwa.edu.au) or phone +61 8 6488 1706.