UWA App Privacy and Data Security Information

The UWA app has been developed and is hosted by Involvio. UWA has worked closely with Involvio to build an app we hope you will love and to ensure a number of measures are in place to protect your data.

This document also contains information about CMX, a separate piece of software that UWA is implementing. CMX will help UWA to understand how campus facilities are used and how we can improve them. This information is included so that you understand their relationship and how you can stay in control of your data.

What principles are guiding UWA's approach to Involvio and CMX?

UWA's approach is guided by:
- Compliance with relevant legislation, community standards and UWA policy
- Improving user experience
- Ensuring that users are in control of their experience and data

What is the purpose of the UWA app?

The app will provide a one-stop entry point for access to UWA information, making life easier for you and connecting you with academic, cultural, sporting and social opportunities and resources. Some of the benefits are:
- Finding university events in your areas of interest;
- Connecting with classmates and friends;
- Finding your way around campus;
- Booking facilities and study spaces;
- Staying organised with a class schedule and reminders;
- Finding tools, advice and support for your study, career, wellbeing and more.

We will initially launch the UWA app on mobile at the start of Semester 2, and there will also be a web version that students can log in to via the UWA website. The web version will be launched during Semester 2.

Will staff or students be required to use the UWA app or be set up with an account without their knowledge?

No. The app will be provided on an opt-in basis. People who would like to use it can download it from the App Store or Google Play and set up their account of their own accord. If people do not want to use Involvio they do not need to download it.

If I do not download the UWA app to my mobile device can I still use it on a desktop computer?

Yes. You will be able to use the web-based version of the app once it is released in Semester 2.

What is CMX?

CMX is technology that gathers data from the Wi-Fi network about how many connected devices are in a space. This is done for the purpose of understanding how intensively spaces are being used. CMX is commonly used in universities globally to help decide which buildings might need improvements or where there may be buildings that have spare capacity. Typically this is done via a 'heat map' of space use over a day, a month or a year.

Why do some universities integrate Involvio and CMX?

Involvio has partnered with Cisco to integrate their app with CMX for the purposes of providing campus analytics to help students and staff to understand how particular services are working and where improvements may be possible.

Will Involvio be integrated with CMX at UWA?

At this time there are no plans to integrate Involvio with CMX.

In the future, if integration was considered, the decision would go through the appropriate governance and consultation channels including the Guild, Student Consultative Committee and Education Committee. At all times, users will be given the choice to opt in or out.

Will it be compulsory for CMX to detect my device's location on campus?

No. There will be an option for individuals to opt out, so that their devices are not monitored.

Will CMX detect my device's location on campus?

Only if you don't opt-out.

If I opt-in, will CMX be used to detect my device personally?

No. The purpose is not to know where an individual is, but to understand how aggregate types of users are using the campus. The aim is to improve student experience and the use of our space to make the campus more sustainable.

Can a user's location be detected as a result of them using the UWA app?

No. Without the integration with CMX there is no location information gathered.

However, the app may explicitly request access to a user's device's GPS location if you decide to use the features, such as:
1) Navigation/Map: the UWA app can help users find their way to various locations on campus. In order to display a user's current location on the UWA map (in the same way as Google Maps or Apple Maps), the app will use their device's GPS location.
2) "Dropping a Pin": the UWA app supports the ability for users to share their current GPS location with another app user as a way to tell them where they are. The use of this feature is at their discretion.
3) "Checking In": For certain events, we may display a QR code at the event to allow people to "Check In" by scanning. When QR code is scanned, the UWA

app will request the user's device's GPS location to verify that they are actually at the location of the event at the time of their scan.

If a user opts to not allow access to their phone's location services, the above features are not available.

The UWA app only uses GPS location while a user is utilising a specific feature which requires location. The app does **not** gather GPS location while a user is utilising other features or while the app is the closed. Each user of the UWA app is in complete control of whether to allow access to GPS location information.

Can a user delete their UWA app account and all data they've saved?

Yes. A user account can be deleted by the user at any time by selecting an option in the 'Settings' section of the UWA app.

Can I control whether Involvio and CMX have access to my devices and data?

Yes. If you do not want CMX to have access to your location data, you can choose to opt-out. There is no requirement to use the UWA app – it is completely voluntary.

Will information about me be secure? Is it encrypted?

Yes. All systems used by UWA are required to adhere to the University cyber security policy and implement strict cyber security controls. Access is restricted to authorised personnel. All CMX and Involvio data is encrypted.

How long will UWA app data be kept?

Data associated with use of the UWA app will be kept for as long as an individual continues to use the app. However, at any time an individual can discontinue the use of Involvio and all personal data will be deleted. Some system analytics will be retained (e.g., the total count of people who have downloaded the app) – this explicitly excludes any individual or personal identity data.

How long will CMX location data be kept?

90 days

Where will the data be stored? Can I be confident that it is secure?

CMX data is stored in the University's data centre on campus. UWA app data is managed by Involvio and stored securely in an Amazon Web Services (AWS) data centre on the east coast of Australia. All UWA app data is encrypted at rest and in transit, and access is restricted to authorised personnel.

Who will own the data?

Data gathered by CMX is owned by UWA. You own all content that you submit or post through the UWA app. Involvio owns only de-identified analytics data (such as which features of the app are utilized most).

Will the data be available (or sold to) other organisations?

UWA does not sell student and staff data to other organisations. UWA data may be stored by other organisations on behalf of UWA where this is for the purpose of university business. For example, data in the Blackboard learning management system or data in UWA's instance of Involvio.

Who will have access to CMX data?

The data is accessible by authorised UWA staff, strictly on an as-needs basis. Privileged access to systems that contain personal information is restricted in accordance with existing IT policies.

Do Involvio and CMX comply with privacy legislation?

Yes. Both Involvio and Cisco CMX also comply with the more rigorous EU General Data Protection Regulation (GDPR) legislation.

Can I opt-out from Involvio or CMX at any time?

Yes

Will staff and students be provided guidance on 'acceptable use'?

Yes, the _Acceptable Use of IT Policy_ is referenced in the terms and conditions when signing up to Involvio and when updating your Pheme password or creating your Pheme account.

Have the UWA app and CMX been tested?

Yes. The UWA app and CMX have been through a rigorous quality control process, which includes several rounds of functional testing, user acceptance testing as well as performance and load testing.